

2022





Aleš Blažek
Chairman of the Board

The past calendar year will be generally remembered for the energy crisis and unprecedented growth of consumer prices. Our Group was able to alleviate the impacts of inflation for the more than one million of its clients who saved and invested with us. Loans we provided also contributed significantly to the much-needed **transformation of the economy** into a more efficient, more self-reliant and, above all, more sustainable one. After all, this is a direction our bank has been pursuing over the long term. In 2022, we provided 2,131 mortgages amounting to almost CZK 9bn for retail clients towards energy efficient housing. As for our business clients, we supported their transition to a low-carbon economy with loans issued to the tune of CZK 13.5bn.

It makes me proud to look back at the assistance we provided in 2022 to our clients grappling with the difficult economic situation and at our active involvement in **helping people fleeing from Ukraine**. A joint money collection of ČSOB and People in Need yielded CZK 58m donated to Ukrainian people. Arranging special bank accounts, ČSOB provided the refugees with instant access to finance,

payments and subsidies of more than a quarter of a billion crowns. Our package for new arrivals from Ukraine is still available as is the free helpline serviced by Ukrainian speakers.

It is gratifying that our client number continues to grow. I have no doubt that one of the factors helping us to achieve this result is our strategy known as **Digitally but with the human touch**. It is designed to provide clients with easy access to the bank's services, ensure the security of their finance and provide the human touch wherever needed. Overall, the Czech banking sector finds itself in a very good condition. Banks on the Czech market remain stable and well capitalised. I wish to assure everyone that all our clients and the country as a whole can securely continue to rely on us.



Petr Hutla
Member of the Board

In 2022, the ČSOB Group continued to deliver positive change throughout the Czech Republic. In what was already its tenth year, our **ČSOB helps regions** program delivered a record-breaking sum of CZK 10.5m, shared by nonprofit organisations across the country. The money was used to support a range of areas, from education and equipping hospices and social housing to assisting mothers with oncological conditions. Across the duration of the program, our bank has distributed CZK 72.4m and supported more than 1,500 public benefit projects.

Our priorities also include the continuous **improvement of financial and digital literacy**. The importance of this area has been underscored by the increasing intensity of attacks made by various types of cybercriminals, whose tactics include fraudulent phone calls and hyperlinks. In 2022, we visited 148 schools with our literacy program. Since the program's inception in 2016, we have visited no less than 674 schools and educated 51,126 pupils and students. We also run a national financial literacy competition, named Filip's Cup after the program's mascot. Traditionally, the best school teams contest the Cup's final round on the premises

of the Czech National Bank. The competition is linked to the ČSOB Filip mobile app that provides pupils, students and their teachers with a virtual interactive assistant. The app has been downloaded by more than 10,000 users.

Another area of focus for us is **support for innovative entrepreneurs**. We launched a new program, Start it @UNI, in 2022. Within the program, we join forces with Czech universities and their incubators to help students' ideas get off the ground. Our joint "unicorn nursery" attracted no less than 29 applicants from about a dozen universities and secondary schools at its very first workshop held in Prague during the autumn. Start it @UNI is a subdivision of the highly successful accelerator program Start it @ČSOB. Over the four years of its existence, the program has already given a leg-up to 72 businesses, which continue to attract investors and collect prestigious awards. I am sure that through all these activities, the ČSOB Group has contributed to both the current and future prosperity of the Czech Republic, strongly shifting the country's economy towards one based on knowledge, digitisation and modern technologies.



About ČSOB Group

We help society,
the economy and individuals
in the Czech Republic
grow and develop.





In 2022

We were the

4th biggest

payer of corporate income tax in the country

We supported the Czech economy with an amount of

CZK 1,121.7bn

We invested

CZK 1.8bn

in R&D

Our contribution to the national budget

CZK 9bn

We donated

CZK 90m

to philanthropic causes and in support of socially responsible and sustainable activities

In salaries, we paid

CZK 7bn

All our ATMs are fitted with voice navigation for people with visual impairments.



ČSOB Group key facts

CZK **17.5bn** in net profit

CZK **873.8bn** loan portfolio

CZK **1,231.8bn** in deposits

4.34m clients across ČSOB Group

958,000 users of internet banking

1.134m users of mobile banking

Branches and merchant outlets

201 ČSOB bank branches

95 ČSOB Pojišťovna branches

215 ČSOB Stavební spořitelna advice centres

18 Hypoteční banka centres

5 leasing branches

2,400 Česká pošta merchant outlets

800 Česká pošta franchise outlets

861 contactless ATMs

1,022 ATMs in total



2 million
active users of ČSOB
Smart mobile app

Innovation and digitisation

Our online services are available 24/7. Our investments in digitisation and our continued innovation mean our clients save both time and money. Retail clients are no longer the only ones who can **open a bank account** with us **completely online**. Business can enjoy the same comfort. ČSOB, as the first bank on the Czech market, dismantled the previously existing obstacles to this and implemented the option.

ČSOB Smart

The ČSOB Smart mobile app has already accumulated **2 million active users**. At the end of 2022, the number of users was 50% higher than one year previously, and the number of transactions completed via mobile banking was up by 46% year on year.

Virtual assistant Kate

Our fully digital, personal assistant, powered by AI, has been available to our clients since 2020. And the assistant just keeps getting better. In addition to the DoKapsy (InYourPocket) and ČSOB Smart apps, Kate is also available in the CEB Mobile app designed for entrepreneurs, SMBs and corporate clients. Kate communicates in both spoken and written forms, and as the client's digital assistant can resolve more than **150 different situations** and provide advice on more than **600 topics**.

Kate can resolve rejected card transactions, warn about the approaching expiry date of one's personal ID or driver's licence, take care of credit card repayments, provide tips on discounts at petrol stations, and more. The digital assistant has already passed the mark of **two million interactions** with our clients. At the end of 2022, the number of Kate active users stood at almost **340,000**.

ČSOB Drobné

ČSOB Drobné (Change) is an investment service that enables clients to round up the amounts of their transactions and invest the difference automatically in mutual fund **ČSOB Bohatství** (Wealth). Within the Czech market, ČSOB Bohatství is second in size only to sister fund ČSOB Premiéra. The ČSOB Drobné program is used by more than **160,000 clients**.

ČSOB NaDobrouVěc

ČSOB NaDobrouVěc (ForGoodCause) is a one of its kind on the Czech market. It is a service that **turns paying into helping**. When using the service, our clients can contribute a small amount to charity with each payment they make using their payment card issued by our bank. ČSOB NaDobrouVěc is available to clients in their ČSOB Smart mobile banking app. Using the service, they support one of **nine nonprofit projects** of their own choice. And they can change the recipient project at any time and as many times as they wish.

DoKapsy by ČSOB

DoKapsy (InYourPocket) is a lifestyle mobile app. In its own unique way, it combines banking and non-banking products. The app has already been activated by more than **100,000 users**. The most popular functions of the app include paying public transport fares and parking fees, and registering loyalty cards. However, the app offers much more, such as useful tips for interesting trips, news from selected media outlets and exclusive special offers from the Svět odměn (World of rewards) program.

The app also provides access to ČSOB's virtual assistant, Kate. Included in the app is also the Nabíječka (Charger) service that points users to the nearest electric vehicle (EV) recharging point. The app is free to download and use, and it is available to everyone, including people without a ČSOB account.

Innovated mobile app Patria Finance

Digital innovations by Patria aim to transform investing into a common, pleasant, everyday activity that is both simple and time efficient. The mobile app delivers responsive news feeds, **investment tips and analyses**, redesigned interactive charts and an improved search function.

Unique implementation of payment card registration for Click to Pay

ČSOB became the first issuer bank in Europe to develop the ability to register tokenised card information in a Click to Pay service, making online payments so much more streamlined for clients. The implementation won ČSOB a **Digital Payment Innovation** award.



Awards

recognising the social responsibility and sustainability of ČSOB in 2022



**Global Finance:
Sustainable Finance Awards 2022**

Outstanding Leader in ESG-Related Loans
in Central and Eastern Europe

Financial Leader in Sustainable Communities
in Central and Eastern Europe

**Outstanding Leader in Sustainability
Transparency** in Central and Eastern Europe

The Best Bank for Sustainable Finance
in the Czech Republic



Mastercard Bank of the Year 2022

3rd place in the Bank without Barriers category (recognising easy access to our services even for clients with disabilities)

3rd place in the Sustainable Bank of the Year category (for an innovative product, ESG investment certificates)



**Business for Society Awards:
TOP Responsible Company 2022**

2nd place in TOP Responsible Large Company category (with a rating of 94.9% for the overall approach to responsible and sustainable business)

Holder of the **Sustainable Business Leader** title

3rd place in the category TOP Responsible company in diversity, for the project ČSOB Parents: “The next level”



Donors' Forum Awards 2022

1st place in the Employee Fundraiser category for the SOS Ukraine collection

1st place in the Charitable Communication Project category for the communication campaign “Let,s put our hearts together” run under the ČSOB helps regions program

3rd place in the Annual Report category for the ČSOB Group Social Responsibility and Sustainability Report

Special Recognition from the Donors' Forum for quick and efficient help provided to Ukraine



Lemur Awards

1st place in the Internal Communication category for the Green Challenge in the Zapka employee app

2nd place for the ČSOB Group Social Responsibility and Sustainability Report



ESG Rating

Top 10 ranking in the Corporations category of Forbes' ESG Rating



1. místo

Golden semicolon

1st place in the Internal Communication and Employee Engagement category for the Green Challenge to accumulate green kilometres



LGBT+ Friendly Employer 2022 awards

3rd place in the main category



Best of Realty
Nejlepší z realit

Best of Realty 2022

Two awards for ČSOB headquarter in Hradec Králové:

1st place in the Office Centres category

Special award for Environmental Project of the Year



Social responsibility

Our goal is to bring about **real change** and improve life throughout the Czech Republic.



Heartfelt support for Mums

Maminy s rakovinou (Mums with cancer) provides support and assistance to mothers suffering from oncological conditions. The organisation's clients receive support for the duration of their treatment and their assistants remain in touch even after treatment has been successfully completed.



ČSOB donated
CZK 10,000

The public supported this project with
CZK 16,393





Following the difficult years of the pandemic, the situation became even more complicated with the attack on Ukraine and the consequent energy crisis.

The situation has had a major impact on the lives of everyone in the Czech Republic. And more than ever, the value and meaning of solidarity, respect, help and consideration for others are at the fore. Events spurred us to an even greater commitment to further expanding our social responsibility as we continue our, by now traditional, support for nonprofit organisations and local communities. We also support efforts aimed at battling climate change and promote energy self-reliance through the utilisation of renewable energy sources.

In 2022, **ČSOB donated CZK 90m** to philanthropic causes and in support of socially responsible activities that respond to the needs of Czech society.

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

Performance

Will to win
We deliver what we promise, with enthusiasm and commitment.

E

Empowerment

We are courageous
We dare to do things differently and have the freedom to do so.

A

Accountability

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

Responsiveness

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

Local 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.

Our values

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

38%

of management positions at ČSOB are held by women

Respect

We do not condescend, we treat everyone equally. 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.



Strategic pillars

of responsible and sustainable behaviour in ČSOB Group

Compared to 2015, we have reduced our carbon footprint by **73%**



For business

We help small and medium sized enterprises 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 education

We promote financial literacy among both 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 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 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 do not 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.

Responsible behaviour

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 Responsible behaviour).



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), or 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 developments in the given areas.

ČSOB Policies

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.**

In 2022, we recorded:

949 submissions from clients

876 suggestions for improvements to services

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



“ČSOB remains a strongly client-focused bank and, as such, it seeks and responds to feedback from its clients. Unfortunately, in 2022, we detected record-breaking numbers of fraudulent transactions that began with security information being elicited from internet banking clients. I must therefore reiterate our warning to clients to beware of malicious actors. Everyone should take care when dealing with third parties to ensure they do not divulge any of the information that secures their finances and access to our services.”

Martin Kovář
ČSOB Group Ombudsman



Sustainability

We care deeply about the condition in which we will **leave the planet to the generations to come.**



Česká Ves Wetlands

In Česká Ves, **The Čmelák (Bumblebee) Society** has succeeded in creating 20 new waterholes as part of its landscape revitalisation project. The revitalised site is gradually transforming into a location that attracts both people and living nature. The site is a continuation of the nearby Jablonné Wetlands. The donation from our bank will help the society build a new viewing platform overlooking one of the waterholes.



ČSOB donated
CZK 40,000

The public supported
this project with
CZK 18,709





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.

Key figures and facts

Corporate and SME Banking

CZK 13.5bn

in loans supporting the transition to a low-carbon economy (of that sum, CZK 0.9bn is fully compliant with EU Taxonomy)

138

mandates at Centre for EU subsidies consultancy

48

mandates at ČSOB Advisory for ESG consultancy

Retail and Private Banking

Ratio of mortgages for energy efficient homes to total mortgages

20.5%

Gross sales of Responsible Investment funds reached

5.2%

New loans financing clean-energy vehicles grew to

4.2%

Financial markets issued ESG-linked investment certificates to the tune of

CZK 1.1bn

Compared to 2015, we reduced our

Direct carbon footprint by

73%

Waste production by

64%

Electricity consumption by

38%

Paper consumption by

58%

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 to others and to our employees, and by our employees in day-to-day work. The strategy derives from the approach implemented throughout the KBC Group. It permeates our **business terms and conditions** as well as the **day-to-day activities** of all our employees, the top management included.

Sustainability rating

The KBC Group has had its ESG performance evaluated by a third-party assessor. The following table shows its current ratings (as of March 2023):

Sustainability ratings, KBC Group	Score
CDP	A
Sustainalytics ESG Risk Rating	12.5
S&P Global Sustainability Score	75/100
MSCI ESG Rating	AAA
ISS ESG Rating	C+ (Prime)
FTSE4Good ESG Rating	4.3/5

Climate commitments of KBC Group

In previous years, we started analysing the impacts of climate risks on the most important sectors of the country's economy. Our goal is to support the gradual decarbonisation of the economy while improving the sustainability of our business. We have adopted specific climatic goals that will help us to comply with relevant international climatic treaties (CCCA, SDG, UNEP FI). The specific climatic goals are described in this report. Further information on goals, metrics and methodology can be found in the [KBC Sustainability Report 2022](#).

We will increase the ratio of **renewables financing to 75%** of our loan portfolio while **reducing the portfolio's carbon footprint in the energy sector by 39%** (expressed as tonnes of CO₂e per million EUR).

Reducing our own carbon footprint

In compliance with standards ČSN EN ISO 14001 and ČSN EN ISO 50001, we have implemented corresponding environmental and energy policies and management. **By 2030, we will reduce our scope 1 carbon footprint (CO₂ emissions) by 80% compared to 2015** (we have already achieved a 73% reduction). With carbon compensations, we achieved carbon neutrality in scopes 1 and 2 already in 2021. We intend to achieve full carbon neutrality by 2040.



Environmentally friendly buildings

Our Prague HQ, ČSOB Kampus, and our new HQ building in Hradec Králové are 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 has even earned ČSOB a place, as the first bank in the country, among the membership of the **Czech Green Building Council**.

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

We make use of geothermal **energy from the Earth's crust** for heating and air-conditioning.

Lighting is controlled continuously depending on the presence of people in a managed area and the intensity of natural light.

Accessible **roof gardens** double as rainwater collectors, improving the building's micro-climate.

We have installed beehives and bumblebee hives on our roofs. We harvested our first honey in June 2022.

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



We are setting an example in the restoration of natural habitats

We look after nearly seven hectares of land in the Radlické Valley, accessible to both our employees and the public. On this land:

- we establish new meadows and revitalise overgrown ones;
- we cut the grass in alternating patches (mosaic);
- we are gradually restoring an old orchard and a native forest steppe habitat;
- we remove invasive saplings and we leave dead wood in place as part of the habitat;
- we build natural composters, houses for insects, beetles and snakes as well as birdhouses;
- we invite people to meet: together, we repair tracks, install outdoor furniture, organise biodiversity seminars and walks;
- we interconnect the community by involving our employees, local residents, nonprofits and local administration in our revitalisation project.



Sustainable business



In terms of environmental impact, we rate our **commitment to exit 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.

We have provided CZK 13.5bn in loans supporting the transition to a **low-carbon economy**, of which loans totalling CZK 900m were fully in compliance with the EU taxonomy. The loans were mainly used to finance properties and technologies utilising renewable energy sources.

We also assist our business clients in preparing for **energy audits** and with technical documentation related to their business operations. In the course of the year, we provided 138 mandates to businesses at the Centre for EU subsidies consultancy, and 48 mandates at ČSOB Advisory for specialised consultancy, of which 42 were used for new loans and six were used for consulting on climate change (e.g. nonfinancial reporting, ESG).

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. Since the launch of the project, the Group has planted some 46,800 deciduous and coniferous trees.

In the area of financing **socially beneficial projects** that profit the public (selected in accordance with CREDAC codes), ČSOB provided loans totalling **CZK 1.8bn** in 2022. They were invested mainly in healthcare projects (hospitals, specialised medical facilities, spas and laboratories), education (public universities, special-purpose pre-school training), retirement and care homes, and even in the building of sewage systems.



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. On a year-on-year comparison, applications for this form of funding increased by 10.4%.

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**. Its activities contribute to resolving the global issue of clean water shortages. Another investment product available to ČSOB clients is **ČSOB NaMíru zodpovědně** (ČSOB Tailor-made and Responsible). The volume of socially responsible investment (SRI) grew by **215%** on a year-on-year comparison.

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).

We motivate others

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

ČSOB was also 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 2021, 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.

Since May 2022, ČSOB has also had a representative on the **government's National Economic Council** (NERV), namely Senior Executive Officer and Member of the Board of Directors Ján Lučan. The Council is tasked with proposing policies and specific parameters of necessary reforms of public service, such as the state pension system. The reforms have an impact on the public finances and the transparency of those finances.



Supply chain and supplier relationship management

In our procurement process, which includes supplier relationship management, we always consider potential environmental impacts, social aspects, including the protection of human rights, and adherence to the principles of sustainable development.

When selecting a supplier, we prefer products and services that minimise direct and indirect environmental impacts. We support environmentally friendly and technologically advanced products and services. Our tenders include **sustainability as one of the selection criteria in the qualitative assessment of bids.**

In particular, when defining the parameters of a call for a tender, we focus on the following:

- products and materials labelled as environmentally friendly;
- products with extended lifecycles, products that can be disassembled, repaired and/or reused;
- possibility of environmentally friendly disposal and recycling at the lifecycle's end;
- packaging (quantity and materials used, size);
- local suppliers, support for local economy;
- employment of people with disabilities, cooperation with social enterprises;
- associated carbon footprint;
- energy efficiency.

Any ČSOB selection process includes an assessment of the bidders as potential partners. ČSOB Group aims to cooperate with partners who share the **same values**. Alongside track records on human rights, employment policies, anti-corruption measures and environmental aspects, we also look for the carbon footprint reduction and the associated reporting, readiness for ESG reporting and certifications, if any (ISO, EMAS, ESG rating, etc.). Potential suppliers are also checked against the current KBC blacklist and any relevant sanctions lists. We also request a commitment to the **Supplier Relationship Policy** that specifies admissible business practices and ethical principles, including elimination of conflicts of interest and unethical and corrupt behaviour, and acceptance of the **ČSOB Group Code of Conduct**. As part of our drive to reduce our carbon footprint and improve our efficiency, we use the **digital signing** of contractual documentation, **digital invoicing** as well as **paperless** tendering and bidding processes.

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 organisations** or offers the equipment to employees at a discount. The revenue from such purchases is then donated to charitable causes. In 2022 ČSOB:

- sold more than **2,000 pieces** of computer technology,

- donated the sum of **CZK 881,258** generated by the computer sales to Czechitas, the Sokol movement and the Committee of Good Will – Olga Havel Foundation.



What's happening within the Group

ČSOB Asset Management

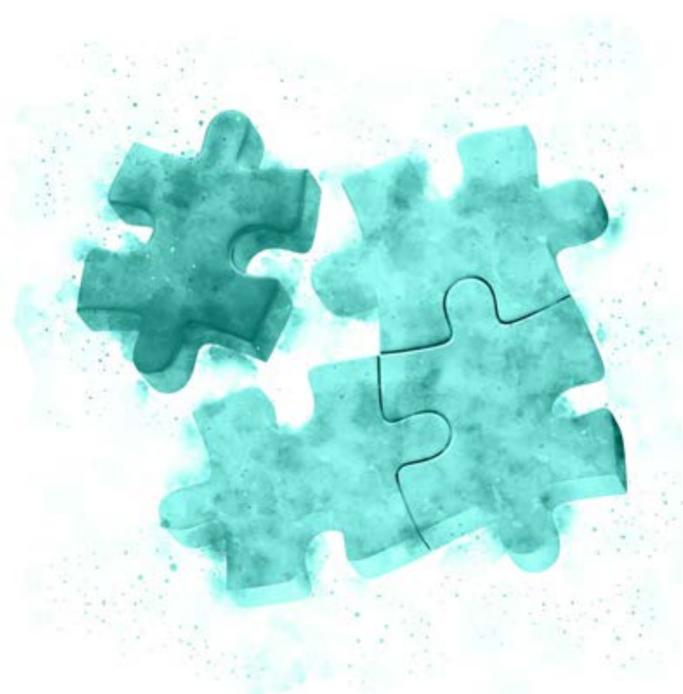
The division applies the core criteria of **socially responsible investing** to all investment funds focused on environmental protection, sustainable development, the protection of human rights and other worthy causes. ČSOB Asset Management excludes from investing all businesses that use corrupt practices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

ČSOB Factoring

In 2022, the division carried out several projects aimed at reducing paper consumption through **maximising digitisation** of our processes. We offer decommissioned computer technology to nonprofit organisations and schools.

ČSOB Leasing

The division appreciates the importance of **promoting sustainable solutions**. Since electromobility is a major contributor to the transition to greener transport, ČSOB Leasing has developed special advantageous products for clients that help them on their path to electromobility. The division also supports the financing of energy-efficient solutions in manufacturing, the production of electricity from renewable sources and environmentally friendly solutions in agriculture. ČSOB Leasing also advises its clients on accessing available support to accelerate their transition to sustainable business.



ČSOB Penzijní společnost

Last year, ČSOB Penzijní společnost obtained a licence for a new supplementary pension insurance fund, **ČSOB dynamický zodpovědný účastnický fond**. The fund invests mainly in shares of stock, mutual funds and bonds of issuers mindful of environmental protection and social responsibility. The new fund thus focuses on businesses successful in combining economic growth with environmental protection, social responsibility and ethical corporate culture. The fund does not invest in sectors with a significant negative impact on the environment, or with social issues or activities that are incompatible with the principles of good governance. The division keeps abreast of developments in the area of ESG investments. Responsibility ranks high for all the division's investment funds.

ČSOB Pojišťovna

Sustainability and environmental protection gradually permeate the division's approach to conducting its insurance business. They have already become **integral parts of the insurer's activities**. ČSOB Pojišťovna is serious about its responsibility for providing high-quality, reliable products and services. This responsibility includes the engagement of clients and business partners in perceiving and managing relevant risks with possible material impacts on insurance. The division has identified **five sectors** in which improved sustainability is actively pursued:

- Homes and households
- Commercial properties
- Vehicle insurance
- Terrestrial freight transport
- Sustainable farming

Key aspects:

The division strives to minimise paper consumption through digitisation of its internal processes.

The division does not provide insurance in sectors with significant negative impacts on the environment or society.

The division is proactive in insuring environmentally friendly projects.

The division acts responsibly in carrying out its internal processes.

The division, in its role as an insurer, joins other members of the Group (banking and leasing divisions) in supporting transformation in selected areas.

The division takes a long-term view of its business.

The division donates its decommissioned furniture to nonprofit organisations.



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. The building society is the first financial institution in the country to 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.

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

The division's investment portal at Patria.cz regularly publishes new articles on the theme of ESG and sustainable investment. Patria Finance has implemented a mandatory **ESG preferences** survey among our clients. In 2023, the division plans to begin offering funds focused on **responsible investing**.





For business

In the ever-evolving world, the Czech economy cannot afford to neglect **innovative products and services.**



GoodyDo “for more responsible e-commerce”

GoodyDo, created by **Nadační fond pomoci** (Endowment Fund for Help), is a website widget for e-shops. It facilitates quick and easy donations to money collections for charitable causes. The widget enables e-shop customers to donate to a chosen collection by rounding up the price of their purchases ahead of the payment. The difference is added to the chosen collection in real time.



ČSOB donated
CZK 35,000

The public supported
this project with
CZK 27,106





In the ever-evolving world, we cannot afford to neglect innovative products and services, and the same applies to the Czech economy at large. That's why ČSOB assists **entrepreneurs who are starting out and small businesses**. We help them in their efforts and projects, and we share our experience with them. The Group also supports **brave women** who realise their ideas and make headway in the private sector despite lingering prejudices.

ČSOB partakes 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.



Key figures and facts

246

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

14

startups supported by Start it @ČSOB program

10

social enterprises supported under the ČSOB Start it social program

3rd year
of Demo Day

EUR 2.726m

loaned via the InnovFin program

Helping the Czech economy

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.

Průvodce podnikáním (Guide for Entrepreneurs)

Success cannot be achieved without reliable information and our portal helps entrepreneurs to acquire the required facts in a timely fashion and in an easy-to-understand format.

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 2022, ČSOB helped **246** 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 2022 was once again 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 Terézia Svátová, founder of TEREZIA COMPANY s.r.o. The company develops, manufactures and distributes original dietary supplements made from beneficial fungi and herbs, medical products, cosmetics and VEGI-branded spices.



“In their business undertakings, women are generally more cautious than men, they tend to contemplate every step very thoroughly. Even so, there are more and more women in business. We are delighted to be able to help them as a bank on their journey. We are also happy to see women entrepreneurs achieve success, not only in the Czech Republic but in many cases abroad too.”

Martin Pěchouček

Director,
Business Development
and Climate Change
in Relationship Banking

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 factoring, 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.



Helping start-ups and innovative businesses

Last year, ČSOB continued its cooperation with “Soutěž a podnikaj” (Compete and do business). It is a program of business education for high school pupils.

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 avoid the most common mistakes and provides mentoring as well as a range of workshops. Participants can obtain up to four places in Impact Hub in Prague and international support from the Global Accelerators Network for the lifetime of their company, facilitating access to foreign markets. The accelerator opens its doors to new firms every six months.

In 2022, ČSOB organised a [Green Challenge](#) accelerator, focusing on sustainable startups. ČSOB supported startups focused on recycling soft and dirtied plastic, databases of sustainable technologies for the construction industry, a tool to calculate the carbon footprint and ESG values, a product providing a detergent in a piece of paper, a used goods marketplace and regenerative agriculture.

In November 2022, ČSOB launched [Start it @UNI](#). It is a new program targeting university students. In cooperation with incubators operating at selected universities in the Czech Republic, ČSOB helps to raise the chances of student projects succeeding on the market. The program’s validation camps let students improve their odds through practical discussions with experienced mentors from established startups and other experts. They can also find new colleagues and apply for Validation Money of CZK 20,000 to help them ascertain market demand.

ČSOB has consolidated its active position in the startup community by organising lectures for graduates, meetings with investors and other events.

In November 2022, ČSOB organised the third **Demo Day**. It showcased, by way of a combined broadcast, another 10 startups from the Group's acceleration program.

The event was hosted by the inimitable Lucie Macháčková. Asking sophisticated questions and acting as members of the jury were Vojtěch Roček of Presto Ventures, Pavlína Louženská of #HolkyzMarketingu and Michal Gloger of Mebster, the winner of the very first Demo Day. The event's Audience Award went to E-cafe bike, a startup headed by Honza Malina that offers e-bikes in a 1950 s design. The jury prize went to Mamio, a platform co-founded by Laureen Holge that facilitates networking among mums on maternity leave.

Successes of our startups in 2022

Our startups attracted some serious investment: WeBoard (CZK 10 million), Pointee (CZK 32 million).

M.arter won 3rd place at SDG's 2022.

Twigsee has already arrived on the market in 16 different countries.

InnovFin

In 2022, ČSOB assisted innovative small and medium sized enterprises in securing funding for their projects by helping them access loans totalling **EUR 2,726m** from the European Investment Fund's InnovFin program.



Supporting social enterprises

Providing grants and consulting to social enterprises

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 1.5m. Over the 10 years of the program's existence, more than **CZK 9m** has been distributed among **63 social enterprises** employing people with a wide range of disabilities. ČSOB will continue focusing on issues related to social enterprises and on education and support in the area of employing people with disabilities in the coming years. The Group plans a unique competition for social enterprises that will be organised in cooperation with the relevant authorities and in accordance with the Declaration of Responsible Entrepreneurship.



Enterprises supported by the program in 2022

Revenium, z. s.

Project: Home biogas plant – utilisation of coffee bean residue in the generation of biogas

Location: Mělník

www.revenium.cz

MOJE JAKO TVOJE, z. ú.

Project: Automated system using rainwater to water greenhouses and cold frames

Location: Pilsen

www.ekozahradarakova.cz

Ekovysočina s.r.o.

Project: Briquette press – utilisation of sawdust from a carpentry workshop to produce fuel

Location: Vysočina Region

www.ekovysocina.cz

Chrupa sociální firma Slezské diakonie, o.p. s.

Project: Cardboard shredder and dust extractor – acquisition of machine producing paper filling from used cardboard boxes

Location: Krnov

www.chrpakrnov.cz

Domov sv. Anežky, o.p. s.

Project: LED lighting throughout the facility

Location: Týn nad Vltavou

www.anezka-tyn.cz

Léthó, o.p. s.

Project: Development of an e-shop

Location: Pardubice

www.letho.cz

Activities of another four social enterprises were supported with a small grant of CZK 30,000 each, to be used as required:

Květná Zahrada, z. ú.**KOKOZA, o.p. s.****FOVY s.r.o.****DobroDílo, s.r.o.**

Purchasing from social enterprises

In 2022, ČSOB acquired goods and services worth **CZK 91,518,585** from the following social enterprises and sheltered workshops employing people with disabilities:

A MANO s.r.o.	Coffee, teas, coffee machines and accessories
Agentura PANCĚŘ s.r.o.	Guarding of premises and operation of filing office at HQ
ATALIAN Servis CZ s.r.o.	Facility management services
B+N Czech Republic Správa Budov s.r.o.	Facility management services
BARELOVÁ VODA s.r.o.	Supplies of bottled water and maintenance of dispensers
CEDROVATKA, sociální družstvo	Advertising items
CSR WORK s.r.o.	Processing of documents
DobroDílo s.r.o.	Advertising items
ERGOTEP, družstvo invalidů	Processing of documents, marketing services, package distribution and IT testing
Kolibřík CSR s.r.o.	Agency staffing for back-office services
Kolibřík Dokument s.r.o.	Processing of documents
Kolibřík Services s.r.o.	Processing of documents
Modrý domeček, s.r.o.	Refreshments
Náruč, z.s.	Refreshments
Pro-Charitu s.r.o.	Syrups
SDZP družstvo	Agency staffing for back-office services
SPINWARE s.r.o.	Provision of training services
TeamPrevent-Network, s.r.o.	Healthcare services
Transkript online s.r.o.	eScribe services
TyfloCentrum Brno, o.p. s.	Website and app accessibility auditing
ZEBRA OUTSOURCING, s.r.o.	Agency staffing for back-office services



For education

We very much wish to see our clients feel not just comfortable but, above all, also safe **in the world of finance.**



Research lab under the sky

In the heart of the Beskydy Mountains, the civic association **spolek VlesEDU** created its Hnízdo (Nest) – a community, environmental and educational centre. The centre includes a public garden with a shelter in the form of a caravan with a covered terrace. The garden with its shelter has become a source of inspiration, a place where generations meet, where tourists stop, and where people contemplate their responsibility in preserving the mountains and learn about the local culture and traditions.



ČSOB donated
CZK 50,000

The public supported
this project with
CZK 87,500





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, joining forces with the Police of the Czech Republic in doing so. To those adults who have had the misfortune of falling victim to overindebtedness, we offer assistance through free advice and useful lectures.



Key figures and facts

674

schools visited

51,126

pupils and students have attended the lessons

545

financial literacy ambassadors

679

recipients of bursaries from the Fond vzdělání (Education Fund)

6

years of partnership with the Czech Association of Science Centres

6,000

downloads of the ČSOB Filip mobile app

10

episodes of the Tvoje cesta #onlinem (Your journey #online) podcast

100

professionals from among our colleagues serving as members of the Centre for coaching, mentoring and mediation

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. Using practical examples, they explain ways of managing various situations. The program includes six different blocks: Money, Household economy, Modern technologies, Using debt responsibly, Financial products, and the most recent one, Environmental and economic sustainability.

The lecturers include presentations and videos, and make use modern technologies, including tablets and smartphones. Away from school premises, ČSOB can organise lectures in its own buildings or at other venues, such as science centres. The lectures are free for the schools. In the lectures, and the program as a whole, ČSOB does not pitch its brand or its products, but it does pitch its vision of better education.

By the end of 2022, no less than **545 ambassadors** were involved in **3,186 lessons** provided to more than **51,126 pupils** and students across **674 schools**.

Having been **accredited by the Ministry of Education, Youth and Sports** in 2019 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 in tutoring, as required by the Ministry.

The online world gained in prominence during the COVID-19 pandemic, when children, consigned to remote learning and limited interaction with peers in person, were spending long hours on the internet and social networks. In 2021, ČSOB developed its **ČSOB Filip** mobile app that 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 2022, a new chapter was added to it under the heading Your journey online. The chapter was developed in cooperation with the Police

of the Czech Republic. Another chapter, EKO, was added in late 2022 to educate the app's users about sustainability.

These days, everyday activities gradually shift into the online realm, and that shift includes banking. That is why we teach children how to **navigate safely** not only through the world of finance but also in relation to the **internet and social media**. Children need to be aware of the risks and measures needed to protect themselves, just as they would in the physical world. 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. Thanks to this cooperation the course can present and use real-world cases that actually unfolded in the Czech Republic.

The courses are also supplemented with the instructive **Tvoje cesta #onlinem podcast**. The podcast provides guidance on avoiding trouble online. The podcast was created in cooperation with the Czech Association of Science Centres and Palacký University in Olomouc. Over the podcast's 10 episodes, hosted with great enthusiasm by Palacký University student Lukáš Mada, experts discuss with children the risks that lurk in the online world. Continuing in the same spirit, ČSOB also developed a similar series of podcasts titled **"Jak ušetřit kolem nás a chovat se udržitelně"** (How to avoid waste and be sustainable).

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



In the autumn, ČSOB organised the second Filip's Cup, a financial literacy competition. It attracted participation from 232 schools. The competition was opened to grade 6 pupils of elementary schools and their counterparts from comprehensive schools.

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 250 Czech bankers from the Association's member banks participated in the program and delivered seminars attended by some 6,500 pupils and students all over the country. ČSOB was represented by **12 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. More often than not, the weakest link in the security chain is the user. That is why malicious players tend to target bank clients with the intention of obtaining confidential information, such as payment card information or online banking logins. Striving to counter the threat, ČSOB has created a [dedicated website](#) containing:

the basic rules of online safety, including the **Nine rules of using internet banking safely**,

alerts on **current threats**,

articles with interesting news and reports on latest developments in the online world.

As banking clients become more educated, whether that is thanks to their banks, friends or family members, or the media, the numbers of successful attacks on online banking, and in cyberspace in general, are in decline.

Of course, it is essential that employees of ČSOB Group are on top of their game when it comes to countering cyber risks. Despite the many layers of security mechanisms, it remains paramount that ČSOB employees act responsibly in the online world.

Online risks insurance by ČSOB Pojišťovna

Should anything untoward happen to our client or their payment card on the internet, the insurer secures the necessary legal assistance required to resolve the issue. Should the legal assistance fail to achieve the desired outcome, the insurer reimburses the financial damage incurred.

Supporting Czech science centres

Cooperating science centres

iQLANDIA, Liberec

Svět techniky, Ostrava

Vida! science centrum, Brno

Techmania Science Center, Pilsen

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 OnLine** (Safely OnLine) that was launched in its physical form and online in autumn 2021.

In 2022, ČSOB developed in partnership with the Police of the Czech Republic a series of lectures on financial and digital literacy. Events presenting the lectures attracted some **2,000 pupils** from all over the Czech Republic.



Educating our employees

Surf Studio – think differently, be inspired, keep an open mind.

Along with colleagues from ČSOB, **Surf Studio** created the unique **Inno Fair**. It presents through interactive experiences the key innovations developed by ČSOB in one place, namely in the ČSOB Kampus garages.

In 2022, ČSOB employees also took part in **Ideathon**. It is designed to help selected startups participating in the Start It @ČSOB program with their environmental and sustainability projects.

ČSOB also organised **design sprints** and on numerous occasions helped its employees with testing and obtaining feedback on selected products and services using **Surf Voice**.

There was great interest in **Group Inspiration Day**. It focused on key trends affecting the financial sector. Much interest was also shown towards **DATA Inspiration Day**. It was dedicated to impacts of data on our company.

Surf Studio achievements

27 eloquent
and inspirational speakers

29 design
sprints and workshops

26,000 visits
to the advent calendar in the
ZAPKA app

3 days
of inspiration focusing on
cloud, data and KBC strategy

Centre for coaching, mentoring and mediation

ČSOB's internal Centre for coaching, mentoring and mediation brings together almost **100 enthusiastic professionals** from among our employees who provide coaching, mentoring and mediation and deliver off- and online courses and lectures. In 2022, the Centre provided more than **1,000 hours** of dedication in the above areas, beyond the regular work agenda.

Members of the Centre continuously improve their qualifications, create new internal and inter-company development activities, and invite inspiring guests. The Centre is also a member of several communities within the Group and it is actively involved with the European Mentoring and Coaching Council. In many cases, the Centre's coaches and mentors aim for professional accreditations.

In autumn 2022, ČSOB launched the second round of **mentoring for managers of nonprofit organisations**, delivered by **30 ČSOB mentors**. The program focuses on areas of the Group's expertise, such as leadership, strategic planning and communication.



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 2022, ČSOB supported no less than **679 students** with bursaries and another **614 students** with one-off grants for tuition or school aids. In total, ČSOB has so far donated more than **CZK 39.4m** in support of education.

“I study veterinary medicine. I was drawn to animals when I was just a small child. While at an elementary school, I picked up horse riding and began working around horses. Opting to study veterinary medicine seemed the natural course to take. Acquiring the bursary was a great help as it eased the cost-of-accommodation pressure. It enables me to pay for my meals, textbooks, toiletries and other items related to studying and living in the university city. My great passion is taekwondo, in which I have already become a judge. I also teach taekwondo at an elementary school and help in organising competitions. I also act as an instructor at summer camps.”

Kateřina, 21 years

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-finances the provision of free debt advice and responsible debt resolution through **Poradna při finanční tísni** (Financial distress advisory centre).



Cooperating with students and schools

Students regularly rank ČSOB among the **TOP employers** in the country in the banking and investment sector.

In 2022, as many as **81 students** from high schools, vocational schools and universities worked at ČSOB as interns and eight students completed their graduation paper, thesis or dissertation while with us. ČSOB participated in six job fairs at universities and other events for secondary school students.

ČSOB cooperates with hundreds of elementary and secondary 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:

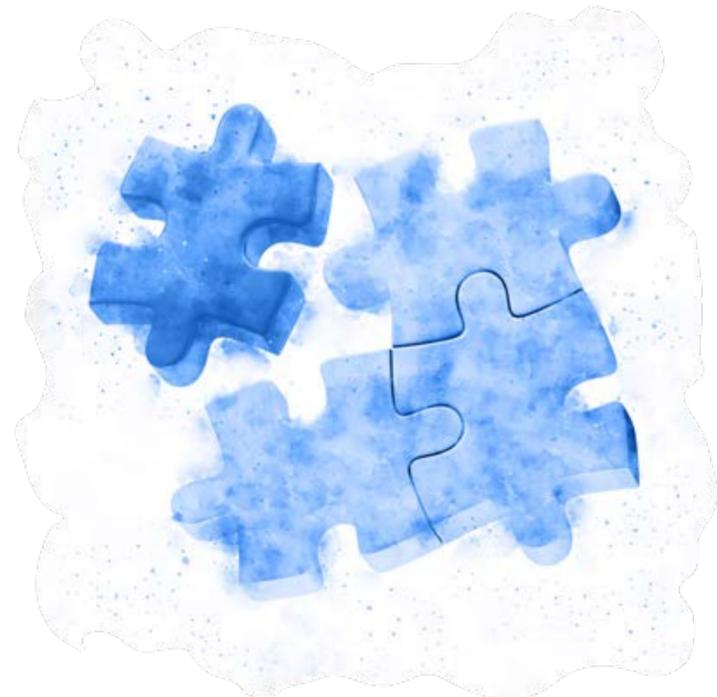
- Czech University of Life Sciences Prague
- Czech Technical University in Prague
- University of South Bohemia (České Budějovice)
- Technical University of Liberec

Study and work

Each year, students have an opportunity to work in the ČSOB branch office network. In 2022, the option was taken up by **100 students**. Those who meet specified criteria and enjoy the work can become full-time employees once they complete their studies.



What's happening within the Group



ČSOB Asset Management

The division donated **CZK 85,000** 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 **specialised lectures** at secondary schools and universities.

ČSOB Pojišťovna

Employees of the insurance company improve financial literacy among pupils thanks to **35 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 **ČSOB Filip – Learn about the financial world**.

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

We are a reliable partner to our clients, especially in the world of finance.



A hug is more than a new toy



Dobré víly (Good Fairies) helps children in children's homes and gives them what is most important – time, attention and love. The organisation's volunteers visit children weekly and spend time with them. They help with the children's schoolwork, inspire them to pick up new hobbies, chat with them, play games and give the children a hug. They also do sports, make things, visit cultural events and develop the children's talents.

ČSOB donated
CZK 10,000

The public supported
this project with
CZK 11,000





ČSOB is a reliable partner to its clients, especially 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.



Key figures and facts

1.5 million

clients aged 58+

CZK 1.21m

donated to Linka bezpečí
(Safety Line)

80,000

calls to Linka pro
seniory (Seniors' Line)

CZK 2m

donated to charities through
Svět odměn (World of rewards)

CZK 2.5m

donated via Goodwill Card

CZK 2.06m

donated to Nadační fond Mathilda
(Endowment Fund Mathilda)

Helping senior citizens and members of the sandwich generation



We pay close attention to our **senior** fellow citizens as well as to 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 or ČSOB branch 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, saving them the trip to the office.

We also operate 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 connects them to a team specially

trained to communicate with elderly clients. In 2022, our call centre colleagues took some **80,000 calls** on the seniors' line, equalling almost 1,500 a week.

We have a **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. The e-book also finds use in meetings with senior citizens whenever financial literacy is discussed.

Responding to the energy crisis and inflation, we provide advice for senior citizens on optimum configurations of their products and what steps to take if they find themselves short of money on their current accounts. These services are available under the umbrella of a project titled **"Nejste v tom sami"** (You're not on your own), which also offers general advice on household budgeting. Selected clients were even contacted proactively by e-mail.

In partnership with Sue Ryder, we operate the [Neztratitsevestari.cz](https://www.neztratitsevestari.cz) (Don't get lost in old age) portal. In 2022, a new design of the portal, designed to provide support to senior citizens and their close ones, was unveiled. 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, the portal's website attracted some 70,000 visitors. Most of the enquiries related to social and healthcare topics.

In October 2022, we joined forces with Sue Ryder to organise **Advice days for senior citizens and their close ones**, held at the Municipal Library in Písek and the Regional Scientific Library in Liberec. In addition to one-on-one consulting on legal matters, psychology, social issues and finance, the events also offered captivating lectures by experts on a range of topics including

Finance and 10 rules of online safety, Harmony between generations, and Mobility aids for senior citizens.

In 2022, we began **cooperating with mobile hospices**. As part of the cooperation, ČSOB employees volunteer in their free time or during their volunteering days to assist in hospices with management and/or financial matters.

Also in 2022, we initiated cooperation with students in the Olomoucký and Moravian-Silesian Regions who regularly visit retirement homes and senior parks where they **help senior citizens to learn to use computers**. They also give lectures on various topics, such as risks associated with online communication. These activities will gradually expand to additional cities and regions.

We also organised lectures in **community centres and seniors' clubs** on financial literacy and cybersecurity. Online security proved to be a highly popular topic.



Helping people with disabilities

With its substantial number of 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. The latest **audit** has already been completed. Any shortcomings identified are gradually rectified.

A **fully barrierless branch office** must comply with the requirements of Decree No. 398/2009 of the Czech Legislative Code. In other words, it must include barrierless access to the toilet, card reader-enabled nighttime access to an ATM, a digital beacon for people with sight impairments, transcription for people with hearing impairments, and parking for people with disabilities that is within a short distance of the branch office.



In order to provide a better understanding of experiences of senior citizens (or people with disabilities), ČSOB employees were given the opportunity to wear a geriatric simulator suit. The wearable device simulates the sensations and physical limitations experienced by elderly people. Anyone interested was given a truly hands-on experience.



ČSOB also pays attention to the accessibility of its websites and applications for **people with sight impairments**. To this end, ČSOB asked TyfloCentrum Brno and Blind Friendly to audit the websites and apps and enable the rectification of any shortcomings identified. Some ČSOB employees also help in this area as they use special reading aids for visually impaired persons.

All ČSOB's ATMs are fitted with **voice navigation** to assist **people with sight impairments**. They run upgraded software modified from its previous version in cooperation with Sjednocená organizace nevidomých a slabozrakých ČR (Czech Blind United, SONS).

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

Helping together with our clients



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**. The sum 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. Since the card's inception in 2014, as much as **CZK 20.5m** has been donated in this way. Last year, a total of CZK 2.5m in financial support went, for example, to hospices in Pelhřimov and Žďár nad Sázavou, Children's home Senožaty and Fokus České Budějovice, an organisation that helps people in need of psychological assistance.

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 5.7m**.

ČSOB NaDobrouVěc

The ČSOB NaDobrouVěc (For a good cause) service is intended for retail clients. It enables the client to contribute to **charitable projects** of a nonprofit organisation of their own choice. Since its launch in July 2022, the service has attracted some 1,560 clients. As of the end of the year, the total amount contributed stood at **CZK 900,000**.

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 nonprofit organisations** People in Need, Nadace Charty 77 – Konto bariéry, Linka bezpečí, Nadační fond Mathilda, SAFARI PARK Dvůr Králové, Sázíme stromy (We plant trees) or Výbor dobré vůle – Nadace Olgy Havlové. Breaking the previous record, last year's total donation exceeded **CZK 2m**. The money was used to help children and people with disabilities, protect vulnerable animals, plant trees and alleviate the suffering of Ukraine and its people.

On a trip with ČSOB

Swapping running for hiking, ČSOB for the second time invited its clients to visit, on foot or on bike, some irresistible locations in the Czech Republic. In 2022, the invitation included 26 different destinations. By taking part, clients supported four of our partner nonprofit organisations: Nadační fond Mathilda, Nadační fond Rozum a Cit (Reason and Emotion Endowment Fund), Sdružení Neratov and Sue Ryder. ČSOB donated **CZK 150,000** to be shared among them.



Helping where it's needed

Díky, trenére

For what was already the fourth time, ČSOB once again partnered with the **Díky, trenére** (Thanks, coach) 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 the young ones. The title of **Youth Coach of the Year 2022** went to Monika Vojtová of Fight club České Budějovice, a karate club. She also won the **Most Sympathetic Coach** title, bestowed by ČSOB employees. The title comes with a prize of CZK 15,000 donated by ČSOB.

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.





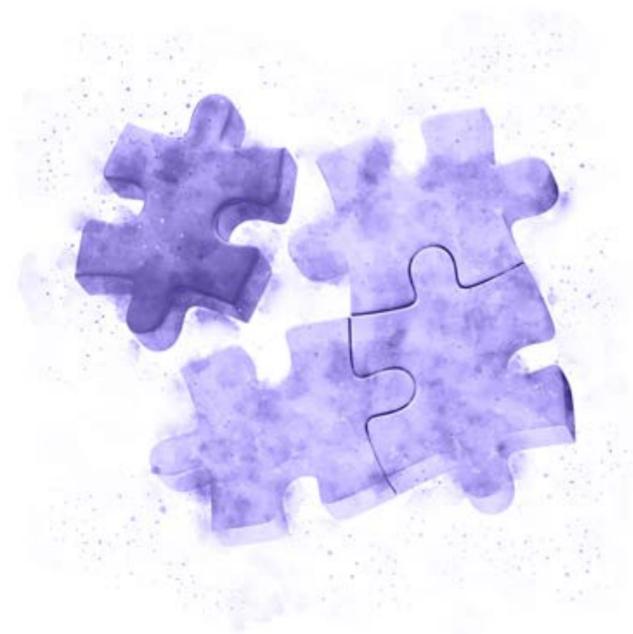
Nadační fond Mathilda

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 2.06m** from ČSOB.

Linka bezpečí

The partnership between ČSOB and Safety Line began 13 years ago. 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 2022, the helpline's advisers responded to **97,274** calls, chats and e-mails from children and young people. ČSOB contributed **CZK 1.21m** towards the line's operating costs.

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. In 2022, 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 – Nadace Olgy Havlové

Dobromysl, o. p. s.

ČSOB Factoring

The division regularly supports **Nadační fond Radost dětem** (Joy to Children Endowment Fund). The fund helps children suffering from serious medical conditions and children living in children's homes.

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 once again supported the **Asociace integrovaných sportů** (Association of Integrated Sports) to whom ČSOB Leasing has been a proud partner since 2013. In 2022, the Association received from ČSOB Leasing five decommissioned laptops.

The division also supported **Linka bezpečí**, with a donation of six laptops.

ČSOB Pojišťovací makléř

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 2022, the division assisted **Linka bezpečí** in this manner. ČSOB Pojišťovací makléř has been a partner, alongside its sister company ČSOB Leasing, to the **Asociace integrovaných sportů** 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 936,000**.

As part of the **Burza filantropie** (Philanthropy Exchange) event, the division supported four projects with a total amount of **CZK 80,000**.

Fond pomoci (Help Fund) selected **18 projects** from 35 nominations and supported them with a total sum of **CZK 333,000**.

ČSOB Stavební spořitelna a Hypoteční banka

For more than two decades, Hypoteční banka has been a partner to **SOS dětské vesničky** (SOS Children's Villages). 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. In 2022, Hypoteční banka was joined in providing support to the organisation by ČSOB Stavební spořitelna for

the second year running. Both divisions supported SOS dětské vesničky with a donation of **CZK 500,000**. The funds were used to repair roofs on the homes of foster families.

Patria Finance

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**.

Patria Finance is a partner of **Supernova Club**, which helps top athletes nearing the end of their sporting careers to jumpstart their next career, be it in the role of an employee, an entrepreneur or an investor.

The division has also donated to **Nadace člověk člověku** (Human to Human Foundation). The foundation supports families, children, people

with disabilities and socially vulnerable people. The division joined the CAREER BOOST program operated by **Nadání a dovednosti o.p. s.** (Talents and Skills). The program is designed to promote the personal and career growth of young people from socially disadvantaged backgrounds.

The division also financially supported research and development in finance conducted by the **Institute of Economic Studies** of the Faculty of Social Sciences, Charles University.



Helping the regions

The ČSOB helps regions program channels **support to projects benefiting local communities.**



Sound sleep for people with medical conditions

The project attracted the biggest sum of financial support last year

The inpatient hospice CITADELA, run by **Diakonia Valašské Meziříčí**, has been a provider of palliative care to patients in terminal and pre-terminal stages of illness since 2003. The hospice has so far provided care and comfort to more than 4,800 patients. The financial support from ČSOB's program was used to acquire new adjustable mattresses.



ČSOB donated
CZK 50,000

The public supported this project with
CZK 343,165





Key figures and facts

CZK 72.4m
distributed since the inception of the program

1,500
regional projects supported

CZK 34,883,678
donated in total by the public

CZK 10.5m
distributed in 2022

CZK 37,551,750
contributed by ČSOB

Marking the program's anniversary

The 10th annual running of the **ČSOB pomáhá regionům** program was celebrated in style: the Group increased the number of supported projects and the total sum distributed among them. **Twice a year**, projects in each of the country's administrative regions vie for financial support. Instead of the usual four, the Group supported **five projects in each region** in 2022. Four projects were selected by a panel of experts, while the fifth received a "wild card" through a public vote. The Group donated the amounts of CZK 50,000, CZK 40,000, CZK 30,000, CZK 20,000 and CZK 10,000 to the five projects, allocated in the order in which the individual projects attracted funding from the public.

In 2022, the program distributed the highest amount on record, **CZK 10.5m**, which was **25 percent more** than the previous record sum. For the first time, the public also donated more than ČSOB. In the spring round, the public donated CZK 2,542,269. The bank's contribution ensured that the total funding for

the regional projects reached CZK 4,872,269. In the autumn round, the public donated CZK 3,355,485 towards the total of CZK 5,700,485.





Helping together with our employees

Our employees never shy from **lending a hand where it's needed**, donating their free time or reaching into their pocket.



Horses healing humans



PIAFA Vyškov has been helping children with physical, mental and combined disabilities since 1994. Its services include hippotherapy, enjoyed by some 110 children every year. The organisation used the funds received to acquire another horse that meets the stringent physical and mental demands of the horse-assisted therapy.

ČSOB donated

CZK 40,000

The public supported this project with

CZK 39,090



86 | Helping together with our employees



Our employees never shy from lending a hand where it's needed, donating their free time or reaching into their pocket. 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.

One theme that resonated through ČSOB in 2022 was the **circular economy**. The Group organised swaps in the summer and autumn, established its presence at the Nevyhazujto.cz (Don'tThrowItAway) portal, and left the office to clean the outdoors.



Key figures and facts

1,790 volunteers
involved in the ČSOB
Pomáháme společně
(Helping together) program

CZK 1.19m
donated from ČSOB
Fond pomoci (Help fund)

3,097 hours
dedicated to cleaning
outdoors

CZK 1.3m
donated from collections
organised by the Společně
s ČSOB (Together with ČSOB)
Matching fund

116,317 km
traversed during the
Do práce na kole
(Bike to Work) campaign

Let's tidy up Czecho-Slovakia



Following the Green challenge of 2021, when employees throughout the Group competed with their counterparts from Česká spořitelna in clocking up green kilometres using environmentally friendly means of transport, we turned our attention in 2022 once again to the environment. This time, the Group's employees in the Czech Republic challenged their colleagues in Slovakia in performing some nature tidy-ups. Employees collected and removed waste from the natural environment as part of teambuilding activities or in their own time, with the help of their friends and family members. Together, Group employees dedicated no less than **3,097 hours** to the praiseworthy activity, of which 49 percent was spent in the Czech Republic, and 51 percent in Slovakia.

89 | Helping together with our employees

ČSOB swap

ČSOB started organising regular collections of goods for charity shops as far back as 2009. In 2022, the Group tried **swapping things**: what one finds redundant, another may find very useful. Two swap events were organised, in the summer and in the autumn, at the HQ premises in Prague and in Hradec Králové. Whatever was left behind was donated to nonprofit organisations. Employees working at other venues were able to offer their unused items at the Group's site on the [Nevyhazujto.cz](https://www.nevyhazujto.cz) portal.

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. The 15th year of the Helping together program attracted as many as **1,790 volunteers**.

Společně s ČSOB matching fund

The Group is a long-term supporter of donations by individual employees and members of

the public. In 2015, ČSOB also started supporting such donations with its Together with ČSOB matching fund. In the intervening years, ČSOB has supported **149 projects** with **CZK 8.18m**, where individual donations amounted to no less than CZK 4.79m while ČSOB donated another CZK 3.39m. In 2022 alone, 18 projects shared more than CZK 1.3m.

ČSOB Fond pomoci

ČSOB Fond pomoci (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 2022, the fund helped **43 employees** and their close ones with **CZK 1.19m** spent on compensatory aids, neuro-rehabilitation stays, personal assistants, children's education or financial support for bereaved family members of deceased ČSOB employees. Since 2011, when the Help fund was established, it has alleviated difficulties for no less than **632 people** with an amount of nearly **CZK 15m**.



90 | Helping together with our employees

Donorship through Cafeterie Benefit Plus

ČSOB employees also have an opportunity to support public benefit projects through Cafeterie Benefit Plus. In 2022, accumulated points worth **CZK 632,702** were donated to People in Need, Linka bezpečí, Nadace Charty 77 – Konto Bariéry, Nadační fond Mathilda, Safari park Dvůr Králové, Sázíme stromy and Výbor dobré vůle – Nadace Olgy Havlové.

Donating blood is donating health

For the 13th 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 **228 employees** to participate.

Walking or biking to work

As many as **449 employees** of the bank, the building society and the Hypoteční banka mortgage lender took part in the 12th year of the Do práce na kole (Bike to Work) campaign. They formed **120 teams** and together biked, ran or walked **116,317 km**. For every kilometre travelled, ČSOB donated CZK 1 to Černí koně (Black horses) to be used in the production of special bikes for children with disabilities. The same donation went to Nadační fond Rozum a Cit to finance the purchase of bikes for children in foster care. The total amount donated was thus **CZK 232,634**.



91 | Helping together with our employees

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 2023 as well. They donated **CZK 75,764** to benefit children in children's homes in Dlažkovice, Korkyně, Maštov, 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. ČSOB employees thus made sure children were able to enjoy skiing or canoeing trips, visits to ZOOs, aqua parks and cinemas and more. Senior citizens got something to look forward to as well, such as music therapy, creativity classes, cooking and baking classes, and even some attention from pets.

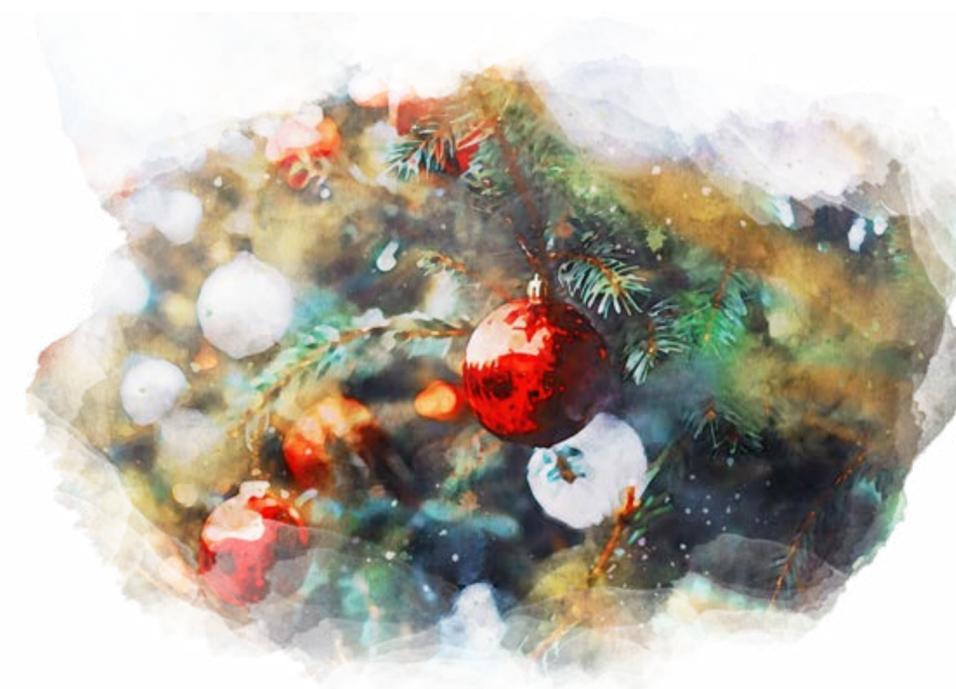
Mulled wine for charity

After a two-year break forced by the pandemic, ČSOB was able to rekindle the Advent-time tradition of offering mulled wine or alcohol-free punch in front of ČSOB Kampus in Prague-Radlice. This time round, the Hradec Králové HQ joined in the festive fun too. Employees and passersby who bought wine or punch made sure of a substantial sum, contributing to a donation of **CZK 99,110** shared by the Czech Paraplegia Association, Nadační fond Mathilda and Sdružení Neratov. The organisations also received another **CZK 20,000** from VISA who joined the charity event and matched every payment made using a VISA card and rounded up the final amount.

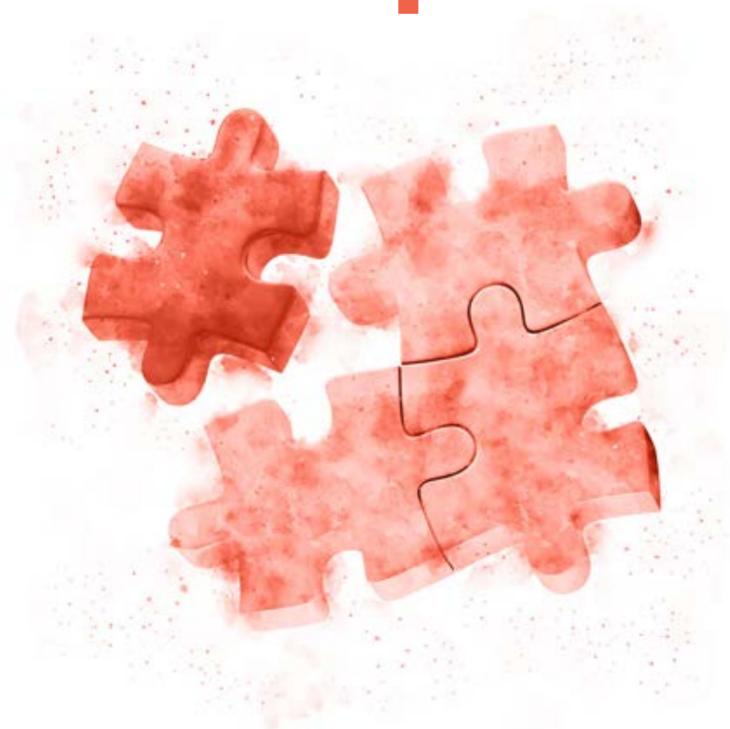
Group teams at sport benefit events

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 football teams from ČSOB and Poštovní spořitelna.

In keeping with another tradition, two floorball teams represented the bank at a benefit tournament organised by **Sportovní klub vozíčkářů Praha** (Wheelchair users' sports club Prague).



What's happening within the Group



ČSOB Asset Management

Employees of the division regularly make the most of their **volunteer day** allowances. Some like to return to the same venue; for example, one of our colleagues regularly tends to greenery around Diocese Charity in Litoměřice.

ČSOB Factoring

In September 2022, ČSOB Factoring organised a **division-wide volunteer day** during which its employees helped out at the Children's Centre of Thomayerova Teaching Hospital in Prague.

Many of the division's employees also regularly **donate blood** as part of the Group's Daruj krev, daruješ zdraví campaign.

ČSOB Leasing

Every year, many of the division's employees participate in the **Helping together** program. In 2022, **one in three employees** took part. They lend their helping hands to nonprofit

organisations that look after the environment or provide animal care.

Employees also organised the traditional **clothes collection** for a pair of charity shops named Hvězdný bazar (Star Bazaar) operated in Prague by the Czech Paraplegia Association and staffed by wheelchair users.

Aimed at promoting regular donations of blood, blood elements and bone marrow, the Group's **Donating blood is donating health!** event entered its eighth year in 2022. The number of donors from among the division's employees doubled compared to 2021 when blood and blood elements were donated by **37 employees**, no less than one in nine!

The division employees once again participated actively in the **Biking to work** event, supporting the drive to reduce greenhouse gas (GHG) emissions. Employees also took part in the **Sue Ryder Charity Cup**, a benefit football tournament,

93 | Helping together with our employees

and raised CZK 48,400 in support of senior citizens. They also participated in **Noční běh pro Světlušku 2021** (Night Run for Firefly) and by doing so contributed CZK 24,500 to Nadační fond Českého rozhlasu (Czech Radio Endowment Fund).

The division also organised a **Charity bake for a good cause**, raising CZK 12,231 for the Association of integrated sports.

ČSOB Penzijní společnost

As in previous years, the division's employees participated in the Group's **volunteering program**, be it individually or as teams of colleagues. The division's sales teams strengthened their long-term partnerships with Zoo Tábor while helping out.

The division's employees regularly contribute to various **collections** organised either by the Group or those organised by ČSOB's partner charities and nonprofit organisations.

ČSOB Pojišťovací makléř

Every year, the division and its employees regularly support various areas associated with the division's social responsibility.

Keeping with their established tradition, the division's employees participated in the **Helping together** program, mainly supporting environmental activities.

Employees also participated in the **Night Run for Firefly 2022**, supporting the Czech Radio Endowment Fund.

Additionally, the division's employees donated blood and blood elements as part of the **Donating blood is donating health!** event initiated in 2015.

ČSOB Stavební spořitelna a Hypoteční banka

For the second year, employees of the two divisions took part in **Běh pro útulky** (Run for animal shelters) to support abandoned and abused animals. The division supported its participating employees with a small gift and by paying their starting fees.

In 2022, employees of the two divisions visited **SOS dětská vesnička** (SOS Children's Village) in Brno. They not only delivered a few gifts, but more importantly helped with maintenance.

In a single day, they succeeded in painting several rooms, building a retaining wall, repairing a fence, creating and seeding a new plant bed and tidying up a nearby grove.

The division's employees also submitted their suggestions as to which nonprofit project should receive a donation of **CZK 50,000**. From the list of suggestions, a vote among employees determined that the winner would be **Cesta domů** (Way home), a centre for at-home end-of-life care.



ČSOB Pojišťovna

The insurer has marked the sixth year of its partnership with **Oblastní charita Pardubice** (Regional charity Pardubice). In 2022, the division's employees built a pergola in the relief centre Červánky (Afterglow) in Třebosice to provide staff with a shaded place of rest.

In the run-up to Christmas, the division supports charitable causes by making and selling wreaths. Last year's round of that activity earned **CZK 63,100**. It was donated to a mobile hospice.

Together with Centrum Don Bosco, the insurer also participated in a **Day for children's homes** event. The day is dedicated to discussing the next steps with children about their leaving of the care institution. Apart from information about finding a job, prepared by the division's employees, children also had an opportunity to learn about other issues they may face when transitioning into independent life. The

topics discussed included loans, what happens if one's outlays exceed one's income, and the threat of ubiquitous swindlers who do not restrict themselves to only robbing senior citizens.

Cooperating with the nonprofit Amalthea, the insurer's employees participated in a **Day for foster families** event in Ústí nad Orlicí to help make a memorable afternoon for children and their families.

As part of the longstanding cooperation between ČSOB Pojišťovna and **Tyflocentrum** in **Pardubice**, a trip was organised in September for the organisation's sight-impaired clients to Třeboň and its surroundings.

The insurance company continued its partnership with **DaR**. Thanks to the division, children from disadvantaged families enjoyed a trip to Fajnpark, an amusement park, and, in the autumn, a trip to an aqua park.

95 | Helping together with our employees

The insurer's employees joined clients of **Další cesta** (Another Path), who suffer from medical, mental or combined conditions, on a trip to a ZOO where they were treated to a guided tour which concluded at the giraffes' enclosure at feeding time.

The division organised two **charitable baking events**. The first, named Painted Bakery, yielded **CZK 64,518** for Ládík, who lives with cerebral palsy. The other event, the second in 2022 and 12th overall, was dedicated to Vojtíšek, a young son of one of the Group's employees, who has an autistic spectrum disorder. They received **CZK 39,902**.

OUT for some, IN for others. At the beginning of the summer holidays, the division organised a collection of **school bags and other school accessories** that were subsequently handed over to DaR, Amalthea and Regional charity Pardubice.

The insurer regularly organises **Food collection** events. The summer edition produced two big cardboard boxes full of donations from employees. Money collected as part of the event was used to purchase another **224 kg of foodstuffs and toiletries**, all of which were donated to the Regional charity Pardubice. The autumn collection yielded **CZK 32,115**, which benefited the Regional charity Pardubice and Centrum Don Bosco.

The outcome of a pre-Christmas collection **cheered up clients of the retirement home U Kostelíčka** in Pardubice and **mothers and children staying at a sheltered facility** – 43 people in total.





Helping Ukraine

We began **organising assistance** in the very first days of the war.



Intensive Czech language course for Ukrainians



The **Regional Library in Karlovy Vary** successfully applied for a grant to organise a Czech language course for refugees from the war in Ukraine living in and around the city. The intensive course, which lasted several weeks and generated considerable demand, enabled its participants to find their way around the most common conversations and situations.

ČSOB donated

CZK 40,000

The public supported this project with

CZK 40,100



Support for Ukraine

Joining forces with the Donors' Forum and People in Need, ČSOB launched, during the very first days of the conflict, the **SOS Ukrajina** money collection on the www.darujspravne.cz platform.

As many as 14,426 businesses and individuals, including ČSOB employees, contributed to the collection, donating a staggering CZK 33,348,664. With an additional gift of CZK 25m from ČSOB, **People in Need** received more than **CZK 58m** for their activities helping people in Ukraine and refugees from the war.

ČSOB opened current accounts for more than 110,000 Ukrainians in the Czech Republic, of which women make up a full 80 percent, with an initial deposit of CZK 2,500. The bank thus donated another **CZK 257m**.

Ukrainian citizens had all related information readily available **in Ukrainian on our website** and they were able to begin using the banking identity authentication. They have also been able to use a **special client helpline**.

At the time when the need was most pressing, ČSOB operated **mobile branch offices directly at refugee centres** in five cities (Prague, Karlovy Vary, Ostrava, Ústí nad Labem and Pilsen). In order to make the continuation of education, interrupted by the war, easier, the Group also donated hundreds of computers to Ukrainian pupils and students.



ČSOB Pojišťovna employed two Ukrainian mothers and organised **Czech language courses** for refugees from the country. The insurer also donated some furniture to starter homes used mainly by some of the displaced families. Employees also organised a **collection of useful items** and donated them to the Pardubice-based association Pomoc Ukraine (Help Ukraine).

Employees of ČSOB Penzijní společnost helped financially, in kind as well as in person. Thanks to family relations in the country, one of the employees devoted his free time to acting as a **coordinator for a group of refugees** staying in a centre in Prague-Letňany. His language skills enabled him to organise targeted assistance. He was also on hand at the bank and even interpreted during visits to healthcare facilities.

ČSOB Stavební spořitelna and Hypoteční banka organised a **collection of bedlinen and toiletries** for SOS Children's Villages that provided homes to 50 children from Ukrainian foster families and to their guardians.

Quite a few ČSOB employees even provided **housing** to Ukrainian families.





Diversity

Although we're pretty good with numbers, we would **never resort to viewing our employees as mere statistical entries.**



Family outlasts divorce

These are difficult times and many families find themselves in disarray. The incidence of divorces is on the rise, there are conflicts and custody battles. Children often find themselves trapped in the minefields of their parents' fighting. That is where **Portus Prachatice** comes into play with its project of "assisted contacts" that help establish balance in the parent-child relationship. Employees of the organisation provide support to both sides of the equation, parents and children alike. They help to create a neutral environment in which a positive mutual relationship can be restored.



ČSOB donated
CZK 25,000

The public supported
this project with
CZK 16,100





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.



Key figures and facts

7,345
employees
(as of 31 December 2022)

9.75
percent year-on-year
rise in investment into
employee remuneration

535
colleagues making
use of option to work
reduced hours

35
new female graduates
from the Authentic
Leadership program

14%
percent of the
bank's employees
aged 55+

64
employees with
a disability

CZK 1.2m
in subsidies towards
costs of preschool,
nursery or a nanny

CZK 91.5m
in substitute work
fulfilments purchased

Female managers in the #FinŽeny Hall of fame

Three women from the ČSOB Group have been included on the unique list of the most influential Czech female bankers, economists, managers, CFOs and other women exerting long-term influence:



Michaela Bauer
Member
ČSOB Board of Directors



Nicole Krajčovičová
CEO
ČSOB Asset Management



Marcela Suchánková
CEO
ČSOB Penzijní společnost

#FinŽeny (FinWomen) is a project that brings together inspiring women of the world of finance and initiates public discourse on important topics that resonate in the financial sector.

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. Following the COVID-19 pandemic, when Group employees were mostly working from home, we realised that we wished to see more of one another in the office once again, share information within and between teams and pursue our goals together. The Group's employees were thus given the option in 2022 of **working 50 percent of their working hours from home** and the other 50 percent in the office, alongside their colleagues.

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. The Group's **Authentic Leadership** program, intended to develop middle management talent, produced another **35 female graduates** in 2022. The Group has succeeded in increasing the proportion of **top talents among women** from 30 to **40 percent** since 2018. The Group is also successful in reducing the **gender pay-gap**, currently standing at about two to three percent.

We cooperate with the global initiative **She loves data** which aims to support women in developing their talents in the spheres of data and innovation. The Group also cooperates with **Czechitas**, a nonprofit organisation that strives to improve diversity in IT and drives improved skilled levels among women and the coming generations in the digital world. ČSOB became the organisation's general partner for 2023.

Podpora LGBT+

ČSOB honours the obligations that stem from the **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, paternity leave, including in instances of adoptions, and leave for accompanying the partner's child to a medical appointment.

The **PROUD interest group** established within ČSOB several years ago brings together LGBT colleagues and their supporters and organises workshops, webinars and various informal meetings. The group inspired ČSOB's parent KBC to establish a counterpart, Proud@KBC.

In 2022, ČSOB organised two major LGBT+ events:

The second **LGBT+ forum of financial institutions** on accommodating transgender employees and clients.

The first international event organised as part of **Diversity rocks**, joined by 150 colleagues from across the KBC Group.

Furthermore, ČSOB became a partner of the **S barvou ven** (Show your colours) advisory organisation.



For living life well

ČSOB Group employees can take advantage of **reduced working hours**. The option was used by **535** employees in 2022, 473 (88%) of whom were women. In all, some 7.3% of the workforce work reduced hours. Working from home is available to 99.5% of employees and 99.2% took advantage of the option last year. **Paternal leave**, i.e. seven days' leave to look after a newborn baby, was used by **108** proud fathers last year. The option of **leave for a single parent** was used by **248** employees (11 men and 237 women).

As in previous years, ČSOB employees were able to take advantage of up to **five Sick Days**, an option that offers extra days off work in case of an illness, or just the plain need to recharge one's batteries physically or mentally. Employees were also able to take advantage of up to **two Care Days** to help address a difficult family situation related to the COVID-19 pandemic or vaccination. As many as **7,681** employees

found one or more Sick Days useful in 2022, and **2,683** employees made use of the Care Day option.

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 2022, **152** employees took a sabbatical. The average time taken off work was 18 working days.

Every year, Group employees are invited to attend a **Health Day** that features a workshop on various healthcare topics and organised by ČSOB and its partner in the health insurance sector Oborová zdravotní pojišťovna. In 2022, the popular workshops included one by Hynek Medřický on the effects of blue light and one on running. Also popular were office yoga and a talk on healthy sleeping and sleep hygiene. The event was also accessible online to enable our colleagues in the regions to benefit from it.

Support program for parents

The Group adheres to the long-term priority of ensuring parents with minors in their care are supported. As of the end of 2022, a total of **710** employees had a minor in their care, of which **122** worked under the For Parents program on a reduced hours contract. The For Parents program is designed to help parents on leave keep in touch with the bank. It also offers suitable job positions, case-by-case **advice**, 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.

In order to make the return to work as easy as possible for parents, the Group operates its **ČSOB Sluníčka** childcare centres. The first was established in 2017 at the Prague HQ, with its counterpart in Hradec Králové following four years later. Given the great success of the centres, a decision was taken to begin building

a bigger one in Prague in 2023. 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 **82** parents made use of it last year, with the total contribution reaching **CZK 1,245,118**.

As many as **20 percent of parents** return to work sooner than after the usual three years of parental leave (they often make use of reduced working hours). From the Group's standpoint, it translates into having back hundreds of skilled and experienced employees whose replacements would be very hard to come by on the labour market.

We operate two ČSOB Sluníčka – company kindergartens in Prague and Hradec Králové.

In early 2022, the Group launched an **Academy for parents** pilot project, available to employees in Hradec Králové. The Academy is designed to make returning to work as easy as possible and to nourish active networking among parents, managers and the HR department. Parents were invited to attend six on-site workshops focusing on developing soft skills. The Academy also includes online training sessions that help parents regain their confidence, improve their self-presentation and help them to keep abreast of digital technologies used throughout the Group. Following a positive review of the Academy trial, it was decided to extend it to Prague and Central Bohemia in the on-site form and to make an online version available in the regions. The Academy also includes presentations by departments which offer reduced working hours.



Program 55plus

At the end of 2022, the bank employed **1,038** employees aged 55 or over, of which **66 percent were women**. The Group's program 55plus was designed with these employees in mind. It 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** in connection with regular or early retirement. There are also **workshops and seminars** covering a range of topics such as healthcare, the healthy lifestyle and others. In 2022, these included a meeting with a medical professional, namely MUDr. Tomáš Šebek, and the head of the pension insurance department at the Regional Social Security Authority in Hradec Králové, Mgr. Eva Zmítková.

Employees enrolled in the 55plus program also have 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 2022, 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 2022, the Group employed **64 people with a reduced work ability**. The substitute work fulfilment expenditure exceeded **CZK 91.5m**.

Employees with disabilities find opportunities for work in digitalisation and processing of payment instructions, in contract processing, complaint processing and processing of invoices. Colleagues from social enterprises also assist the Group in implementing automation, in performing

regression testing and project testing. They also provide valuable support as members of teams clearing securities trades. The Group employs accredited lecturers from businesses that employ people with disabilities to further the careers of ČSOB employees with disabilities. For example, ČSOB Operations and IT departments, and the Client Centre employ **64 people with a reduced work ability** in various positions. These employees come from social enterprises Kolibřík, Ergotep and SDZP Družstvo.

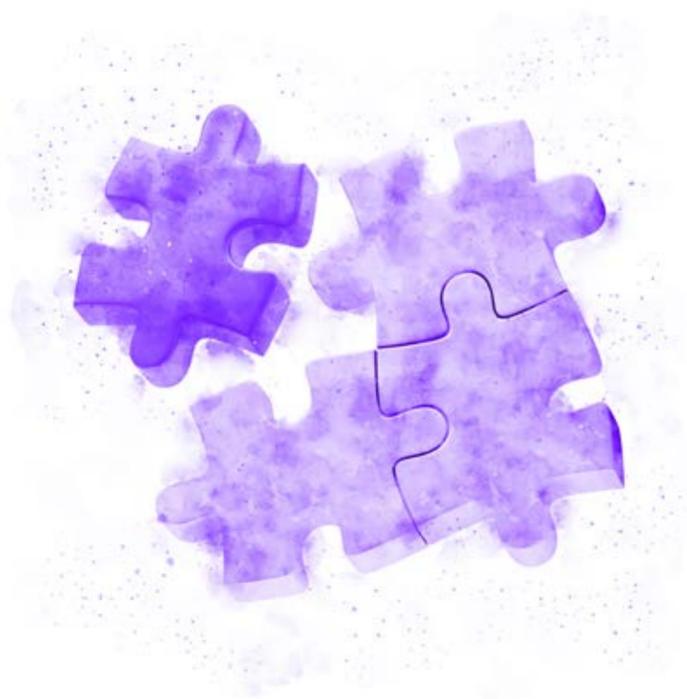
In 2022, ČSOB became a member of OPIM, an entity that networks and helps organisations manage diversity actively and positively. ČSOB representatives share their experiences with others during round table discussions.

What's happening within the Group

ČSOB Asset Management, ČSOB Penzijní společnost and KBC AM, ČSOB branch

The divisions support **diversity** and **equal opportunities** for all. With only 130 employees among the divisions, the workforce still encompasses the full range of age groups. The divisions stay in touch with their retiring employees as well as with those on parental leave. In order to maintain a good work/life balance, the divisions' 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 **five Sick Days** to support physical and mental recovery, and **two Care Days** to look after a family member or a close person.

In 2022, ČSOB Penzijní společnost initiated an intensive **cooperation with employees on paternity leave**. The division cooperates with not just its own employees on leave but also with those from other divisions within the Group. In addition to flexibility and working from home, the division can offer the option of returning to the working environment on reduced hours in order to maintain their working experience.





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 childcare subsidy. Employees with disabilities have access to the **Vital program of benefits** designed to improve their working conditions. Access to **Sick Days** to support physical and mental recovery and **Care Days** to attend to difficult family situations have already become a standard benefit available to employees.

In 2022, the divisions began cooperating with **social enterprise Kolibřík** whose **five clients** now have jobs with the divisions. This cooperation will be expanded as much as possible in the future. The divisions have endeavoured to integrate

able-bodied employees with their colleagues with disabilities and cooperating with the social enterprise is another step in this direction.

ČSOB Factoring

ČSOB Factoring supports diversity and equal opportunities for all. The division employs people of **all age groups**. One third of the division's board of directors are women. Employees can **work from home or on reduced hours**. The division's teams include people with **various degrees of disability**.

ČSOB Pojišťovna

We create job **opportunities for students** who can gain experience at the division during mandatory short-term internships as well as on the division's attractive trainee programs. The division also actively offers position rotations. We actively help its employees, and not just those with families, to find the right **work/life balance**. They can use **flexible working hours**, work from home or opt for reduced working hours. The division also strives to accommodate, on a case-by-case basis, its employees who are members of the sandwich generation. We also offer a range of opportunities for continued education through specialised and skills-enhancing courses as well as in seminars focusing on the healthy lifestyle and mental hygiene.

ČSOB Stavební spořitelna a Hypoteční banka

The divisions encourage mutual respect among employees as well as openness to change. Another priority is the desire for simplicity in both products and internal processes. The divisions lay the foundations for the **professional and personal growth** of their respective employees and offer an extensive **range of benefits**. The divisions emphasise maintaining a **good work/life balance**. Their employees have the options of working from home or reduced hours.



About this report

In this report, we present a multitude of beneficial activities that respond to the need for **sustainability as well as to needs and interests of society** in the Czech Republic.



About this report



In this report, we present a multitude of beneficial activities that respond to the need for sustainability as well as to 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.

This report describes the period from 1 January to 31 December 2022 and as such follows up on the ČSOB Group CSR report for 2021. In terms of its contents and as part of integrated reporting, this report is closely linked to the ČSOB Annual Report for 2022, to which it serves as a supplement for selected non-financial information.

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.

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.

