

2021

ČSOB Group Social Responsibility
and Sustainability Report





3	Foreword
5	Simply for people
11	Social responsibility
17	Sustainability
26	For business
36	For education
44	For longevity
52	Helping the regions
55	Helping together with our employees
61	Diversity
67	About the report

FOREWORD

The year of 2021 was quite extraordinary and taxing for everyone. As such, it emphasised the importance of thinking about others around us, of cooperating and of supporting local communities and beneficial projects. It also showed that people in the Czech Republic can do all of this – they are capable and willing to put their shoulder to the wheel and of helping whenever needed. The immense wave of solidarity that appeared after communities in southern Moravia were impacted by a tornado was the silver lining amid a great misfortune and it proved a powerful inspiration for continued work and development in socially responsible activities.

At ČSOB, we begin with sustainability. And with consistency as another of our guiding principles, we start at our own door. Our headquarters in Prague and Hradec Králové are among the most environmentally friendly buildings in Europe and have certainly played a role in the reduction of our carbon footprint. Compared to 2015, we have achieved a reduction of 76 percent. We promote respect for the environment not only among our employees, but also among our clients and even competitors. In October 2021, we challenged our market rival Česká spořitelna to a green kilometres

contest in which each institution counted kilometres travelled by their employees in an environmentally friendly manner. Together, we amassed more than 865,000 green kilometres over the month-long challenge, saving some 97 tonnes of CO₂.

Our focus on sustainability is also seen in our own business. From the middle of last year, we entirely stopped providing direct financing, insurance and consulting to energy companies with production based on the generation of energy from coal. Instead, we help our clients transition to greener ways of doing business. Last year, we also provided our clients with an initial CZK 3.2bn in loans compliant with the new European taxonomy. Also in 2021, we launched in the Czech Republic a yet-to-be-matched investment certificate tied to reforestation.

We care not only about the state in which we will leave our planet to the generations to come, but also about the lives of people today. Our clients aged 70+ have access to a dedicated phone line that assists tens of thousands of callers a year. We have also created a special manual for senior citizens that contains a wealth of practical advice



related to finance and insurance. In partnership with specialists from Sue Ryder, we continue to develop and promote the *Neztratit se ve stáří* (Do not get lost in old age) consulting centre, available both online and over the telephone. It is on hand for seniors and their close ones, providing advice on social, legal and medical issues.

We remain equally mindful of the younger generations. Our ambassadors help children and young people to prepare themselves for entering the world of finance. Since 2016, our ambassadors have delivered nearly 5,000 lessons as part of our ČSOB Financial and digital education for schools program. Since last year, they have been helped in their task by our mobile app, Filip, already downloaded more than 5,000 times. We held our first Filip's financial Olympics for sixth year elementary school pupils. In the regional round, no less than 157 schools from all regions of the Czech Republic participated. We continue to cooperate with the Police of the Czech Republic in providing cybersecurity education and with *Člověk v tísní* (People in Need) in preventing harmful debt. And in partnership with *Výbor dobré vůle – Nadace Olgy Havlové* (Committee of Good Will – Olga Havel Foundation), we provided scholarship support to 72 talented students overcoming medical or social disadvantages.

Our Group also provided valuable assistance to local communities and entrepreneurs who were starting out. Our successful programs, *Start it @ČSOB* and *ČSOB Start it social*, continued to attract considerable attention in 2021. They supported 19 startups and 10 social enterprises, respectively. Our program *ČSOB pomáhá regionům* (ČSOB helps regions) was equally popular. So much so, that 2021 was its most successful year yet. It supported no less than 110 projects with sums totalling CZK 11m. On top of that, the program was on hand to deliver flexible assistance to communities and colleagues in the south of Moravia who were impacted by the tornado.

PETR HUTLA

*Member of the Board of ČSOB
responsible for CSR and sustainability
and Member of the internal KBC Group CSR Committee*





SIMPLY FOR PEOPLE

Every year, we donate tens of millions of crowns to philanthropy and in support of socially responsible and sustainable activities. But we do much more than donate. We also support the development of Czech society in numerous other ways. We pay billions in taxes that go to the national budget. We disburse similar amounts in salaries, and we support individuals and businesses with hundreds of billions of crowns in loans.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

6

ČSOB GROUP KEY FACTS

CZK **16.2**_{bn} in net profit

CZK **835**_{bn} loan portfolio

CZK **1,157**_{bn} in deposits

4.2_m clients across ČSOB Group

1.1_m users of internet banking

756,000 users of mobile banking

BRANCHES AND MERCHANT OUTLETS

208 ČSOB bank branches*

95 ČSOB Pojišťovna branches

246 ČSOB Stavební spořitelna advice centres

6 leasing branches

2,500 Česká pošta merchant outlets

700 Česká pošta franchise outlets

737 contactless ATMs

1,017 ATMs in total

* Since 1 April 2021, Hypoteční banka branches have operated within the retail branch office network.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

7

SMART SOLUTIONS FOR LIFE AND BUSINESS

INNOVATION AND DIGITALISATION

With digitalisation in full swing, our services are available to clients 24/7, all year round. And it is not just **individuals** who can open an **account fully online**. ČSOB was the **first bank on the market** to provide this option to **business clients** as well. With the **ČSOB Smart klíč** (Smart key) app, clients no longer need to copy authentication codes from text messages. With the app, transactions are authorised simply by a fingerprint, Face ID or the app PIN.

DIGITAL ASSISTANT KATE

Our fully digital personal assistant utilising artificial intelligence became available to ČSOB clients in 2020. The assistant matured somewhat in 2021 and now Kate is available not only in the **DoKapsy** (InYourPocket) and **ČSOB Smart** apps but also in the business-oriented **CEB Mobile** that targets entrepreneurs, SMEs and corporate clients. Kate communicates in both spoken and written form, she can resolve rejected card transactions, take care of credit card repayments, provide tips on discounts at petrol stations, warn about the approaching expiration date of one's personal ID or driver's licence, and more. In late December 2021, Kate was able to resolve more than **460 topics** and understand correctly eight out of 10 questions asked. By that time, the digital assistant had helped more than 350,000 clients.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

8

NAMÍRU AND DOKAPSY

In April 2021, ČSOB launched its investment solution named **NaMíru** (MadeToMeasure). It is designed to enable clients to invest successfully without the need for a profound understanding of markets. Clients seeking socially responsible investment need look no further than **NaMíru zodpovědně**. (MadeToMeasure responsibly). With the **DoKapsy** app, ČSOB clients can easily find a **parking spot in more than 50 locations** across the Czech Republic. The app also lets users pay **public transport fares** easily, in **five cities** so far.

BANKING IDENTITY

In June, ČSOB extended its banking identity services by launching **BankID**, a service targeted at businesses. With BankID, the **signing of contracts digitally** is now possible with more than **70 companies** that utilise banking identity services.

CARD PAYMENTS MADE EASY AND SECURE

When Risk-Based Authentication (**RBA**), an intelligent way of authenticating online card payments, is used, clients are **not required to verify their online transactions** in some cases. When using RBA, our systems apply smart **algorithms** to decide whether a verification is required. Decisions are based on parameters such as merchant credibility, purchase value and other characteristics of the payment.

ČSOB FILIP APP

The educational app **ČSOB Filip** introduces children aged 10 to 15 to the basics of financial and digital literacy using short video lessons and easy texts presented in an entertaining form. Children are invited to collect gold coins and badges, and they can compete with one another. The app is free to download.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

9

SELECTED AWARDS FOR ČSOB'S SUSTAINABLE AND SOCIALLY RESPONSIBLE ACTIVITIES

Global Finance Awards

**BEST BANK
IN THE CZECH REPUBLIC**

of 2021 in recognition of
activities during the pandemic
and extensive assistance
provided to clients

**FINANCIAL LEADER
IN SUSTAINABLE
COMMUNITIES**

in Central and Eastern Europe

**LEADER IN RESOURCES
MANAGEMENT**

in Central and Eastern Europe

**LEADER
IN TRANSPARENCY AND
SUSTAINABILITY**

in Central and Eastern Europe

Mastercard Bank of the Year 2021 Awards

2ND PLACE Sustainable bank of the year



Zlatá koruna (Golden Crown) Awards

3RD PLACE in the Social Responsibility category
in recognition of our program
ČSOB helps regions

Kolibřík (Hummingbird) Award

AWARD for exceptional results in **integrating
people with disabilities**

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

10

Business for Society Awards

RESPONSIBLE BIG COMPANY

winner of the title BpS TOP
Responsible big company
(with a rating of 91.9% for
the overall approach to
responsible and sustainable
business conduct)



RESPONSIBLE COMPANY OPEN TO ALL

winner of the title BpS TOP
Responsible company
friendly to women



CLEAR AND COMPREHENSIBLE COMMUNICATION

winner of the title BpS TOP
Responsible company in
reporting



TOP RESPONSIBLE LEADER IN DIVERSITY

awarded to the CEO
of ČSOB **John Hollows**



Donors' Forum Awards 2021



1ST PLACE for financial literacy project **Filip**

2ND PLACE for ČSOB Group's **Annual Social Responsibility Report**

LEMUR 2021 Awards

2ND PLACE in the **Annual Social Responsibility Report**
category



CORPORATE RESPONSIBILITY

The year of 2021 was extremely challenging. It changed the lives of everyone in the Czech Republic. The Covid-19 pandemic demonstrated beyond any doubt how important the values of solidarity, respect for one another and the willingness to help others are for all of us. During the year, we were even more driven to keep developing our corporate social responsibility and continue with our well-established support for nonprofit organisations and local communities.

In 2021, the ČSOB Group donated CZK 42.5m to philanthropic causes and in support of socially responsible activities that flexibly respond to the needs of the Czech society.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

12

CORPORATE CULTURE

Our success derives from the way we behave towards one another and the forms of behaviour that are promoted by our managers. We support creativity, cooperation and openness. And we believe in flexibility, diversity and agility.

P erformance

Will to win

We deliver what we promise, and with enthusiasm and commitment

E mpowerment

We are courageous

We dare to do things differently and have the freedom to do so

A ccountability

We accept responsibility

We stand by all we do and honour personal responsibility towards our clients, colleagues, shareholders and the society in which we live and work

R esponsiveness

We are perceptive of others

We don't turn our backs on divergent opinions, we are open to the suggestions and observations of clients and colleagues

L ocal embeddedness

This is our home

We remain mindful of our surroundings because that's where we are rooted, and we honour diversity

+ for collaboration

We believe in cooperation

We inspire one another and cooperate with one another, even across the numerous countries in which KBC operates



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

13

THREE KEY VALUES

Our PEARL+ culture is intimately linked to three key values we uphold:

RESPECT

We do not condescend, we treat everyone as equal. We are transparent and confident. We appreciate everyone for what they do and how they do it.

We have the desire to win. We are courageous. We accept responsibility. We are perceptive of others. This is our home. We believe in cooperation.

PERCEPTIVENESS

We respond promptly and with open arms to the suggestions, opinions and needs of our colleagues and management and, above all, of our clients.

FOCUS ON RESULTS

We deliver on our promises in terms of deadlines, cost and quality. We do this with pleasure, for ourselves and clients alike



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

14

STRATEGIC PILLARS OF RESPONSIBLE AND SUSTAINABLE BEHAVIOUR IN ČSOB GROUP

FOR BUSINESS

We help small and medium sized enterprises to develop their activities and attract new business partners abroad. Our unique acceleration program Start it @ČSOB provides support for early-stage innovative projects, regardless of their particular sphere of business.

FOR LONGEVITY

We are on hand to assist senior citizens, people with disabilities as well as the sandwich generation. For each group, we have customised products and services. We also support nonprofit organisations and social enterprises.

FOR EDUCATION

There is still some room for improvement when it comes to financial literacy among the Czech population. That's why we strive to improve it, both among children and adults. To that end, we visit elementary and secondary schools with our program ČSOB Financial and digital education for schools. We also educate tutors. The digital literacy part of the program is conducted in cooperation with the Police of the Czech Republic.

FOR NATURE

For ČSOB and the whole KBC Group, looking after the environment and acting in an environmentally friendly way is at the very top of the list of priorities. Not just in terms of words, in terms of deeds too. We no longer finance projects that are harmful to the environment or contribute to the climate crisis. Our buildings, such as those in Prague and Hradec Králové, are excellent examples of sustainability.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

15

WITH RESPECT FOR CLIENTS AND SOCIETY AS A WHOLE

ACTING RESPONSIBLY

Our clients' behaviour changes dynamically over time. Nowadays, clients pay much closer attention to the added value that products and services bring to them and society at large. Our clients' trust depends on our competence, open communication and ability to judge market risks adequately.

It is with the client experience in mind that ČSOB regularly reviews its business approach and considers carefully whether achieving the targeted profit brings the desired mutual benefit and, above all, protects the interests of stakeholders and wider society.

In this respect, ČSOB acts well beyond its statutory obligations. Acting responsibly even provides the Group with business opportunities. We care deeply about the view that future generations will hold of our actions taken today.

With this in mind, ČSOB devised a set of recommendations and guidelines for its employees: **Cesta k odpovědnosti** (The Path to Acting Responsibly).

BUSINESS ETHICS

In providing its services, ČSOB adheres strictly to all applicable laws and regulations. On top of the statutory obligations, we also voluntarily adopt additional rules and limitations, especially in the areas of ethics, openness, transparency, confidentiality and privacy (Code of Conduct, Anti-bribery and Anti-corruption Policy, Anti-money Laundering Policy, Whistleblowing Policy), environmental protection (Environmental Policy, Energy Efficiency Policy), human rights and biodiversity protection (ČSOB Group Principles of Sustainability and Responsible Business), sustainable business (Policies governing the provision of loans, insurance products and consulting services in the energy sector).

All internal policies are subject to regular review. They are updated at least every other year in order to ensure that the Group is always acting in harmony with the latest development in the given areas.

For ČSOB policies, please visit
www.csob.cz/portal/csob/politiky-csob

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

16

IN 2021, WE RECORDED

935 submissions from clients

733 suggestions for improvements to services

6 days as the average time for the resolution of a submission

ČSOB GROUP OMBUDSMAN

In line with its commitment to transparency and superior customer care, ČSOB appointed its ombudsman as an **independent defender of clients' rights**.

A year-on-year increase in the number of submissions from clients of a full third serves as welcome proof that clients, when faced with adversity, turn with confidence to a partner who plays fair and in conjunction with others – including branch office personnel, customer care centre staff and employees of other service channels – in seeking optimum solutions to their grievances.

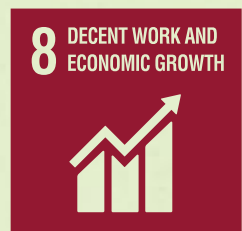
Martin Kovář
ČSOB Group Ombudsman





SUSTAINABILITY

We care deeply about the condition in which we will leave the planet to the generations to come. That is why sustainability and environmental friendliness feature prominently in everything we do throughout the Group, including our delivery of strong support for the transition to a low-carbon economy. We start at our own door but we also motivate our clients, both individuals and businesses, as well as the general public, to make the most of our environmentally friendly solutions.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

18



KEY FIGURES AND FACTS

Direct financing linked to coal **CZK 0**

Green loans **CZK 3.2_{bn}**

Mortgages for energy-efficient homes
– year-on-year increase of **185%**

Financial resources invested in socially
responsible funds – year-on-year increase **179%**

COMPARED TO 2015, WE REDUCED

Our carbon footprint by **76%**

Production of waste by **60%**

Electricity consumption by **40%**

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

19

WE BEGIN AT OUR OWN DOOR

STRATEGY OF SUSTAINABILITY

The principle of sustainability within ČSOB is based on **three commitments**: limit negative effects on society, increase positive impacts on society, and promote responsible behaviour by our employees. The strategy derives from the approach implemented throughout the KBC Group and it permeates our **business terms and conditions** as well as the **day-to-day activities** of all our employees, top management included.

CLIMATE COMMITMENTS OF KBC GROUP

We **analyse the impacts of climate risks** on the most important sectors of the country's economy and on our portfolio. The outputs of our analysis gradually inform our **business strategies** and the creation of an **attractive proposition** based on sustainable development. They also define our **goals** going forward in relation to the **individual sectors**.

REDUCING OUR CARBON FOOTPRINT

In compliance with standards **ČSN EN ISO 14001** and **ČSN EN ISO 50001**, we have implemented our internal environmental and energy management policies. We intend to reach carbon neutrality by 2040 at the latest. Compared to 2015, we have succeeded in **reducing our carbon footprint by 76.2%**. With carbon compensations, we achieved **carbon emission scopes 1 and 2 by 2021**.

SUSTAINABILITY EXAMPLES FROM OUR OPERATIONS

- We purchase electricity generated solely from renewable sources
- We increase the energy efficiency of our branches and office premises by using modern heating and air-conditioning based on geothermal energy, combined with optimisations of our branch office network
- We use LED lights and transition to autonomous lighting control
- We reduce the frequency of car trips and promote modern technologies, enabling employees to work and cooperate remotely
- We continuously cut the amounts of office waste produced while any waste generated is diligently sorted
- We use biometric authentication and digital client documentation

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

20

ENVIRONMENTALLY FRIENDLY BUILDINGS

Last year, ČSOB opened a new HQ building in Hradec Králové. Alongside our Prague HQ, ČSOB Kampus, the new property stands as among the most environmentally friendly buildings not only in the country but in Europe. This is confirmed by the **LEED Gold certificate (Prague, North HQ)** and the highest attainable **LEED Platinum certificate (Prague, South HQ, and Hradec Králové)**. ČSOB Kampus even earned ČSOB a place, as the first bank in the country, among the membership of the Czech Green Building Council.

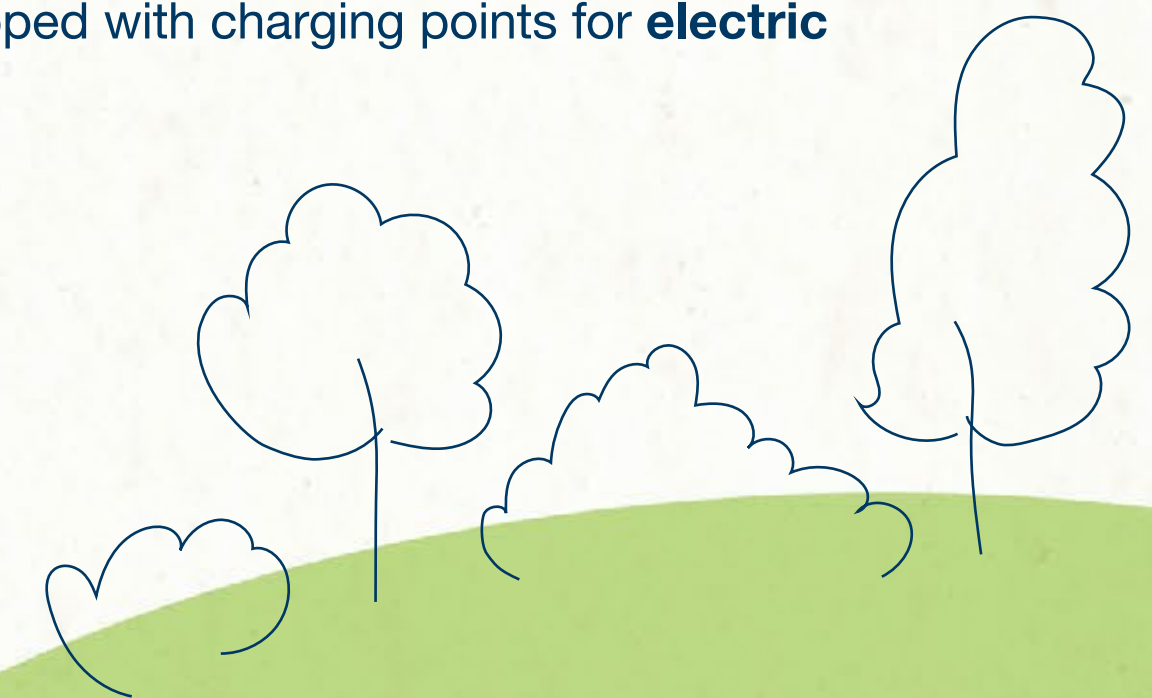


NEW BUILDING IN HRADEC KRÁLOVÉ

- **108 geothermal bores** reaching depths of up to 200 metres tap into the energy stores of the Earth's crust for **heating and air-conditioning**
- lighting is controlled continuously in relation to the presence of employees and the intensity of daylight
- accessible **roof gardens** double as rainwater collectors, improving the building's micro-climate
- as many as **56 trees** have been planted around the building, and there are **177 shrubs** and **23 multi-trunked trees** on the roof. The interior of the building is adorned with four flowerbeds with **370 plants** in each
- we also **support biodiversity** around the building with birdhouses, beehives, bumblebee hives and planted meadows with plants endemic to the country

Three of our buildings, located in **Břeclav, Blansko** and **Zlín**, boast **photovoltaic plants** producing 30 MWh of electricity a year.

ČSOB Kampus in **Prague** and our premises in **Hradec Králové, Ostrava** and **Pilsen** are equipped with charging points for **electric vehicles** and **bikes**.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

21

SUSTAINABLE BUSINESS

In terms of environmental impact, we rate our **commitment to leave the coal industry** as our highest priority. In mid-2021, we ceased all direct financing, insurance and consulting in relation to energy companies operating coal-based businesses.

We seek new business opportunities in partnership with our clients. Our goals include not only supporting clients in pursuing sustainable business, such as **photovoltaic power generation** or **e-mobility**, but also assisting them in transitioning from carbon-intensive to low-carbon and therefore to a more sustainable business model.

ČSOB provided an initial **six loans** in 2021 amounting to **CZK 3.2bn** fully compliant with the new EU taxonomy and qualifying as **green loans**. Among clients who received a green loan or advice related to green subsidies were, for example, socks manufacturer **Northman Outdoor** and tea manufacturer **Sonnentor**.

ČSOB also assists business clients with preliminaries for **energy audits** and the drafting of technical documentation for business undertakings. Over the past three years, the Group supported as many as 45 **energy-efficient projects** worth **CZK 2bn** in total.

Another point of focus for ČSOB is the connection between investing responsibly and the environment. In 2021, ČSOB unveiled an **investment certificate**, still unrivalled in the Czech Republic, **linked to reforestation**. The certificate not only raises awareness of investing responsibly, it also contributes to the resolution of a very topical issue, namely bark beetle infestation. For every EUR 1,000 invested in any of the selected ESG investment certificates, ČSOB plants a tree in the Bohemian-Moravian Highlands, one of the country's worst bark-beetle infested areas. In 2021, the Group planted at least **30,000 deciduous and coniferous trees** across more than 3.5 hectares in total.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

22

WE MOTIVATE CLIENTS

The retail segment is another area in which ČSOB applies the principles of sustainable business. Retail clients have access to a range of products and services that enable them to achieve savings, demonstrate their thoughtfulness in sustainability and show their consideration and restraint in the use of natural resources:

- Low-energy and passive housing can be financed using a **mortgage for energy-efficient housing** that comes with a reduced interest rate and other benefits. In a year-on-year comparison, funding for energy-efficient homes increased by **185%**.
- When purchasing an environmentally friendly vehicle (electric, hybrid, hydrogen or CNG-powered), clients can take advantage of a **clean energy vehicle loan** that comes with an advantageous and guaranteed interest rate.
- Another prominent product available to clients is the **ČSOB water resources equity fund**. The fund is involved in the fast-growing water management sector. By investing in water management enterprises, ČSOB clients contribute to resolving the global issue of clean water shortages. The volume of socially responsible investment (SRI) grew by **179%** in a year-on-year comparison.
- **ČSOB NaMíru zodpovědně** (ČSOB Tailor-made and Responsible) is an investment product that not only increases the value of funds invested but also helps to preserve the world for future generations.
- Clients have the option of obtaining an innovative **payment card** with their bank account. The card is made from **recyclable plastic** friendly to the environment. It also sports a special design inspired by nature.
- Our digital guide [Energy-efficient family home](#) offers recommendations for environmentally friendly yet inexpensive living.
- ČSOB's loyalty program Svět odměn (World of rewards) offers a range of **eco gifts**, the possibility of contributing towards **tree planting** and the chance to help fund the safe **reintroduction of endangered species** into their natural habitats.
- Further details about the range of **responsible products** available and **tips** for modern and energy-efficient living are available on ČSOB's website [Myslíme zeleně](#) (Thinking Green).



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

23

WE MOTIVATE OTHERS

In autumn 2021, ČSOB initiated a “**Green Challenge**” and called on its market rival Česká spořitelna to compete with ČSOB employees in clocking up green kilometres. The challenge was based on travelling to and from work using means as environmentally friendly as possible. Together, employees of both financial institutions amassed more than **865,000 green kilometres** and saved some **97 tonnes of CO₂**.

ENVIRONMENTAL PROJECTS AND PARTNERSHIP

In addition to reducing any negative environmental impacts, it is also essential to stimulate and support activities that remedy damage already done. That’s why ČSOB is in a partnership with **POHO2030**, a major reference project involved in reclaiming and repurposing a landscape previously used for a coal mine in the north of Moravia. As the financial and marketing partner of the project, ČSOB assists by providing financial consulting and securing the necessary publicity.

For four years already, ČSOB has served as a partner of **Svaz moderní energetiky** (Modern Energy Union, SME). Together with the Union, our bank organises round tables and workshops on energy sector innovations.

Last year, ČSOB became one of the founding banks of the Czech Banking Association’s expert **Platform for Sustainable Finance**. Its goal is to lay down the foundations for efficient cooperation with public

administration bodies in implementing the national and EU-wide ESG (Environmental, Social and Governance) goals.

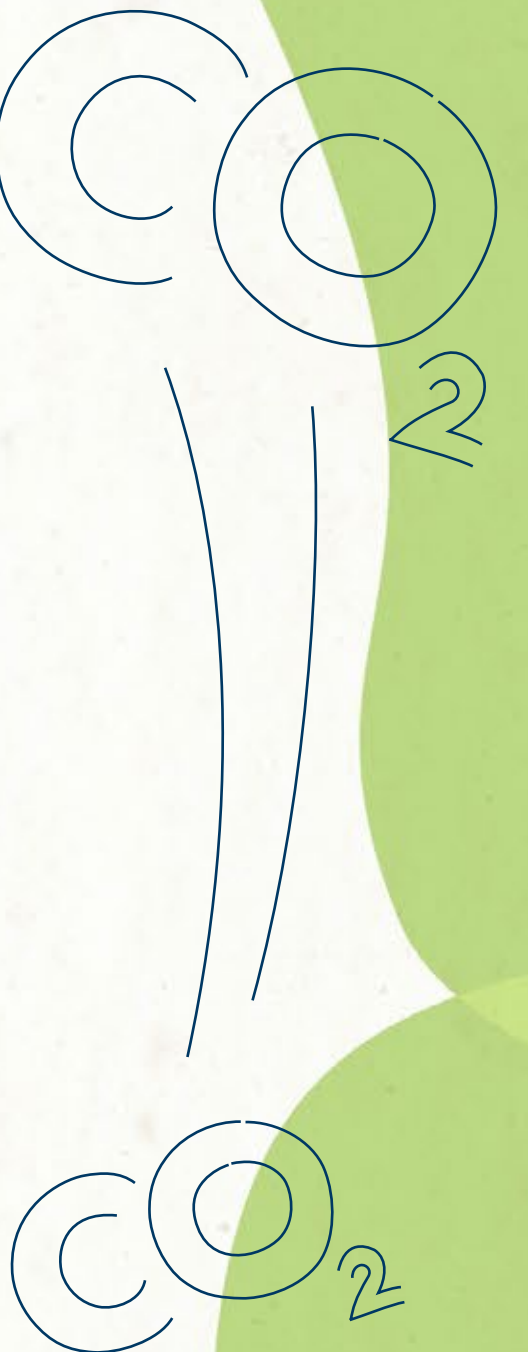
In the latter part of the year, ČSOB became one of the founding members of the **Climate & Sustainable Leaders Czech Republic** platform. The platform’s goals include reducing the CO₂ production of the biggest businesses in the Czech Republic, motivating key players within the Czech economy to launch projects that support sustainability and protect the climate, and assisting in the execution of such projects.

SUSTAINABLE LIFECYCLE OF EQUIPMENT AND APPLIANCES

When acquiring new equipment, ČSOB considers its longevity as a key factor. And once a piece of equipment no longer meets our needs, we ensure that it can still be used by someone else. That’s why ČSOB **donates** its decommissioned equipment and appliances to **nonprofit and subsidised organisations** or offers the equipment to employees at a discount. The revenue from such purchases is then donated to charitable causes.

In 2021 ČSOB:

- sold more than **5,000 pieces** of computer technology
- donated the sum of **CZK 705,648** generated by the computer sales to People in Need, Committee of Good Will – Olga Havel Foundation, and Klub svobodných matek (Single Mothers’ Club).



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

24

WHAT'S HAPPENING WITHIN THE GROUP

ČSOB ASSET MANAGEMENT

The division applies the core criteria of **socially responsible investing** to all investment funds focused on environmental protection, sustainable development, the protection of human rights and other worthy causes. ČSOB Asset Management excludes all businesses that use corrupt practices or child labour as well as manufacturers of weapons banned under international treaties.

ČSOB PENZIJNÍ SPOLEČNOST

ČSOB Penzijní společnost keeps a close eye on the latest developments in the sphere of **ESG investment**. Its pension funds rely on a highly responsible combination of assets. In the near future, the division will include in its product range opportunities for fully socially responsible investing with positive impacts on environmental protection, society and economic development.

ČSOB STAVEBNÍ SPOŘITELNA

Contracts are signed in digital form using **biometric authentication** to reduce the use of paper. Clients can use secured **intermediate loans to finance energy-efficient housing**, i.e. low-energy or passive homes. As the first financial institution in the country, we require a certificate of **energy efficiency** for the property to be funded or pledged prior to the granting of a mortgage or a loan. This requirement amounts to a contribution in the effort to reduce greenhouse gas emissions and can motivate clients to opt for energy-efficient properties when either buying a property or upgrading their existing properties.

The building society strives to reduce the administrative burden of the client to the bare minimum. Clients can even take advantage of **reduced interest rates** if the financed property has an **energy-efficiency certificate in class A or B**. The long-term goal is to achieve a **carbon-neutral portfolio** predominantly containing the most energy-efficient properties.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

25

WHAT'S HAPPENING WITHIN THE GROUP

HYPOTEČNÍ BANKA

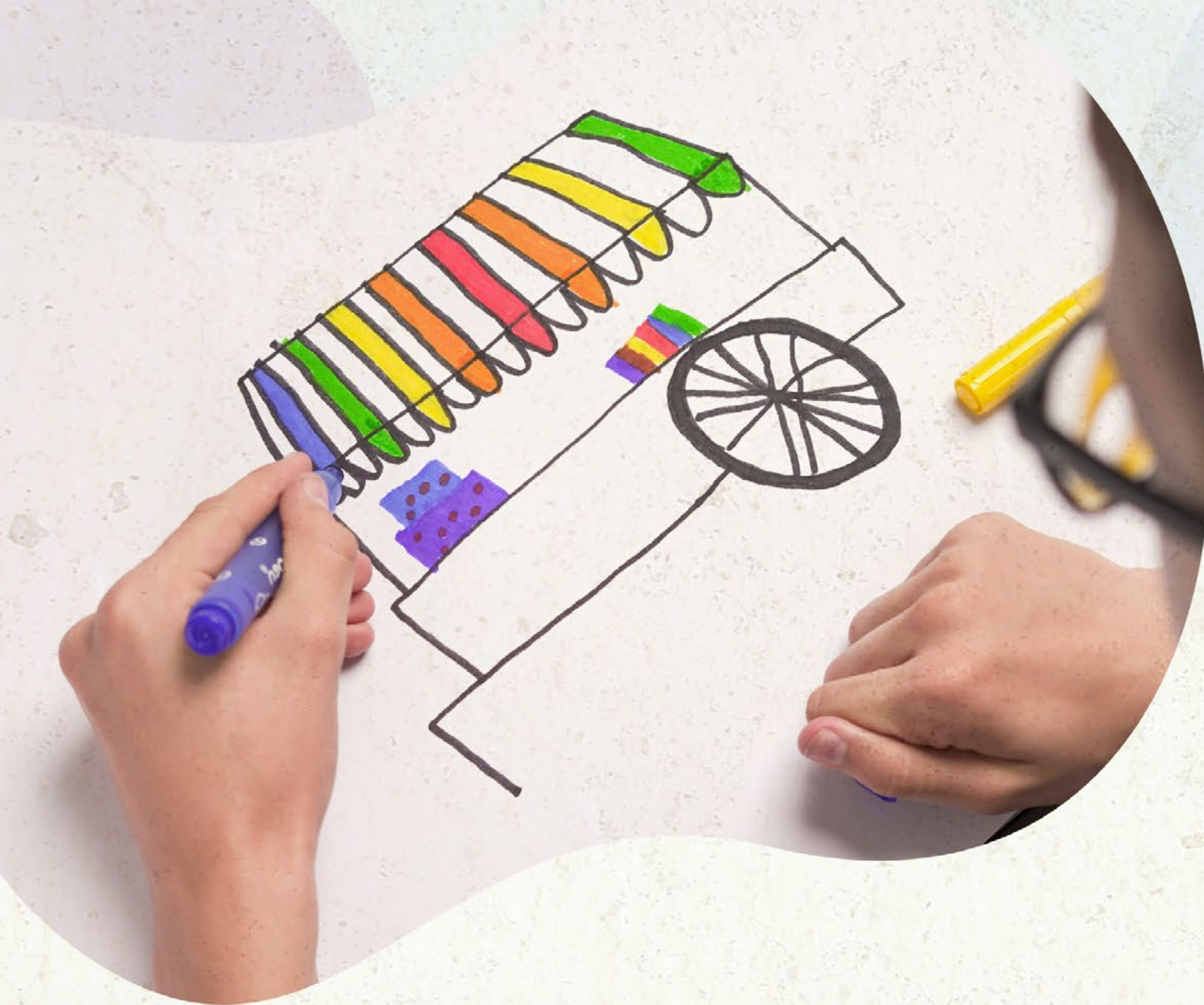
Hypoteční banka is a strong supporter of environmentally friendly living and respecting the natural environment to the maximum possible extent. The division's **Mortgage for energy-efficient living** has been available to clients for a number of years, while the time is fast approaching when **mortgages** will be handled **entirely digitally**. A recently introduced service that delivers all communication in digital form to online storage has done away with the use of paper and the need to visit the post office. The division can even secure the property appraisal and the issuing of the title deed digitally. And the same applies to recording the lien with the property registry.

Hypoteční banka joined forces with ČSOB to draft the **Energy-efficient Home guide** that contains a wealth of advice, information on latest technologies and guidance on the construction of a family house, including an overview of available financing options and applicable subsidies.

PATRIA FINANCE

In autumn 2021, the division organised an online conference titled **Sustainability and sustainable investment**. It was attended by a number of external experts in the field.

A new sub-section dedicated to sustainable investment has been added to the division's investment **portal at Patria.cz**. It already contains dozens of articles on this essential topic. The division has also commenced the implementation of the mandated **survey of clients' ESG preferences**, the statutory requirements for which come into force in August 2022.



FOR BUSINESS

In the ever-evolving world, the Czech economy cannot afford to neglect innovative products and services. That's why ČSOB actively supports the economy and its competitiveness by helping entrepreneurs who are starting out and small businesses to prosper. The Group also actively battles lingering prejudices that face women entrepreneurs. ČSOB participates in public discourse and participates in forums and meetings of experts where it can fight the entrepreneurs' corner. ČSOB also works hard to help reduce legislative obstacles.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT



KEY FIGURES AND FACTS

110 businesses supported under the Začínající podnikatelé (Entrepreneurs Starting Out) program

19 startups supported by the Start it @ČSOB program

17 projects included in the InnovFin EIF program

10 social enterprises supported under the ČSOB Start it social program

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

HELPING THE CZECH ECONOMY

PRŮVODCE PODNIKÁNÍM (GUIDE FOR ENTREPRENEURS)

The Group's portal at www.pruvodcepodnikanim.cz serves as a guide that assists both entrepreneurs starting out and established entrepreneurs in finding their way around applicable rules and legal requirements. Success cannot be achieved without reliable information. The portal ensures entrepreneurs can access the required information in a timely fashion and in an easy-to-understand form.

The portal contains:

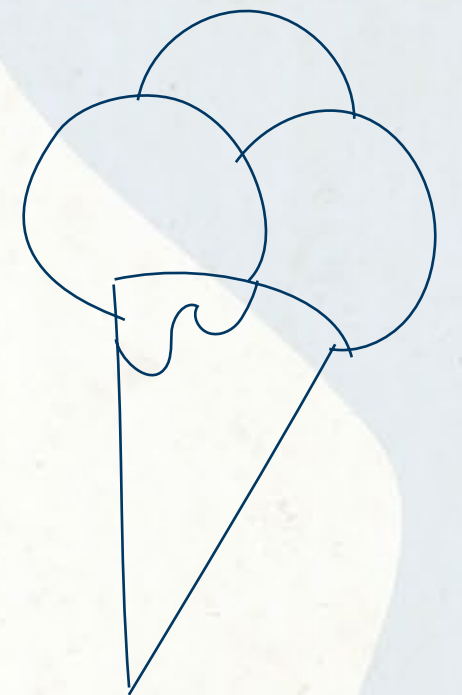
- **articles** dedicated to finance, law, commerce, marketing and administration
- **interviews** with experts and successful businesspeople
- practical **guides** for a range of business and employment-related situations
- a **calendar** with important **tax dates**
- **templates** for competitor analyses and cash flow
- a wealth of other **useful documents** and forms

STARTING AND DEVELOPING A BUSINESS

In 2021, ČSOB helped **110** entrepreneurs starting out to access funding from its **Entrepreneurs Starting Out program**. Loans for firms starting out and tradespeople are available thanks to support from the European Investment Fund that is designed not only to [support small and medium sized enterprises](#), but also to improve the chances of those looking to acquire required financial support to start and develop a business. The funding is supported by a European guarantee provided as part of the EU Programme for Employment and Social Innovation (EaSI).

WOMEN ENTREPRENEURS

ČSOB pays special attention to businesswomen it wishes to serve as a partner during the establishment of an enterprise and also during the business' life and, what's more, whenever there is a difficulty with prejudice. That's one reason why ČSOB in 2021 became the general partner of **Ocenění českých podnikatelek** (Czech Businesswomen Awards). ČSOB even established an extra award category, namely **Exceptional Businesswoman**. The category award went to Martina Pospíšilová, co-owner of MultiBoard, a company that promotes digital education in schools.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

DIGITAL PLATFORMS

WE.TRADE

ČSOB's **digital platform** we.trade is dedicated to SME and corporate clients. It facilitates both domestic and international trading. Using the platform, businesses can conclude new contracts while simultaneously reducing the risk of unpaid invoices. Utilising blockchain technology, the platform offers **guaranteed payments, including financing**, and enables secure **digital contracting** for the delivery of goods and services, including automatic payments between companies.

ČSOB TRADE CLUB

ČSOB's SME and corporate clients can also make use of a unique platform supporting international trade, [ČSOB Trade Club](#). The platform helps to connect domestic entrepreneurs with partners all around the world. The platform provides comprehensive and current information on all key indicators of international trade, legal systems, regulations, taxation, duties and much more for more than **190 countries**. It also keeps records of thousands of verified business contracts in more than **50 countries around the world**.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

HELPING INNOVATIVE BUSINESSES

INNOVFIN

In 2021, ČSOB assisted innovative small and medium sized enterprises in securing funding for their projects by helping them access a total of **17 loans** from the European Investment Fund's InnovFin program.

START IT @ČSOB

The Group's accelerator, [Start it @ČSOB](#) most often attracts B2B **tech startups** entering the go-to-market stage. The accelerator helps these startups to avoid the most common mistakes and provides mentoring as well as a range of workshops. Participants can also vie for one of four places in Impact Hub in Prague and for international support from the Global Accelerators Network for the lifetime of their company.

The accelerator opens its doors to new firms every six months. The accelerator supported **19** startups last year. It has supported **49** since it was launched.

In 2021, ČSOB commenced cooperation with “**Soutěž a podnikaj**” (Compete and become an entrepreneur), a business-oriented educational program for secondary school students. The Group's active role in the startup community was further strengthened through a series of **lectures for graduates and meetings with investors**.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

SUCCESSES OF OUR STARTUPS IN 2021

- Our startups attracted some serious investment:
 - **Resistant.AI** USD 16.6m
 - **Happenee** EUR 1.5m
 - **Pointee** CZK 10m
- **Blocks** is building a network of 3,000 pick-up boxes for Pilulka.
- **WeBoard** won the Startup validation contest organised by E15
- **Twigsee** won the Woman startup competition.
- Resistant.AI became a **supplier for the whole KBC Group** in the field of credit fraud prevention.
- the Group's automation team saves up to **60% on costs** thanks to the increased efficiency of automated processes from Pointee.

Last year, ČSOB organised its second online **Demo Day** which showcased 10 startups from the Group's acceleration program. The jury included **Michaela Lhotková**, Member of the Board of ČSOB, **Přemysl Rubeš** of Presto Ventures, **Ondřej Holzman** of Czech Crunch, and **Marian Fury** of Darwin and the Machines. The Demo Day's Audience Award went to **FlockLock**, a supplier of a cattle monitoring solution based on smart ear tags. The jury prize went to **InstaCover** and its digital solution for insurers.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

SUPPORTING SOCIAL ENTERPRISES

ČSOB START IT SOCIAL

The [ČSOB Start it social](#) grant program offers **financial incentives and expert advice tailored to the needs** of organisations that have committed to social enterprise principles and employ people otherwise disadvantaged on the labour market. Last year, the Group's program supported **10 projects** with a sum of **CZK 500,000**. Over the nine years of the program's existence, almost **CZK 8m** has been distributed among **53 social enterprises** employing people with a wide range of disabilities.

ČSOB
start!t social



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

ENTERPRISES PARTICIPATING IN THE PROGRAM

Fokus Praha, z.ú.

Project: Laundry u Mandelíků – opening of new premises

Location: Praha

www.fokus-praha.cz

Fair & Bio, družstvo

Project: fairtrade coffee roast shop – acquisition of professional barista counter

Location: Kostelec nad Labem

www.fair-bio.cz

Šťastný domov Líšnice, z.ú.

Project: Modernisation of sewing workshop – acquisition of new sewing machines and expansion of production

Location: Líšnice

www.stastny-domov.cz

Květná Zahrada, z.ú.

Project: Kitchen appliances – combi oven, shocker, food packager and other miscellaneous equipment

Location: Květná

www.kvetnazahrada.cz

ENVIRA, o. p. s.

Project: Acquisition of lawn tractor for grounds maintenance

Location: Prague

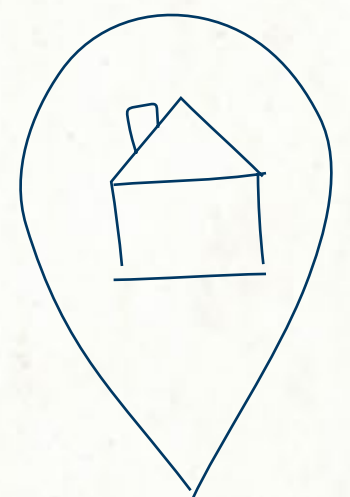
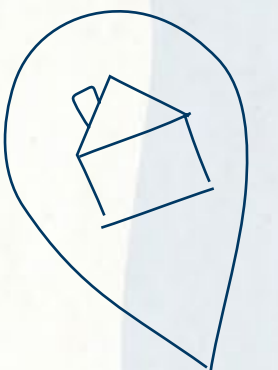
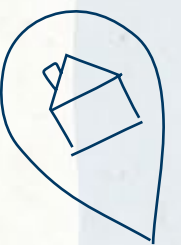
www.setrnepoactive.cz

1. Jinačí, s.r.o.

Project: Start of a new branch of PEČEME TADY in Ostrava and employment of additional 12 people who have a reduced work capacity

Location: Krnov

www.1jinacisro.cz



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

Možnosti tu jsou, o.p.s.

Project: Ekozahrada Raková – eco garden herb drying equipment

Location: Pilsen

www.moznostitujsou.cz

DobroDílo s.r.o.

Project: Chamber packing machine for manufactured soaps

Location: Králův Dvůr

www.dobrodilo.cz

Akrobrab s.r.o.

Project: Posázavský Pacifik Foodtruck – acquisition

of a professional-grade coffee machine

Location: Ledeč nad Sázavou

www.posazavskypacifik.com/food-truck/

Frind s.r.o.

Project: Café U Frinda – acquisition of a professional-grade coffee grinder and outdoor furniture for the café's garden

Location: Krásná Lípa

www.facebook.com/kavarna.frind



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

PURCHASING FROM SOCIAL ENTERPRISES

In 2021, ČSOB acquired goods and services from the following social enterprises and sheltered workshops employing people with disabilities:

ERGOTEP, družstvo invalidů
sales24, s.r.o.

Agentura PANCĚŘ s.r.o.

B+N Czech Republic Správa Budov s.r.o.

BARELOVÁ VODA s.r.o.

TeamPrevent-Network, s.r.o.

SDZP družstvo

ATALIAN Servis CZ s.r.o.

A MANO s.r.o.

Transkript online s.r.o.

SPINWARE s.r.o.

Náruč, z.s.

Arkadie, o.p.s.

Revenium, z. s.

Processing of documents, marketing services, package distribution, and IT testing

Agency employees for back-office services

Guarding of premises and operation of filing office at HQ

Facility management services

Supplies of bottled water and maintenance of dispensers

Healthcare services

Agency employees for back-office services

Facility management services

Supplies of coffee, tea, coffee makers and accessories

eScribe services

Provision of training services

Refreshments

Christmas packages

Advertising items





FOR EDUCATION

We very much wish to see our clients feel not just comfortable but above all safe in the world of finance. That's why ČSOB is so active in the field of financial education for both adults and children. As financial literacy can no longer be separated from digital safety, ČSOB has developed the ČSOB financial and digital education for schools program and joined forces with the Police of the Czech Republic as well. To those adults who have had the misfortune of falling victim to overindebtedness, we offer assistance through free advice and useful lectures.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

37

KEY FIGURES AND FACTS

545 financial literacy ambassadors

2,278 lessons delivered

More than **40,000** pupils and students have attended the lessons

500 schools visited

More than **6,000** downloads of the ČSOB Filip mobile app

FIGURES FOR 2021

20 ČSOB bankers visiting schools

4 science centres supported

24 student-interns at ČSOB

15 students involved in the Study and work program



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

38

EDUCATING CHILDREN AND ADULTS

ČSOB FINANCIAL AND DIGITAL EDUCATION FOR SCHOOLS

Our employees – **financial literacy ambassadors** – have been visiting schools since 2016, lecturing pupils and students on managing finance in an entertaining, interactive way with many practical examples and the use of modern technologies. By the end of 2021, no less than **545 ambassadors** were involved in **2,278 lessons** provided to more than **40,000 pupils** and students across **500 schools**.

Having been **accredited by the Ministry of Education, Youth and Sports** to educate teachers of grades 5 to 9 and secondary school tutors, ČSOB is in a position to assist teachers even more efficiently in delivering financial literacy lessons. Graduates of the educational program obtain a **certificate** that doubles up as a verified record of further education as a tutor, as required by the Ministry.

The **ČSOB Filip** mobile app acts as a children's guide to the world of finance. It readies children for situations that they will encounter as adults. The app is available for download from Google Store and Appstore. It has already been downloaded more than 6,000 times.

In autumn 2021, ČSOB organised the **first Filip's Financial Literacy Olympics** in which some **190 schools** participated. The contest was open to grade 6 pupils and those of the first year of comprehensive schools.

Being able to **navigate safely** not only through the world of finance but also in relation to the **internet and social media** continues to become increasingly important for everyone. In cooperation with the Police of the Czech Republic, ČSOB has developed a series of courses called "[Tvoje cesta #onlinem](#)" (Your journey #online) that focus on digital safety. The courses are delivered in schools by cybersecurity experts from ČSOB and prevention officers from the police force. Last year, the courses were also supplemented with the instructive **Tvoje cesta #onlinem podcast**. The podcast was created in cooperation with the Czech Association of Science Centres and Palacký University in Olomouc. Over the podcast's 10 episodes, experts discuss with children the risks that lurk in the online world.

When it comes to online safety and resolving specific issues, ČSOB also cooperates with **Linka bezpečí** (Safety Helpline).

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

39

BANKERS TO SCHOOLS

ČSOB is involved in the **Bankéři do škol** (Bankers to schools) project run under the auspices of the **Czech Banking Association**. The project facilitates meetings between students and leading Czech experts in banking and finance. As many as 110 Czech bankers from 16 financial institutions participated in the program. ČSOB was represented by **20 employees** who have all been engaged in improving financial literacy for a number of years.

CYBERSECURITY

The number of hacker attacks keeps growing all the time, with the attacks becoming more sophisticated and cunning. It is therefore essential to not make the hackers' job any easier by behaving recklessly when online. ČSOB has therefore created a [dedicated website](#), containing the basic rules of online safety. In addition to the **Nine rules of using internet banking safely**, the website also contains alerts on **current threats and articles with interesting news** and reports on latest developments in the online world.

SUPPORTING CZECH SCIENCE CENTRES

ČSOB became an active member of the **Czech Association of Science Centres** back in 2017. The cooperation between the two parties means that selected science centres can offer **financial literacy** workshops. In 2020, ČSOB also brought up the topic of digital literacy and **cybersecurity**. In cooperation with the Svět Techniky (World of Technology) science centre in Ostrava, ČSOB created a **display** titled **Bezpečně OnL1ne** (Safely OnL1ne) that was launched in its physical form and online in autumn 2021.

COOPERATING SCIENCE CENTRES

iQLANDIA, Liberec
Svět techniky, Ostrava
Vida! science centrum, Brno
Techmania Science Center, Pilsen

HELPING PEOPLE AVOID THE DEBT TRAP

As well as providing education in schools, ČSOB helps the older generations at various seniors' clubs. ČSOB also cooperates with **People in Need** in helping to prevent people amassing unmanageable debt. The group co-finance the provision of free debt advice and responsible debt resolution through **Poradna při finanční tísni** (Financial distress advisory centre).

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

40

EDUCATING OUR EMPLOYEES

SURF STUDIO

In 2021, colleagues from ČSOB Group took part in two **Surf Kamps (Surf Camps)** designed for brainstorming on various business-oriented assignments. There was a **module for the collection of ideas, design sprints** to produce new apps and repeated testing and provision of feedback on selected products and services using **Surf Voice**.

There was great interest in **Group Inspiration Day** that focused on key trends affecting the financial sector as well as in **Inspiration Day** dedicated to cybersecurity. The full range of activities on offer inspired more than **6,000 colleagues**.

CENTRE FOR COACHING, MENTORING AND MEDIATION

Since 2006, some **35** professionally trained internal **coaches** have delivered 1,000 hours of coaching. The Group is also developing a community of internal **mentors**, currently numbering around **40**. Our coaches and mentors have access to further **education**, development activities within the Group and meetings with interesting guests. The Group is also a member of several inter-company communities and an active participant in the **European Mentoring and Coaching Council**.

In partnership with **Fórum mobilních hospiců** (Forum of Mobile Hospices) and **Česká společnost paliativní medicíny** (Czech Palliative Medicine Society), ČSOB last year launched a mentoring project aimed at managers of organisations providing hospice care in patients' homes. Under the project, ČSOB is involved in areas where we can offer vast experience, such as in PR and communication, fundraising and HR management. The pilot part of the project attracted the participation of **18 mentors** from ČSOB and **15 managers** of mobile hospices.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

41

FACILITATING ACCESS TO EDUCATION

FOND VZDĚLÁNÍ (EDUCATION FUND)

Fond vzdělání is the oldest philanthropic project pursued by ČSOB. It was established in 1995 in partnership with the **Committee of Good Will – Olga Havel Foundation**. Its purpose is to support talented students of high schools and vocational schools as well as students studying at colleges and universities who would otherwise be unable to afford their studies due to a health or social disadvantage.

From the launch of the program through to the end of 2021, ČSOB supported no less than **642 students** with scholarships and another **610 students** with one-off grants for tuition or school aids. In total, ČSOB has so far donated more than **CZK 37.3m** in support of education.

What our scholarship recipients say:



Iva: *I try to help mum as much as I can. She is a foster mum with a total of seven children in the household. Over the summer months, I work as a camp leader as I really enjoy working with children. In my free time, I love to swim, run and exercise. I enjoy visiting new places. Receiving the scholarship was a big help and a load off my shoulders. I will use the money to buy school aids and to pay the tuition at my medical vocational school. I will also use it to pay for my swimming sessions at Ski-club Brandýs nad Labem. And some will also go towards admission at a few cultural events.*



Filip: *I have already realised my biggest dream. I was admitted to a music academy where I study music. The scholarship is an immense help in my studies. I will use the money to buy, for example, books, textbooks, printer ink, paper and music sheets. Some will also help with fuel as I'm from Moravia and travel to Prague and back by car. That is actually the biggest outlay connected with my studies as I use a wheelchair and going by car is the ideal way of commuting.*

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

42

COOPERATING WITH STUDENTS AND SCHOOLS

Students have long considered ČSOB to be one of the most attractive employers in the country in the sector of banking and investment.

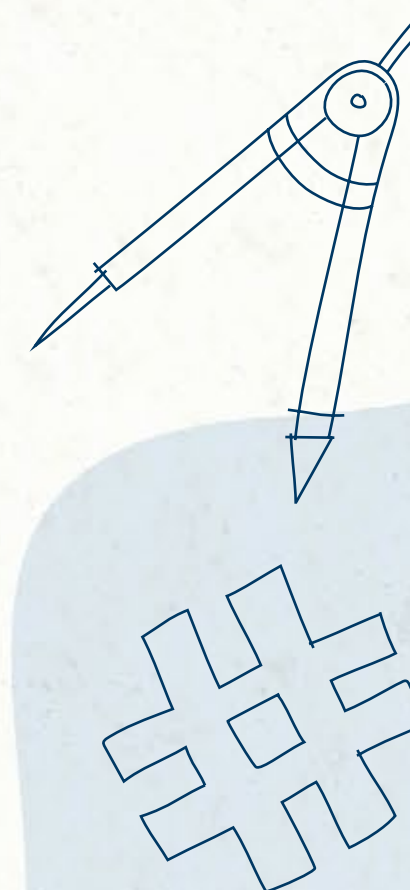
Last year, as many as **24** students from high schools, vocational schools and universities worked at ČSOB as interns and **11** students completed their graduation paper, thesis or dissertation while with us. ČSOB participated in **three** events targeted at students. Our Facebook profile **Zažij ČSOB** #zazijcsob (Experience ČSOB), while dismantling the traditional perceptions of the corporate environment, has already attracted some 1,100 followers.

ČSOB cooperates with hundreds of schools through its ČSOB financial and digital education for schools program. Apart from being the **main partner of Prague University of Economics and Business**, ČSOB also **cooperates** with the following institutions:

- University of Finance and Administration (Prague)
- Technical University of Liberec (Liberec)
- University of South Bohemia (České Budějovice)
- Czech University of Life Sciences (Prague)
- University of West Bohemia (Pilsen)
- Tomáš Baťa University (Zlín)
- Business Academy and Higher Vocational School of Economics (Tábor)
- Secondary School of Applied Science in Prosek (Prague)
- Business Academy Heroldovy sady (Prague)

STUDY AND WORK

Each year, students have an opportunity to work in the ČSOB branch office network. Those who meet specified criteria are guaranteed a place with ČSOB once they complete their studies. In 2021, the option was taken up by **15 students**.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

WHAT'S HAPPENING WITHIN THE GROUP

ČSOB ASSET MANAGEMENT

The division donated CZK 90,000 to the **High school, elementary school and preschool for children with hearing impairments in Prague 5.**

ČSOB LEASING

The division donated decommissioned IT equipment to the **High school, elementary school and preschool for children with hearing impairments in Prague 5.**

ČSOB PENZIJNÍ SPOLEČNOST

The division offers **internships for students of secondary schools and universities.** Students can also find temporary jobs with the division. The division's **employees** also regularly deliver **lectures** at secondary schools and universities.

ČSOB POJIŠŤOVNA

Employees of the insurance company improve financial literacy among pupils thanks to **55 employees** involved in the Group's educational program. The division also assists students in writing their **school papers and theses.**

ČSOB STAVEBNÍ SPOŘITELNA

The building society is a longstanding **partner of Poradna při finanční tísní** (Financial distress advisory centre). The advisory centre provides free debt advisory service and helps around **10,000 clients** every year.

PATRIA FINANCE

Financial and investment literacy are the cornerstones of the division's social responsibility activities. The division organises regular **workshops and webinars** improving investment literacy among students and the public in general. Under the auspices of its foundation **Patria nadace**, the division developed the educational app INVESTO and contributed to the development of the educational app Filip. The division is a longstanding partner of the **Investors' Club** at the Prague University of Economics and Business, while it also provides financial support to the **Institute of Economic Studies** at the Faculty of Social Sciences, Charles University.



FOR LONGEVITY

ČSOB is a reliable partner to its clients in the world of finance. They use the Group's products and services throughout their entire lives. We are therefore familiar with the issues and challenges they face, from the time of their studies through to their productive careers to retirement and old age. We stay on hand in every life situation and offer specialised products and services. ČSOB also supports a range of nonprofit projects and participates actively in public discourse.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

KEY FIGURES AND FACTS

Clients aged 58+ – almost **1.5 million**

Calls to Linka pro seniory (Seniors' Line) **81,000**

ATMs with voice navigation
for people with visual impairments **1,017**

Charitable contributions through Svět odměn
(World of rewards) – record-breaking **CZK 1.6m**

Financial support for visually impaired
athletes Eliška and Ivo **CZK 82,586**

Donation to Nadační fond Mathilda
(Endowment Fund Mathilda) **CZK 1.9m**

Donation to Linka bezpečí (Safety Line) **CZK 1,27m**

Donation to Česká asociaci paraplegiků
(Czech Paraplegia Association) **CZK 485,000**



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

HELPING SENIOR CITIZENS AND MEMBERS OF THE SANDWICH GENERATION

We pay close attention to our **senior** fellow citizens as well as members of the generations about to retire from their careers. We are equally mindful of the issues faced by members of the **sandwich generation** who raise their children while also looking after their parents. The ČSOB Group presently has approximately **1.5 million clients** aged 58 and above.

All our clients aged 58+ enjoy benefits attached to their bank accounts including an **unlimited number of payment orders that are submitted at Česká pošta** post offices and **free deliveries** of cash to a specified address. We can also act on behalf of our elderly clients by sending **requests to the social security administration to forward their pension to their bank account**. We also have a guide for the bereaved with information on how to notify the bank of a **death and a brief overview of inheritance proceedings**.

ČSOB also operates its **Linka pro seniory** (Seniors' Line). The system operating our free number 800 300 300 automatically identifies the phone numbers of clients aged 70 and above and connects them to a team specially trained to communicate with elderly clients. In 2021, our call centre colleagues took some **81,000 calls** on the seniors' line, equalling almost 1,600 a week. Last May, we introduced a new **guide for elderly citizens**: the e-book [Průvodce seniora světem financí](#), Senior's guide to the world of finance). It contains practical advice related to financial management and online safety.

DO NOT GET LOST IN OLD AGE

In partnership with **Sue Ryder**, ČSOB operates the [Neztratit se vestari.cz](#), (Don't get lost in old age) portal designed to provide support to senior citizens and their close ones. The project includes **advice from experts** in the fields of psychology, healthcare, legal issues and finance. Enquiries can be made on the website, or by telephone (777 718 465), e-mail (poradenstvi@sue-ryder.cz) or in person. The project also extends to **online webinars** and in-person advice at ČSOB branch offices and Česká pošta post offices. Last year, advice was provided to some **1,700 people**, while the website attracted **75,289 unique visits**.

SENIORS' DAY AT POST OFFICES

Linking up with **Česká pošta** and **Sue Ryder**, ČSOB announced in October 2021 the chance to obtain **personal consulting** at post offices in České Budějovice, Hradec Králové and Ostrava-Poruba. Experts from various fields including law, psychology, social affairs and finance advised seniors throughout the day.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

HELPING PEOPLE WITH DISABILITIES

With more than 200 ČSOB branch offices and franchises at post offices, ČSOB is the biggest provider of banking and insurance services with barrierless access. Our partner, **Česká asociace paraplegiků** (Czech Paraplegia Association, CZEPA), helps us to verify that our **branch offices are in fact free of barriers**. Any shortcomings identified are promptly addressed.

All **1,017 ATMs** are fitted with **voice navigation** to assist **people with sight impairments**. They run an upgraded software modified from its previous version in cooperation with **Sjednocená organizace nevidomých a slabozrakých ČR** (Czech Blind United, SONS). All ČSOB branch offices as well as the information line are equipped with the **eScribe** service, providing free online transcription of the spoken word. The service enables people with a hearing impairment to manage communication with their banker on their own.

People with disabilities who receive a state subsidy for the purchase of a motor vehicle benefit from the “**Opatrovník**” (Guardian) advantageous loan offered by ČSOB Leasing. There are also other useful services available to them.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

48

HELPING IN EVERY LIFE SITUATION

Assistance services included in life insurance from ČSOB Pojišťovna and available in the event of an illness or injury:

- housekeeping including laundry, ironing and flower watering,
- feeding and walking of pets,
- transport from hospital and to a medical appointment,
- help with children and babysitting,
- contribution towards veterinary costs in the event of an injury to a pet dog.

The **RENTO** insurance policy available from ČSOB Pojišťovna offers a lifelong safety net in the event of a serious injury suffered in a traffic accident while driving one's own, borrowed, or company car:

- lifelong monthly payments of a sum agreed in advance,
- one-off compensation in the case of long-term effects of a less serious injury,
- a lump sum payment to the bereaved in the case of a fatal injury.

GOODWILL CARD

A special debit card available to ČSOB Private Banking clients comes with the option of regular, automatic contributions to charitable causes. Cardholders simply specify an amount for their **voluntary contribution** that is then added to the cost of each transaction and donated to assist children and adults in difficult situations. Additional funds are added by ČSOB and **Mastercard**. Over the period of the special card's existence, as much as **CZK 18m** has been donated in this way. Last year, financial support went, for example, to **Domáci hospic Jordán** (Hospice at home Jordán) and nonprofit organisation **Fandi mámám** (Cheer on mums).

PREMIUM KARTA

This credit card, available to ČSOB Premium clients, combines the worlds of finance and philanthropy. An amount equal to 0.1% of each transaction is donated towards the costs of training guide dogs for people with sight impairments. ČSOB and **Mastercard** each match the contribution, in effect tripling it. The funds are donated to **Nadační fond Mathilda** (Mathilda Endowment Fund) to help finance its Happy guide dog project. By the end of last year, the total donated exceeded **CZK 3.5m**.

WORLD OF REWARDS

ČSOB's loyalty program Svět odměn (World of rewards) automatically awards clients points in return for card transactions and the use of ČSOB financial products. Points accrued can be traded for a range of benefits to be enjoyed by the client or someone else. Each point counts as one crown. Clients can also donate to charitable projects operated by **Linka bezpečí**, **Nadace Charty 77 – Konto bariéry**, **Nadační fond Mathilda**, the **Sázíme stromy** (We plant trees) association or **Výbor dobré vůle – Nadace Olgy Havlové**. Last year's total donation to charities of **CZK 1.6m** was not only almost 50% higher than the sum achieved in 2020, despite the pandemic, it was the highest ever recorded since the start of the program.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

HELPING WHEREVER NEEDED

ČSOB NA ZDRAVÍ (FOR HEALTH)

Adapting to measures in place due to the Covid-19 pandemic, we switched from runs to hikes and invited our clients to visit 15 attractive places across the Czech Republic that make for nice walking or biking trips. For every participant registered at the dedicated website vyletnazdravi.csob.cz, ČSOB contributed CZK 50 to **sight-impaired athletes** Eliška and Ivo. Participants were also able to donate a little extra by contributing to the financial collection account of the Mathilda Endowment Fund. The total donated was **CZK 82,586**.

DÍKY, TRENÉRE (THANKS, COACH)

ČSOB once again partnered the **Díky, trenére** initiative and helped reward those who show children how to play and enjoy sport, while developing a sense of positive discipline and fair play in them. The title of **Youth Coach of the Year 2021** went to Hana Novotná of the Prezioso Blatná majorettes team. ČSOB employees also selected the **Most Sympathetic Coach**, awarding the title, and the CZK 15,000 that went with it, to Eva Drešerová.

NADAČNÍ FOND MATHILDA

ČSOB is the general partner of the Mathilda Endowment Fund. The fund supports people with serious sight impairments and secures the training of guide dogs. Last year, the fund received **CZK 1.9m** from ČSOB.

LINKA BEZPEČÍ

ČSOB served as a partner to the safety line for a twelfth year. Dedicated to children and young people up to the age of 26, the helpline is the most extensive free, nationwide service helping to resolve difficult life situations as well as day-to-day worries and issues. In 2021, the helpline's advisers responded to **118,845** calls, chats and e-mails from children and young people. ČSOB contributed **CZK 1.27m** towards the line's operating costs.

ČESKÁ ASOCIACE PARAPLEGIKŮ

By supporting the Czech Paraplegia Association, ČSOB helps people dependent on wheelchair use to resume normal life and employment. And the assistance goes both ways as association members regularly check the accessibility of our branch offices and franchises. Last year, ČSOB supported the association with **CZK 485,000**.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

50

WHAT'S HAPPENING WITHIN THE GROUP

ČSOB ASSET MANAGEMENT

The division regularly donates to foundations and other bodies working for the public good. For many, ČSOB Asset Management also manages their funds as part of individual portfolio management. Last year, the division donated a total of **CZK 540,000**. ČSOB Asset Management provides long-term support to **Nadace Dětský mozek**, **Nadace Jedličkova ústavu**, **Výbor dobré vůle – Nadaci Olgy Havlové**, and public benefit society **Dobromysl**.

ČSOB POJIŠŤOVACÍ MAKLÉR

The division provides accident and third-party liability insurance for vehicles operated by nonprofit organisations that it has previously supported through the provision or advantageous sale of a vehicle. In 2021, the division assisted **Linka bezpečí** in this manner. ČSOB Pojišťovací makléř has been a partner to the **Asociace integrovaných sportů** (Association of Integrated Sports) since 2013.

ČSOB POJIŠŤOVNA

In the **10 regions** where the insurer operates, it has supported a range of charitable organisations and associations with a total sum of **CZK 720,000**. The partnership between the insurer and **Oblastní charita Pardubice** (Regional charity Pardubice) has already spanned five years. Last year, the insurance company donated a vehicle to the charity, and ordered, paid for and assembled a second summerhouse that serves as a comfortable place to relax for the charity's clients.

The 10th annual **charitable baking event** was dedicated to Terezka, our colleague's daughter, who suffers from autism combined with a medium-severity psychomotor disorder. The amount collected in support of Terezka totalled **CZK 72,115**. Over its entire existence, the annual charitable baking event has yielded **CZK 479,810** in all. Another regular event is **Burza filantropie** (Philanthropy Exchange). Last year, it supported six projects with a total amount of **CZK 80,000**.

In August, ČSOB Pojišťovna held the **seventh Weekend with autism spectrum disorder**, organised in cooperation with **Rodinné integrační centrum** (Family integration centre). As part of the longstanding cooperation between ČSOB Pojišťovna and **Tyflocentrum** in **Pardubice**, a provider of social services to people with sight impairments, a trip was organised in September for sight-impaired people to the region known as Czech Canada.

The insurance company has established a new partnership with **DAR**, an organisation that promotes and supports social interaction for families suffering from adverse social situations. The two partners organised a trip for children from supported families. The Group's **Fond pomoci** (Help Fund) selected **20 projects** from 38 nominations and supported them with a total sum of **CZK 354,000**.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

ČSOB LEASING

The division supports individual nonprofit organisations with advantageous leasing or vehicle sales. **Nursing home Elišky Purkyňové** was loaned an electric vehicle for the transport of its elderly clients between buildings and to and from hospital, and for transporting meals. The division also supported the **Association of Integrated Sports**.

ČSOB STAVEBNÍ SPOŘITELNA

Since 2018, the building society has cooperated with **Revenium**, an association that supports the employment of people with disabilities by providing career and psychological advice and mentoring. In addition to direct financial support, the association is also backed through purchases of products made by its members. In 2021, the building society also established a partnership with **SOS dětské vesničky** (SOS Children's Villages) and supported the organisation with a donation of **CZK 200,000**. The plan for this year includes cooperating in the execution of joint projects in addition to the provision of direct financial support.

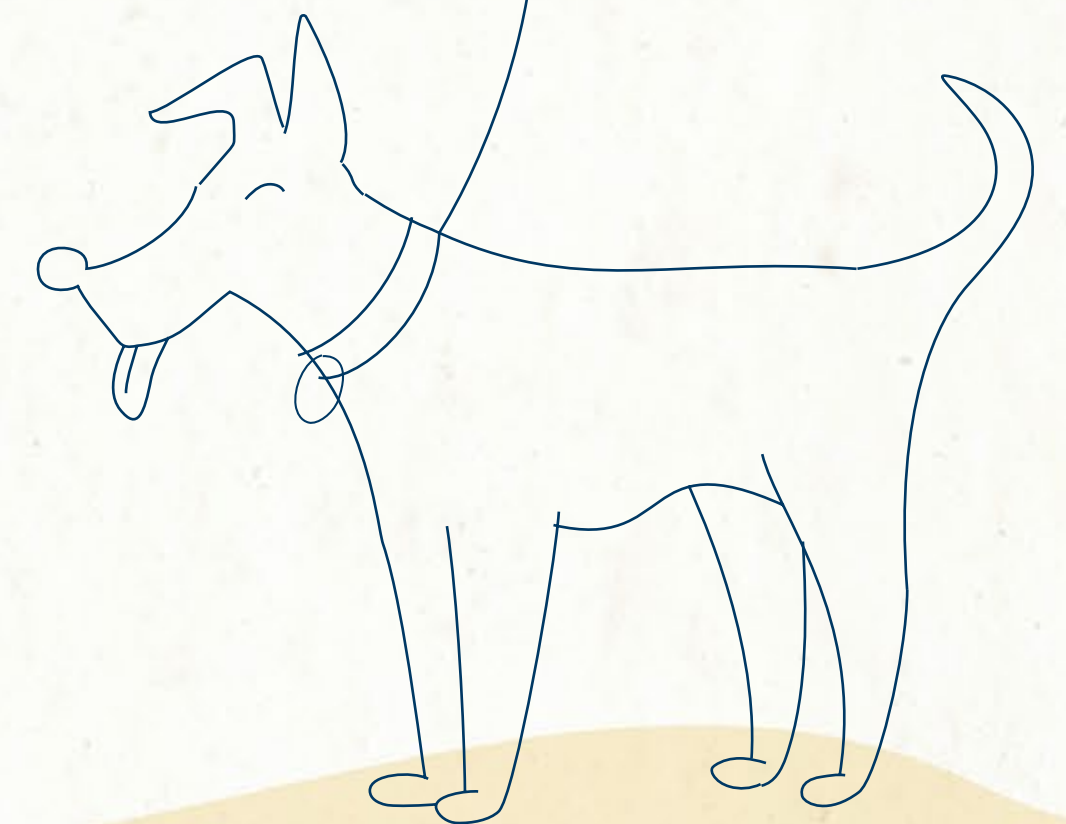
HYPOTEČNÍ BANKA

The division celebrated **20 years of partnership** with **SOS dětské vesničky** last year. The organisation is the oldest nonprofit in the Czech Republic dedicated to helping vulnerable children. Its aim is to provide safe homes and cheerful childhoods. Over the duration of the partnership, Hypoteční banka has donated in excess of **CZK 8m** to the organisation.



PATRIA FINANCE

Through its **Nadačního fond Patria** (Patria Endowment Fund), the division provides both financial and moral support to the **Paměť národa** (Memory of the Nation) project. The project has amassed one of the most extensive collections in Europe of memories of historical events shared by contemporaries. The collection is managed by public benefit society **Post Bellum**.





HELPING THE REGIONS

For 10 years already, ČSOB has assisted local communities in all regions of the Czech Republic to improve their quality of life. The Group supports projects that help those in need and develop social life at the local level, while also assisting other charitable activities. But first and foremost, the ČSOB pomáhá regionům (ČSOB helps regions) program listens to people and supports projects that they favour.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

53

KEY FIGURES OF THE ČSOB HELPS REGIONS PROGRAM

CZK 11.2m distributed in 2021

- In the spring round, the **public** contributed **CZK 1,600,291**.
With the bank's donation, the financial support for regions totalled **CZK 3,650,291**
- In the autumn round, the **public** contributed **CZK 2,514,839**.
With the bank's donation, the financial support for regions totalled **CZK 4,714,839**

CZK 2.8m collected in a special fundraiser for **Moravian communities hit by a tornado**

CZK 61.8m distributed among more than **1,000 projects** over the history of the program

CZK 28.9m donated in total by the public

CZK 32.9m contributed by ČSOB

HOW THE PROGRAM WORKS

Each year, the program has its **spring** and **autumn rounds**

Four projects receive support in each of the **15 administrative regions**

Three projects are selected by a panel of experts

The **fourth project** is determined by a **public** vote

Sums donated by the public towards each of the projects determine the order of the projects and contributions by ČSOB:

CZK 50,000 to the first placed project

CZK 40,000 to the second placed project

CZK 35,000 to the third placed project

CZK 25,000 to the fourth placed project

CZK 150,000 distributed by the bank in each region

CZK 2.25m in total distributed by the bank across the country

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

54

RECORDBREAKING FUNDRAISER IN 2021

Last year, regional public benefit projects attracted support to the tune of more than **CZK 11m**, breaking the previous record. In addition to the program's standard two fundraising rounds, there was also a special money collection in support of people affected by a tornado that ravaged several municipalities in the south of Moravia. The money collection alone yielded almost **CZK 3m**.

The most successful project of 2021 was **Perpetuum mobile** of the **Černí koně** (Black horses) association from the Pardubický Region. The association's project for operating a network of children's handbike rentals earned **CZK 171,659** from the public and another **CZK 50,000** from the bank.

In the spring round alone, Sportovní klub vozíčkářů Praha (Wheelchair users' sports club Prague) raised the biggest amount. The club's sporting weekends and events for people with disabilities earned **CZK 206,685**. In the autumn round, the most support was attracted by a project that aims to complete roof repairs needed by the Baroque-style Church of Assumption of Virgin Mary in Benátky and Jizerou. It attracted no less than **CZK 247,800**.





HELPING TOGETHER WITH OUR EMPLOYEES

Our employees never shy from lending a hand where it's needed, donating their free time or opening their pocketbook. And ČSOB is immensely grateful for this, as are those at the receiving end of their generosity. However, the engagement of our employees does not stop with volunteering or donating in kind or in money.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT



KEY FIGURES FOR ČSOB

1,133 volunteers involved in the **ČSOB Pomáháme společně** (Helping together) program

11 projects shared **CZK 1m** from the **Společně s ČSOB** (Together with ČSOB) Matching fund

47 people received support totalling **CZK 1.3m** from **ČSOB Fond pomoci** (Help fund)

226 employees **donated blood**

341 employees walked, biked or ran a total of **87,843 km** during the **Do práce na kole** (Bike to Work) campaign



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT



FACTS FROM THE GROUP

Generosity is not limited to employees of the bank, it is equally forthcoming from employees of the subsidiaries **ČSOB Asset Management, ČSOB Factoring, ČSOB Leasing, ČSOB Penzijní společnost, ČSOB Pojišťovací makléř, ČSOB Pojišťovna, ČSOB Stavební spořitelna** and **Hypoteční banka**. They not only participate in the volunteering program and donate blood, their help also extends to children, senior citizens, homeless people and abused animals.

VOLUNTEERING PROGRAM ČSOB POMÁHÁME SPOLEČNĚ

The option of spending one workday per year **volunteering** or providing **specialist advice** at a nonprofit of one's own choice is the most popular form of helping others among ČSOB Group employees. In spite of the ongoing pandemic, the 14th year of the program attracted as many as **1,133 volunteering employees** of ČSOB.

TOGETHER WITH ČSOB MATCHING FUND

The Group has supported the donations of individual employees and the public with its matching fund since 2015. In the intervening years, ČSOB has supported **131 projects** with **CZK 6.8m**. In 2021 alone, 11 projects shared more than CZK 1m.

ČSOB FOND POMOCI (HELP FUND)

The Help fund is available to ČSOB employees. It provides financial support for children or adults in their families or close circles who are faced with a disability or a difficult life situation. In 2021, the fund helped **47 employees** and their close ones with **CZK 1.3m**. Since 2011, when the Help fund was established, it has alleviated difficulties for no less than **589 people** with an amount exceeding **CZK 13.2m**.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

58

DONORSHIP THROUGH CAFETERIE BENEFIT PLUS

ČSOB employees also have an opportunity to support public benefit projects through Cafeterie Benefit Plus. In 2021, accumulated points worth **CZK 64,144** were donated to **Linka bezpečí, Nadace Charty 77 – Konto Bariéry, Nadační fond Mathilda, Safari park Dvůr Králové, Sážíme stromy** and **Výbor dobré vůle – Nadace Olgy Havlové**.

DONATING BLOOD IS DONATING HEALTH

For the 12th time, ČSOB was pleased to reward both regular and new donors of blood and blood elements. In partnership with Transfusion laboratory Zbraslav, ČSOB also organised three blood donation events as well as donor registrations for the bone marrow donors' register that took place at the bank's HQ in Prague-Radlice. Last year, the **Daruj krev, daruješ zdraví** (Donating blood is donating health) initiative motivated no less than **226 employees** to participate.

WALKING OR BIKING TO WORK

As many as **341 employees** of the bank and the building society took part in the 11th year of the Do práce na kole (Bike to Work) campaign. They formed 91 teams and together biked, ran or walked **87,843 km**. For every kilometre traversed, ČSOB donated **CZK 1** to **Černí koně** to be used in the production of special bikes for children with disabilities. The same donation went to **Nadační fond Rozum a Cit** (Reason and Emotion Endowment Fund) to finance the purchase of bikes for children in foster care. The total amount donated was thus **CZK 175,686**.

CHRISTMAS COLLECTION

As is by now traditional, Group employees spruced up the Christmas season for children and senior citizens and added a little extra cheer for 2022 as well. They donated **CZK 89,998** to **benefit children in children's homes** in Dlažkovice, Korkyně, Maššov, Planá u Mariánských Lázní, Potštejn, Senožaty, Unhošť and Vrbno pod Pradědem, and **children in emergency housing** establishments Acorus and SKP HOPO. The donation fund was also shared with **senior citizens** in the Sue Ryder Home in Prague.

GROUP TEAMS AT SPORT BENEFIT EVENTS

ČSOB employees regularly partake in a charity tournament organised in support of **Sue Ryder**. They haven't missed the event since its inception in 2009. In the most recent edition, the Group was represented by teams from ČSOB and Poštovní spořitelna.

The Group also sent two teams to play at a benefit floorball event organised by **Sportovní klub vozíčkářů Praha**.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

WHAT'S HAPPENING WITHIN THE GROUP

ČSOB ASSET MANAGEMENT

Using their volunteer day allowances, employees of the division helped out at **Diocese Charity** in Litoměřice and at the **Palata Home**.

ČSOB FACTORING

The division's employees donated blood and, on a volunteering day, they helped out at the **Children's Centre** of Thomayerova Teaching Hospital in Prague.

ČSOB LEASING

One in 11 employees participated in the Helping together program. The division was able to support five public benefit organisations in the healthcare and environmental protection sectors. By organising a clothes collection for charity shop **Hvězdný bazar** (Star Bazaar), the division's employees supported the **Czech Paraplegia Association**. For the seventh time, employees of the division donated blood as part of the **Donating blood is donating health** event and by participating in the **Sue Ryder Charity Cup**, they raised CZK 48,400. They also participated in **Noční běh pro Světlušku 2021** (Night Run for Firefly). In doing so, they raised CZK 14,500 for **Nadační fond Českého rozhlasu** (Czech Radio Endowment Fund).



ČSOB PENZIJNÍ SPOLEČNOST

On a **volunteering day**, the division's employees helped out at Zoo Tábor. They also donated to **fundraisers** organised to help people affected by a tornado that hit the south of Moravia in July.

ČSOB POJIŠŤOVACÍ MAKLÉŘ

Almost a quarter of the division's employees participated in the **Helping together** program, mainly supporting environmental activities. The division also organised a clothes collection for **Hvězdný bazar** charity shop to help the **Czech Paraplegia Association**. Additionally, the division's employees donated blood as part of the **Donating blood is donating health** event and participated in the **Night Run for Firefly 2021**.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

60

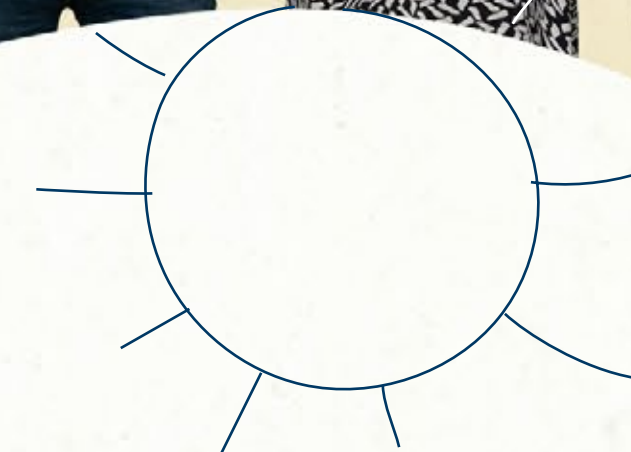
ČSOB POJIŠŤOVNA

During **volunteering days**, the insurer's employees helped no less than 11 nonprofits and took part in a **clean-up of damage and restoration of vineyards** following a tornado that hit the south of Moravia. Through the **Help fund**, they supported **20 different projects** with a total sum of **CZK 354,000**. Via their participation in the **Bike to Work** campaign, they saved some 2.64 tonnes of CO₂.

The division's employees also organised **two food collections**, the seventh **Weekend for people with autism spectrum disorder** for clients of the Family Integration Centre, a **trip for children** from the DAR centre, a **trip for sight-impaired clients** of Tyflocentrum in Pardubice and a **summer camp for children** of the division's employees. They also organised several **financial and in-kind collections** to support mothers and children in sheltered housing in Pardubice, homeless people and a colleague in a difficult life situation.

ČSOB STAVEBNÍ SPOŘITELNA AND HYPOTEČNÍ BANKA

Employees of the two divisions took part in **Běh pro útulky** (Run for animal shelters) to support abandoned and abused animals. On volunteering days, they helped with landscaping around the **Czech Self-Sufficient Home**. In the pre-Christmas season, they fulfilled **hundreds of wishes of children** from children's homes and emergency housing establishments and did the same for **senior citizens** in the Sue Ryder Home. Their votes helped direct **CZK 50,000** to **Cesta domů** (Way home), a centre for at-home end-of-life care.





DIVERSITY

Although we're pretty good with numbers, we would never resort to viewing ČSOB employees as mere statistical entries. The Group strives to create the best conditions for each employee to realise their individual potential and be happy in their working environment. We care about equal and fair treatment for everyone, regardless of age, gender or sexual orientation. The Group also maintains special programs of support for parents, senior employees and people with disabilities.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

62

KEY FIGURES AND FACTS

7,343 employees, with **4,410 women** and **2,933 men**

2.1 percent year-on-year rise in **investment into employee remuneration**

40 graduates from the **Women in management** program

513 colleagues making use of **working reduced hours** option

54 parents given **babysitting subsidy**, with total subsidy disbursed **CZK 664,800**

13 percent of the bank's employees are over 55 years of age. They are entitled to **two extra days** off work and up to **four paid volunteering days**

66 employees **with a disability**

CZK 71.5m in substitute work fulfilments purchased

ČSOB is a signatory of the **Diversity Charter** and the **Pride Business Memorandum**.

ČSOB provides **leave for a wedding** with a foreign national, **paternal leave, including in adoption instances**, and **leave when accompanying** the partner's child to a **medical appointment**

ČSOB runs two **ČSOB Sluníčka** centres for children, with one in Prague and one in Hradec Králové



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

63

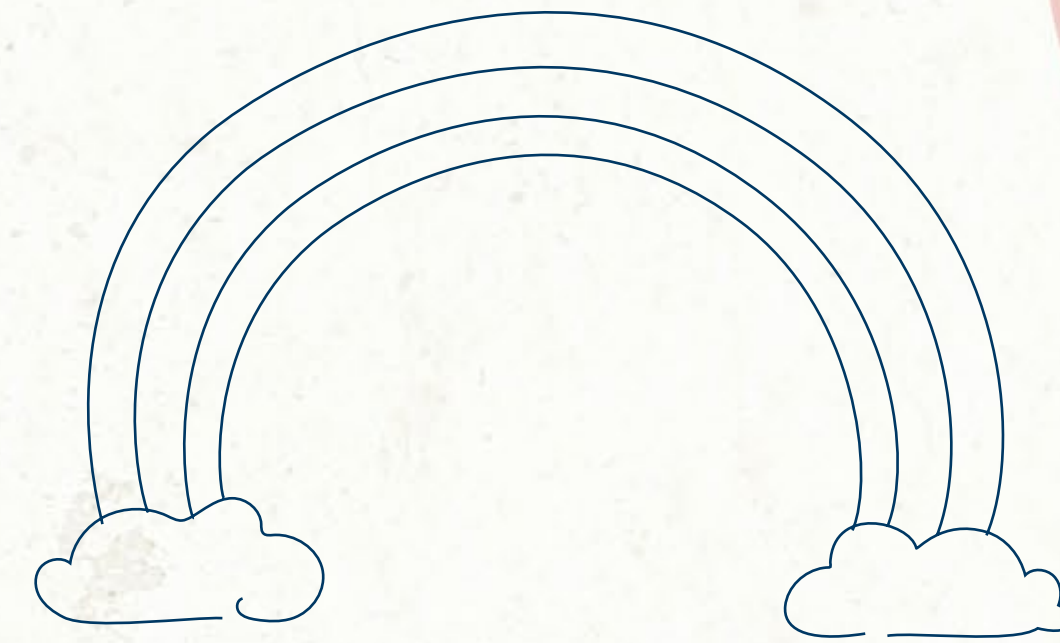
CREATING A WELCOMING ENVIRONMENT OPEN TO EVERYONE

EQUAL OPPORTUNITIES AND DIVERSITY

In order to benefit from the best talent and realise the full potential of our employees, ČSOB creates **equal opportunities** for all, regardless of age, gender, sexual orientation or nationality. The Group also actively promotes the appreciation of the principles of diversity among all its employees. One of the essential ingredients of diversity is **flexibility**, which has been our focus for many years. This principle enabled the Group to ride out the storm of the Covid-19 pandemic without affecting the quality of services provided to clients.

MALE AND FEMALE APPROACH

We are aware that banking has traditionally been a male domain. Financial services have tended to reflect the male principle. We are thus making a conscious effort to bring about balance. However, merely **engaging more women** is not enough. What's called for is the individual realisation and understanding of why a **balance of both male and female inputs** is beneficial in the decision-making process. Our series of **management workshops** has therefore been extended to cover lower management. And our program **Women in management**, followed by 40 of our colleagues last year, helps to develop talent among women in middle management.



SUPPORT FOR LGBT+

ČSOB honours the obligations that stem from a Pride Business Forum memorandum, of which ČSOB is a signatory. Applying the principles of equality at the workplace, ČSOB provides **leave for a wedding** with a foreign national, **paternal leave, including in instances of adoptions**, and leave when accompanying the partner's child to a **medical appointment**. The **PROUD interest group** established within ČSOB brings together LGBT colleagues and their supporters and organises workshops, webinars and various informal meetings.

FOR LIVING LIFE WELL

ČSOB Group employees can take advantage of **reduced working hours**. The option was used by **513 employees** in 2021, **468** of whom were **women**. In all, some 7% of the workforce work reduced hours. Working from home is available to **99.5%** of employees and 66% took advantage of that option last year. **Paternal leave**, i.e. seven days' leave to look after a newborn baby, was used by **107 proud fathers** last year. The option of leave for a **single parent** was used by **253** employees in 2021 (16 men and 237 women). In total, **606 days of leave from work** were used.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

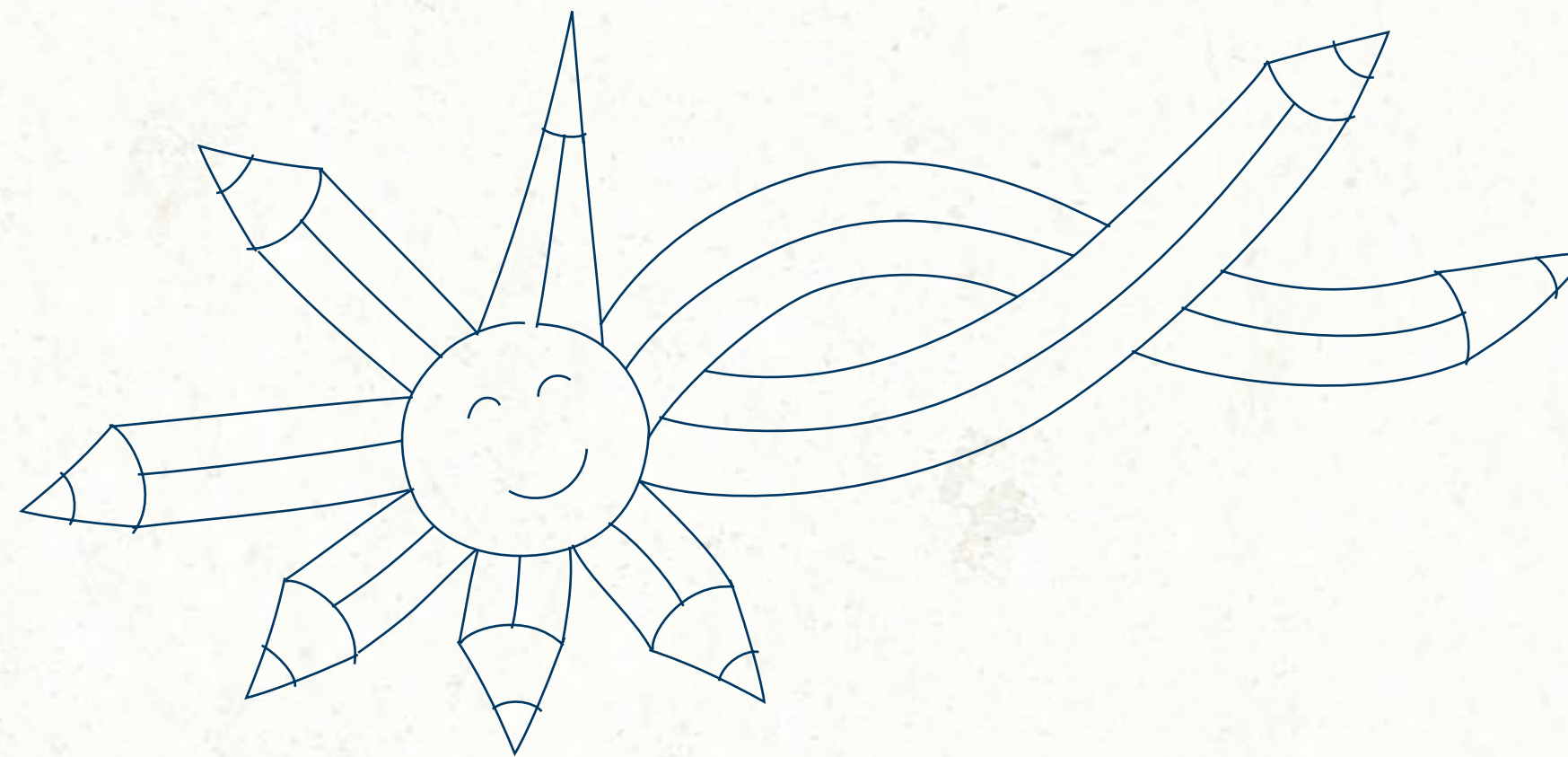
FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT



FOR LIVING LIFE WELL

As in previous years, ČSOB employees were able to take advantage of the **Care Days** option that offers **five extra days off work** to help address a difficult family situation related to the Covid-19 pandemic. Care Days were mainly taken advantage of by employees unable to work from home. The option was used by **3,053 employees**: 1,083 men and 1,970 women. A **sabbatical**, or up to four weeks off work on a minimum salary, is generally used by employees to look after family members or to travel. In 2021, **76 employees** took a sabbatical, of which 60 were women. The average time taken off work was **19 working days** (28 calendar days).

SUPPORT PROGRAM FOR PARENTS

Among ČSOB employees, **412 are parents** of a child aged 2.5 years or younger. The Group adheres to a long-term priority that means parents with minors in their care are supported. The For Parents program is designed to help parents on leave keep in touch with the bank. It also offers suitable job positions and professional and personal coaching. There are also informal meetings as well as social and educational events. The parents' section of the employee app puts all useful information in one place.

Unsolved childcare issues are a frequent cause of a delayed return to work. ČSOB employees, however, are effectively relieved of this dilemma: they can make use of the **Group's ČSOB Sluníčka childcare centre** available at the Prague HQ. The facility opened in 2017. Last September, a sister centre opened in Hradec Králové. Parents are also eligible for a **contribution towards childcare** that may help to cover nursery, preschool or nanny costs. In 2021, the eligibility **criteria were relaxed** and the contribution was increased. As many as **54 parents** made use of it last year, with the total contribution reaching **CZK 664,800**.

At the end of 2021, **806** parents were looking after minors. Of those, **53** were employed on a work contract and **66** were enrolled in the For Parents program. The average age of a program member was 36. As many as **17% of parents** return to work sooner than after the usual three years of parental leave (the national average is 5%). Given the ongoing pandemic, all Group employees were eligible for an **extra five days of paid leave**, parents of small children were provided with more opportunities to work from home and, in a pilot project, employees in the Hradec Králové region had access to a new **Academy for parents** designed to make returning to work as easy as possible.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

65

PROGRAM 55PLUS

Of the bank's workforce, **13% of employees**, namely **319 men** and **658 women**, are aged 55 or over. In 2021, the Group's program **55plus** continued with success. The program links experienced employees with younger colleagues, enhances age diversity and improves the stability of teams. With **two extra days of leave**, program members enjoy increased protection from pressure, stress and the burnout syndrome.

Employees enrolled in the program have access to **labour-law advice**. A special **webinar** was developed for them last year, titled "What the Covid era brought and what it took away". The options for **volunteering experts** were also expanded last year, offering members of the 55plus program an opportunity to employ their skills and knowledge for the benefit of **nonprofit organisations and public benefit institutions**. They have up to **four days of paid leave** available for the volunteering (or more on a case-by-case basis).

EMPLOYING PEOPLE WITH DISABILITIES

In 2021, the Group fulfilled its employment quota for people with disabilities through a combination of actual employment and purchases of substitute work fulfilments. At the end of 2021, the Group employed **66 people** with a reduced work ability (15 men and 51 women). Of those 56 were classified as persons with a medical disability and 10 as persons with a bodily disability. The substitute work fulfilment expenditure exceeded **CZK 71m**.

Last year, employees with disabilities worked not only in **digitalisation and processing of payment instructions**, but also in **contract processing, complaint processing** and **processing of banking information and invoices**. The Group employs **accredited lecturers** from businesses that employ people with disabilities to further the careers of ČSOB employees with disabilities. The Group also cooperates with **social enterprise Kolibřík** (Hummingbird) and the Group's diversity programs include colleagues with disabilities. The ČSOB Operations division, for example, has **70 employees with disabilities** in a range of different positions.

FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

66

WHAT'S HAPPENING WITHIN THE GROUP

ČSOB LEASING AND ČSOB POJIŠŤOVACÍ MAKLÉŘ

As a priority, both divisions support **equal opportunities at work** and develop employees' talents. In the interests of good health and work satisfaction, **employees can work from home** or take advantage of various forms of **reduced working hours**. Support is also available to employees who are parents as they can benefit from a babysitting subsidy. **Employees with disabilities** have access to the **Vital program of benefits** designed to improve their working conditions.

ČSOB PENZIJNÍ SPOLEČNOST

The division supports **diversity and equal opportunities for all**. Even with only a little over 50 employees, the division's workforce encompasses the full range of age groups. The division stays in touch with its retiring employees as well as with employees on parental leave. In order to maintain a **good work/life balance**, the division's employees can take advantage of flexible working hours and working from home. Members of the **55plus program** enjoy an allowance of two days off work for wellness. Single parents can take up to **four extra days off work**. All employees can take a **sabbatical of up to four weeks** on minimum pay. There are also other time-off-work allowances, such as **Health Days** to support physical and mental recovery, and **Care Days to attend to difficult family situations** related to the Covid-19 pandemic.

ČSOB STAVEBNÍ SPOŘITELNA

The division supports the principle of **mutual respect** among employees as well as openness to change. The division also strives to ensure that both products and processes can be configured easily to promote ease of use. The division creates conditions conducive to the **professional and personal development** of employees and provides an extensive **program of benefits**. The emphasis is placed on achieving a **good work/life balance**. In order to support its employees with disabilities, the division in 2015 established a partnership with public benefit organisation **Rytmus**. The organisation assists disadvantaged people and helps them to reintegrate actively into society. The organisation's clients regularly become our colleagues.





Images introducing individual chapters of this Report were provided courtesy of the children in grades 4 and 6 of Výmolova elementary school in Prague 5.

ABOUT THE REPORT

ČSOB presents in this report a multitude of beneficial activities that respond to the needs and interests of society in the Czech Republic, within which ČSOB Group operates. As a responsible, considerate and mindful bank, we ought to be able to correctly identify needs and respond to them appropriately. That's why we regularly engage in dialogue with our key stakeholders, using questionnaires, public surveys and specific events focused on particular respondents. These include clients, employees, investors, suppliers, public figures, representatives of nonprofit organisations as well as our competitors, the regulator and government institutions.



FOREWORD

SIMPLY
FOR PEOPLE

SOCIAL RESPONSIBILITY

SUSTAINABILITY

FOR BUSINESS

FOR EDUCATION

FOR LONGEVITY

HELPING THE REGIONS

WE HELP TOGETHER
WITH OUR EMPLOYEES

DIVERSITY

ABOUT THE REPORT

KEY SUBJECTS FROM THE PERSPECTIVES OF STAKEHOLDERS (MATERIAL ASPECTS)

Aspect	Reasoning	Solution
INTEGRITY	Ethical conduct, honesty, transparency and integrity are the core principles of healthy business practice and as such they are embedded in the ethical standards to which we subscribe.	Integrity policy, Code of Conduct
COMPLIANCE	Compliance is an integral part of the corporate culture throughout the ČSOB Group. It demands in particular the upholding of ethical standards and legal regulations in the conduct of our business activities.	ČSOB compliance status, Code of Conduct, antitrust law, prevention of money laundering, prevention of tax evasion, anti-corruption program, gifts policy, whistleblowing policy.
DATA PRIVACY AND PROTECTION	Trustworthiness is the basic prerequisite of a long-term relationship with the client and of banking activity in the financial sector in general.	MiFID rules of investor protection, protection of consumer rights in consumer loans and mortgages, measures preventing unfair business practices, processing of clients' complaints.
FINANCIAL PERFORMANCE AND SUSTAINABLE FINANCE	As a stable and financially strong company, we continuously reassess the profit-cost balance in striving for sustainable profitability with due respect for the environment and the needs of society.	We develop a unique partnership between the banking and insurance businesses to gain a better insight into our clients' needs and provide suitable, comprehensive solutions.
RISK MANAGEMENT	In pursuing our business, we adhere strictly to specified boundaries of reasonable business risk and rules for managing capital and liquidity.	Risk management rules, principles and measures, activities of the risk management committee and compliance department.
QUALITY OF PRODUCTS AND SERVICES	We want to be the first company that comes to people's minds in consideration of financial products and services or the purchase of investment instruments.	We put the client's interest first, while in business we act with honesty, maintain propriety in relationships and negotiate with discretion and responsibility.

This report describes the period from 1 January to 31 December 2021 and as such follows up on the ČSOB Group CSR report for 2020. In terms of its contents and as part of integrated reporting, this report is closely linked to the ČSOB Annual Report for 2021, to which it serves as a supplement for selected non-financial information.



GLOBAL GOALS OF SUSTAINABLE DEVELOPMENT



SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) define a global agenda for governments, businesses and civil society as regards solutions to the key challenges, such as ending poverty, protecting people's health, ensuring equal opportunities and prosperity for all and other objectives. As a financial institution, ČSOB plays a significant role in the fulfilment of the goals. Through its sustainability policy, the ČSOB Group contributes to achieving all 17 Sustainable Development Goals. This report highlights the activities of the ČSOB Group through which the Group believes it exerts the greatest positive impact.