

# 2023

ČSOB Group Social Responsibility  
and Sustainability Report







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**Aleš Blažek**Chairman of the Board,  
ČSOB

In 2024, ČSOB celebrates its **60<sup>th</sup> anniversary**. And even though the world around us has changed beyond all recognition across the six decades, the fundamental essence of ČSOB has stayed the same: we remain a key constituent of both the Czech economy and society.

What's more, we do not stand alone. I am delighted by the fact that the number of our clients has not stopped growing and that our services are currently used by more than **4.3 million**. We do everything we can to ensure that our clients' financial lives are hassle-free and that their finances are secure no matter how complicated the economic situation may be.

At the same time, we strive to be a leader in bringing about positive change. That is why we place great emphasis on supporting transformation to a more self-sufficient and, above all, **sustainable economy**. It is therefore great to see the growing demand for mortgages for energy-efficient housing as well as for business loans intended to support the transition to a low-emission economy.

We care just as much when it comes to our employees, colleagues and partners. We support diversity and equal opportunities for all. We champion equality regardless of age, gender or sexual orientation. **We are a bank for everyone and for every situation.** We are also the biggest provider of barrierless banking and insurance services in the Czech Republic.

Here is what drives us: nowadays, everyone talks about digitalisation and how it is the future. But the important thing is how the digital future is handled. Future generations will look back on our legacy and we mean to make them proud. For us, money is not the end but merely the means. It therefore fills me with pride to see how we work towards fulfilling our mission of being a **responsible bank** which thinks, first and foremost, about the future.





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**Petr Hutla**Member of the Board,  
ČSOB

Becoming a strong and socially responsible bank is not something that happens overnight. To achieve and maintain such a status we need **long-term partners**. Cooperation with these partners in joint activities makes up a meaningful whole with beneficial impacts for all of society.

Looking back, I take pride in seeing stability as the common denominator of our projects pursued jointly with numerous nonprofit organisations, foundations and other partners, many of whom we have cooperated with for **more than two decades**.

In today's highly digitalised world, I consider **financial education** and training in financial and cyber literacy to be of the utmost importance. We are delighted to see the great heights of popularity that our competition "Filip's Financial Literacy Cup", designed for Czech elementary schools, has reached. The competition builds on our mobile app ČSOB Filip – Learn about the financial world.

For a number of years, we have run cooperations with the Police of the Czech Republic, namely in the area of **cybersecurity** and prevention of cybercrime. In 2023, we announced a new joint mission: to provide in-person training and e-learning to educate one million people in defending themselves against fraudulent calls and malicious internet links. At a time when anyone can be targeted online, we see this as a very important activity.

We place an equal emphasis on promoting **sustainability**. We see it as starting at our own door. We strive to make all our operations as energy-efficient as possible across all of our premises, client care operations included. For example, our latest innovation in the shape of a qualified electronic signature (QES) for mortgage agreements saves 64 sheets of paper on average per mortgage. And that is before we take into account the benefits of accelerating the whole process and increased comfort for clients.

In short, whether we are supporting the sustainable economy, digital innovation or financial education, our fundamental goal is to bring about true change and to **make life better across all of the Czech Republic**.



# ABOUT US

We support the **growth and development** of society, the economy and people as individuals in the Czech Republic.





# In 2023

ČSOB Group contributed to  
the national budget no less than

**CZK 10.1 bn**

We invested

**CZK 1.8 bn**

in IT research and development

We donated

**CZK 64 m**

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

In salaries, we paid

**CZK 7.4 bn**



## ČSOB Group key facts

**CZK 15.4<sub>bn</sub>**  
in net profit

**CZK 916<sub>bn</sub>**  
loan portfolio

**860,000**  
users of internet banking

**CZK 1,337<sub>bn</sub>**  
in deposits

**1.318<sub>m</sub>**  
users of mobile banking

**4.309<sub>m</sub>**  
clients across ČSOB Group



## Branches and merchant outlets

198

ČSOB bank branches

94

ČSOB Pojišťovna  
branches

224 ČSOB Stavební  
spořitelna advice centres

5

leasing branches

2,100

Česká pošta merchant outlets

900 Česká pošta  
franchise outlets

906

contactless ATMs

1,020

ATMs in total



## Innovation and digitalisation

Our online services are available 24/7. Our investments in digitalisation 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 **entirely online**. Business can enjoy the same comfort.

### Virtual assistant Kate

Our fully digital, personal assistant, powered by AI, has been available to our clients since 2020. And it 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 **200 different situations** and provide advice on more than **670 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 been used by more than **1.2 million users** across **3.9 million interactions**.

### ČSOB Smart

The ČSOB Smart mobile app has already accumulated **1.318 million active users**. At the end of 2023, the number of users was 16% higher than one year previously, and the number of transactions completed via mobile banking was up by 39% year on year. Following a redesign, ČSOB Smart now welcomes users with a new home page and an easier-to-use menu. New additions to the app also include several functions extending beyond traditional banking services, such as the possibility to compare electricity prices offered by various providers, learn about available state subsidies or calculate the costs of home reconstruction and secure the necessary financing.

### ČSOB Drobne

ČSOB Drobne (Change) is an investment service that enables clients to round up their transaction amounts and invest the difference. Following an upgrade, the service now enables clients not only to select but also to change at any time the investment fund in which the difference is placed. ČSOB Drobne is used by more than **180,000 clients**.



## Innovation and digitalisation

### DoKapsy by ČSOB

DoKapsy (InYourPocket) is a lifestyle mobile app. In its own unique way, it combines banking and non-banking products. The most popular functions of the app include purchasing motorway toll vignettes, and paying for public transport fares and parking fees and even for fuel. However, the app offers much more, such as information on EV recharging stations, non-stop shops, electricity price comparisons, and even podcasts, news reports, useful tips for interesting trips and not-to-be-missed restaurants, and more. The app has already been activated by more than **250,000 users**. Free to download and use, the app is available to everyone, including people without a ČSOB account.



# 190,000

public transport tickets purchased through the app, avoiding the hassle of searching for a ticket vending machine



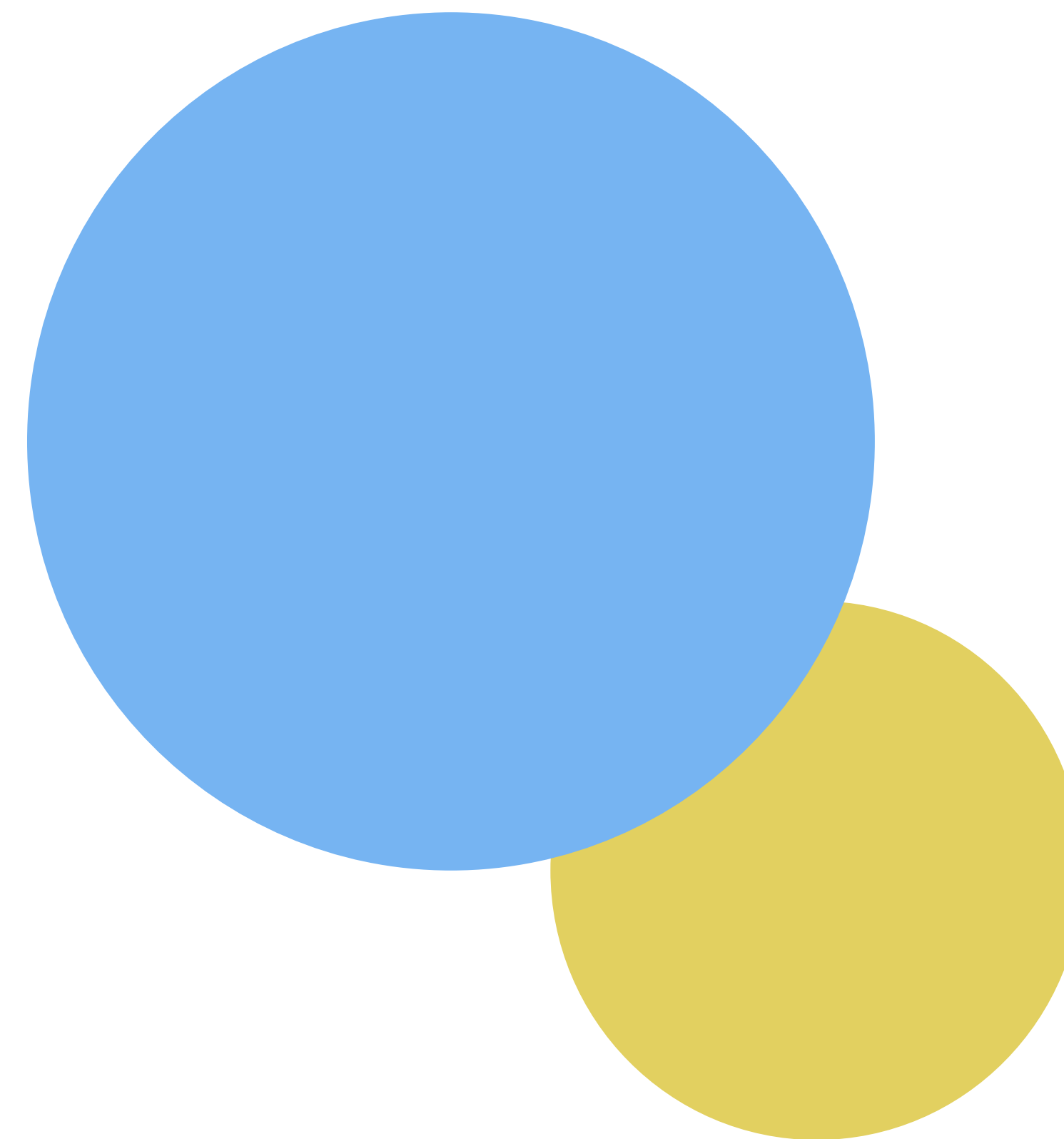
# 170,000

parking fees were paid with ease via the app across more than 60 cities



# 90,000

QR codes were used to pay for shopping in 24/7 shops





## Innovation and digitalisation

### ČSOB NaDobrouVěc

ČSOB NaDobrouVěc (ForAGoodCause) is unique 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. 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. Clients can also change the recipient project as they wish.

### Digital signing of mortgage and lien agreements

We became the first bank on the Czech market to successfully launch a pilot service for the signing of mortgage and lien agreements using a qualified electronic signature (QES). It means that for clients with a QES the process of **taking out a mortgage with us is fully digital**.

### Peer-to-peer payments

ČSOB was among the first banks in the Czech Republic to offer peer-to-peer payments that enable people to send money to someone merely by using the **recipient's phone number**.

### Long-term investment product

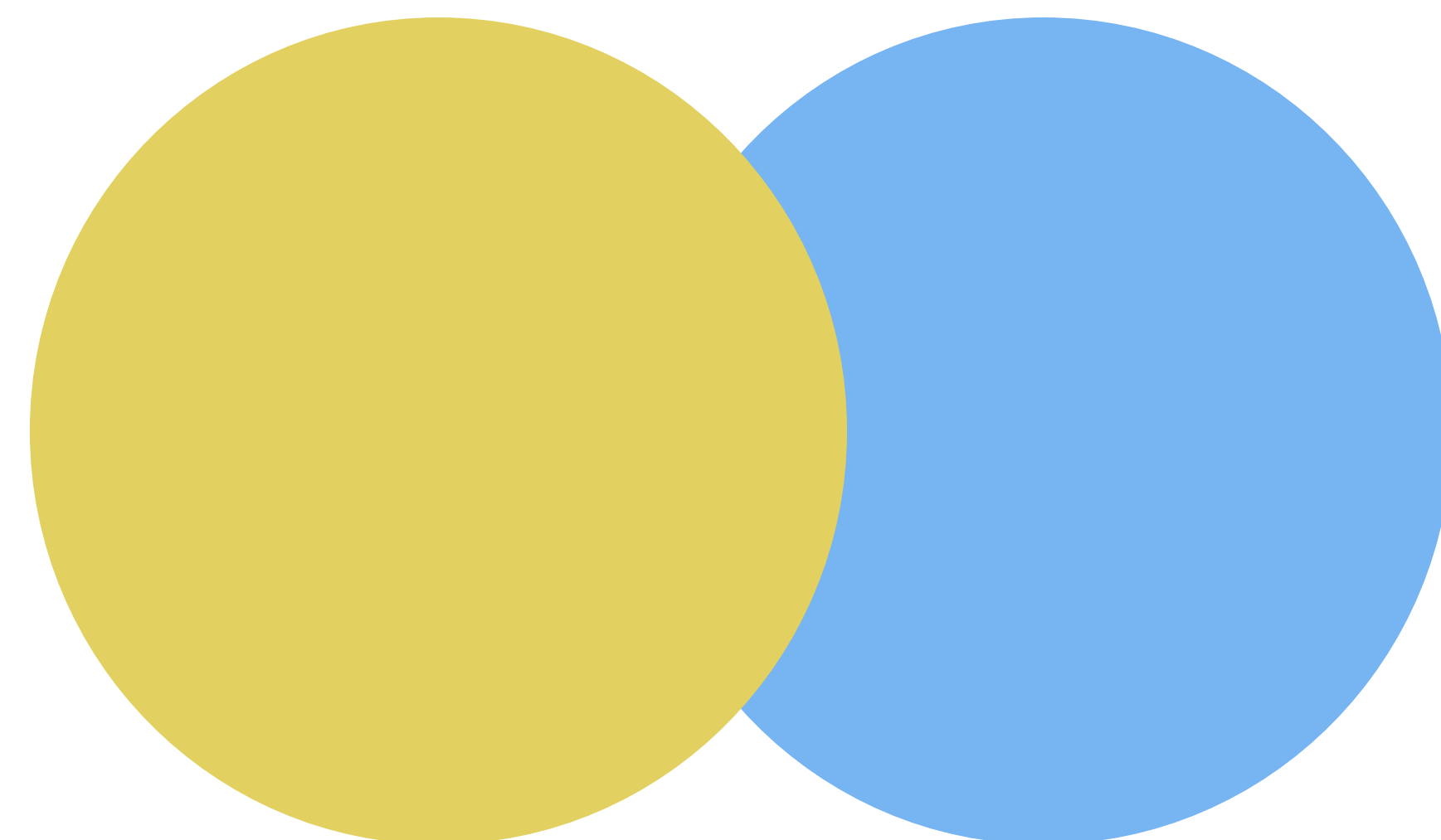
Spolu s Patrií, naším interním makléřem, Along with Patria, our internal financial broker, ČSOB was the first financial institution on the Czech market to launch the Long-term investment product (DIP) as defined by the country's legislation. It offers a very **attractive alternative** to traditional pension plans.

### QR code for simplified signing in

Users of our Smart key verification app can now sign into their internet banking ČSOB CEB (electronic banking for business clientele) by scanning a QR code, eliminating the need for a password. QR codes can also be used to use Bank ID (digital identity verification). ČSOB was a **pioneer** of the service among the big banks operating on the market as early as October 2023.

### Video chat with a banker

In connection with our existing service offering video chats with call centre specialists, we have launched a new video chat service that provides our clients with access to a banker wherever they are, as long as they can **use MS Teams**. The service complies with the relevant regulatory requirements and considerably simplifies communication between clients and their bank.





## Awards in 2023

Awards recognising the social responsibility  
and sustainability of ČSOB Group in 2023



**Global Finance:  
Sustainable Finance  
Awards 2023**

The **Best Bank for Sustainable Finance**  
in the Czech Republic



**Mastercard Bank  
of the Year 2023**

**2<sup>nd</sup> place** in the Bank without  
Barriers category

**3<sup>rd</sup> place** in the Responsible  
Bank of the Year category

**3<sup>rd</sup> place** in the Insurance  
company without Barriers  
category



## Awards in 2023

Awards recognising the social responsibility and sustainability of ČSOB Group in 2023



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



**Hospodářské noviny Awards**  
**1<sup>st</sup> place** in the ESG Enterprise of the Year in the Banking category for ČSOB project Green Village of the Year



**TOP Responsible Company 2023 – Business for Society Awards**  
**1<sup>st</sup> place** in TOP Responsible Large Company category (with a rating of 96.5% for the overall approach to responsible and sustainable business)

Holder of the **Sustainable Business Leader** title

Holder of the **TOP Responsible Company in Reporting** title

## Awards in 2023

### Awards recognising the social responsibility and sustainability of ČSOB Group in 2023



#### Donors' Forum Awards

**1<sup>st</sup> place** in the Charitable Communication Project category for the communication campaign "Calls and Clicks are Defrauding Czechs"

**1<sup>st</sup> place** in the Annual Report category for the 2022 Annual Report on Social Responsibility and Sustainability

**2<sup>nd</sup> place** in the Employee Fundraiser category for "Cycling to the top of Ještěd" in support of tree nurseries



#### Lemur Awards

**1<sup>st</sup> place** in the Financial Services and Markets category for the communication campaign "Calls and Clicks are Defrauding Czechs"

**3<sup>rd</sup> place** in the Social Responsibility and Philanthropy category for the communication campaign "Calls and Clicks are Defrauding Czechs"



#### FÉNIX CONTENT MARKETING

#### Fénix Content Marketing Awards

**2<sup>nd</sup> place** in the Data-based Content Project category for the communication campaign "Calls and Clicks are Defrauding Czechs"



## Awards in 2023

### Awards recognising the social responsibility and sustainability of ČSOB Group in 2023



#### **LGBT+ Friendly Employer 2023 awards**

**3<sup>rd</sup> place** for excellence in equal  
opportunities in the workplace for  
LGBT+ employees



VÝZKUMNÝ ÚSTAV  
VČELAŘSKÝ

#### **Czech Honey 2023**

**Gold medal** for “Blossom honey from  
Radlice” harvested on the roof of our  
ČSOB Kampus



## Výbor dobré vůle – Nadace Olgy Havlové

and ČSOB joined forces and established the bursary program Fond vzdělání (Education Fund) to support gifted children who battle with various disadvantages. Since it was founded in 1995, the program has supported 701 students. An additional 618 children have received a one-time financial contribution towards the costs of tuition and school aids. In 2023, the cooperation between our Group and the foundation marked its 29<sup>th</sup> year.



“We greatly appreciate the fact that the partnership with ČSOB is not limited to financial support of the Education Fund as it extends into many other areas of our foundation’s activities. ČSOB is, for example, a long-term supporter of another project of the foundation, the Olga Havlová Award, which recognises contributions to society made by people with disabilities. We value the open communication we enjoy in our partnership with ČSOB as well as the bank’s new ideas regarding the further development of our cooperation and long-term partnership.”

**Monika Granja**

Director, Výbor dobré vůle – Nadace Olgy Havlové

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# SOCIAL RESPONSIBILITY

Sustainability and acting responsibly in everything we do have been core components of ČSOB's social responsibility for many years. We continued developing our activities in this area last year and maintained our support for nonprofit organisations and local communities in an effort to keep improving people's lives as well as the environment.

In 2023, **ČSOB donated CZK 64 million** 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.

### PEARL+ culture

P

#### Performance

We have the desire 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

1

### 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.

2

### 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.

3

### 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

### Strategic pillars of responsible and sustainable behaviour in ČSOB Group

#### 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 the particular sphere of business.

#### For education

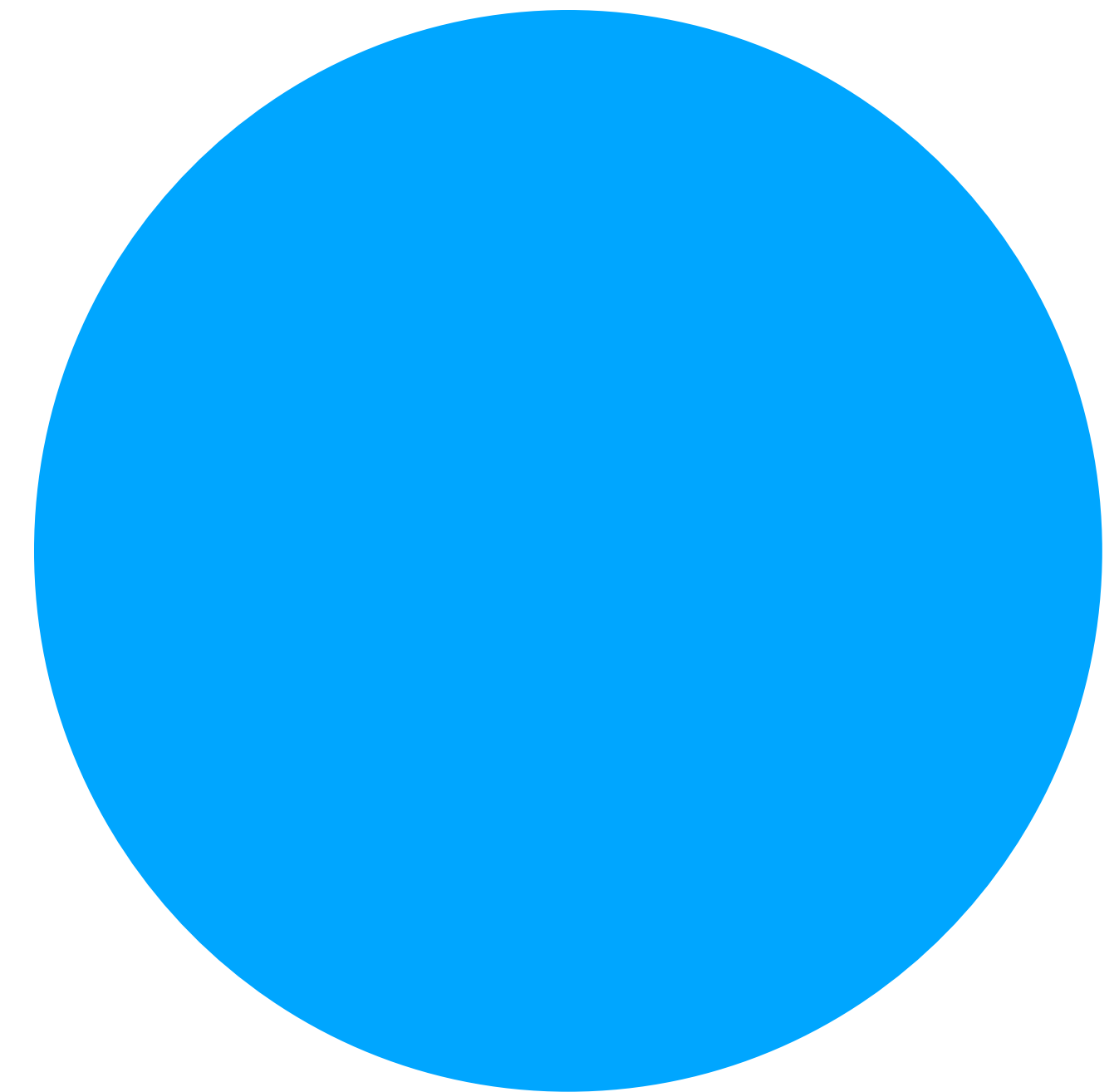
We promote financial literacy among both children and adults. To that end, we visit elementary and secondary schools with our program ČSOB Financial and digital education for schools. We also educate tutors. The digital literacy and cybersecurity part of the program is conducted in cooperation with the Police of the Czech Republic. The program also covers protecting our planet.

#### 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 exacerbate the climate crisis. We support efforts directed at improving energy self-sufficiency through the use of renewable sources. Our buildings, such as those in Prague and Hradec Králové, are excellent examples of sustainability.





## Acting responsibly and business ethics

### 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).

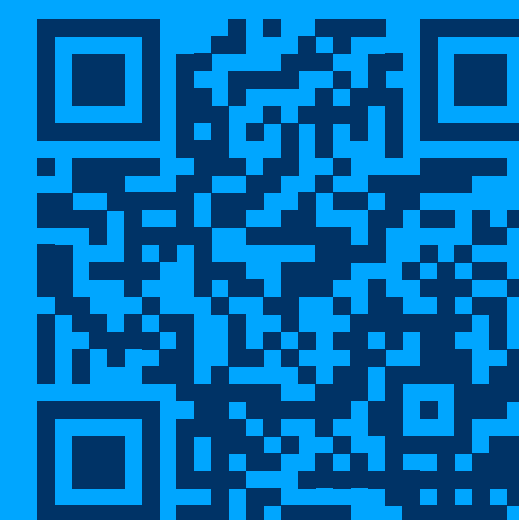
### Business ethics

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), sustainable business (Policies governing the provision of loans, insurance products and consulting services in the energy sector), and others.

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:

<https://www.csob.cz/portal/csob/csob-policies>



## ČSOB Group Ombudsman

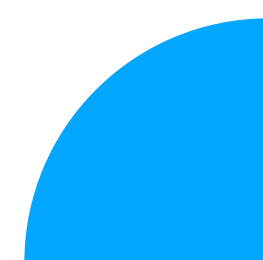
In line with its commitment to transparency and superior customer care, ČSOB appointed its own ombudsman as an **independent defender of clients' rights**.

The Group's ombudsman initiated an **audit of branch office accessibility** in terms of potential impediments faced by clients with disabilities. The audit was carried out in cooperation with Česká asociace paraplegiků (Czech Paraplegic Association, CZEPA). Its outcomes include not only fine-tuning of various details that will make the branch offices even more accessible but also guidelines for suppliers to follow when reconstructing existing branch offices in order to improve accessibility. Even in the digital age we want to make sure that when a client with a disability, a senior citizen or a parent with a baby in a pram visits a branch office to talk to their banker they can do so without any hindrance.

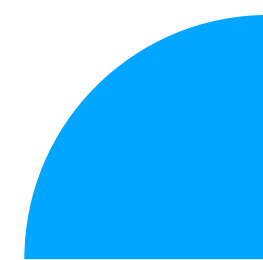
In 2023, we recorded:



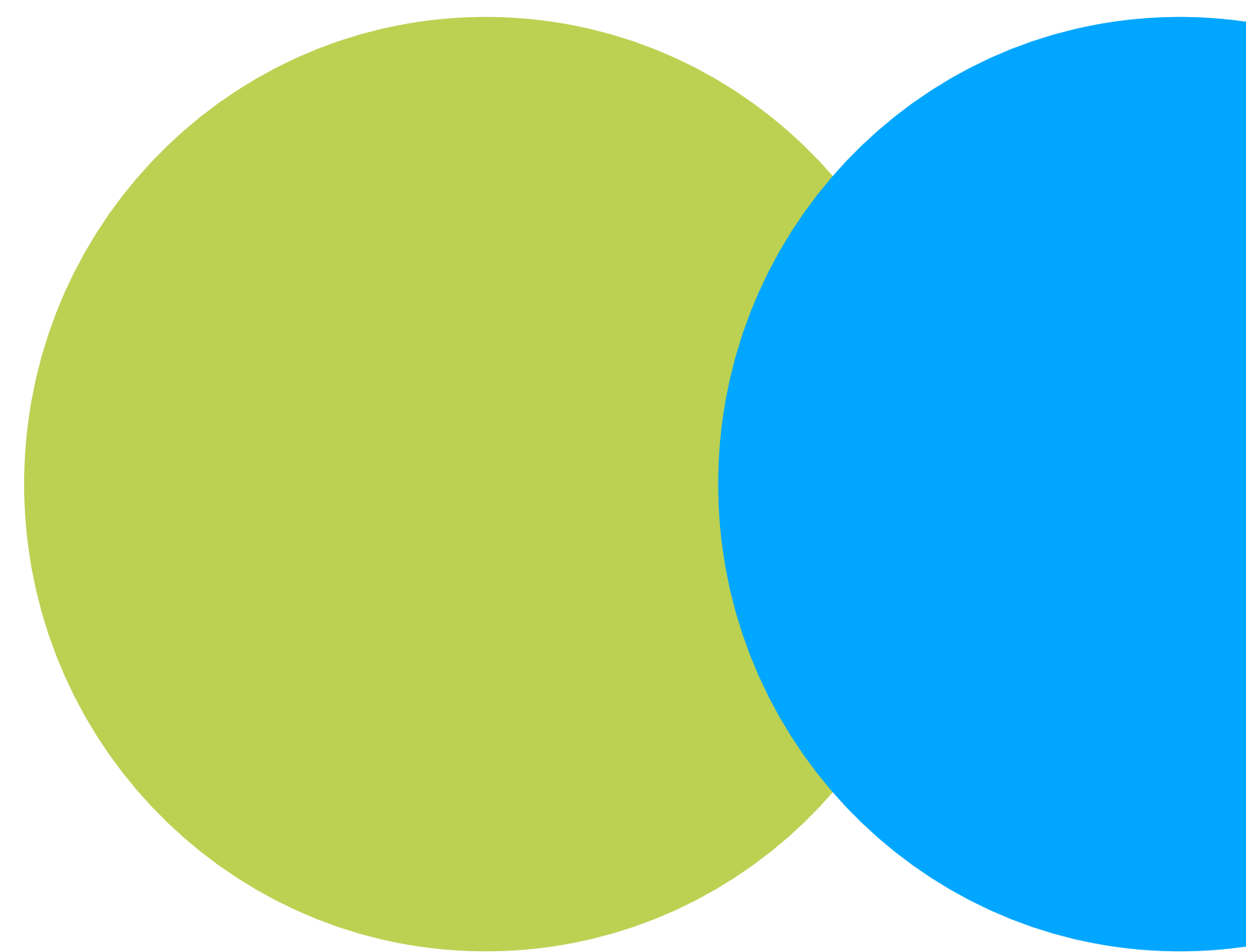
**858** submissions  
from clients



**1,144** suggestions  
for improvements to services



**5.59** days  
as the average time for the  
resolution of a submission





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## Člověk v tísni

also known as People in Need, is a Czech nonprofit organisation built around the values of humanity, freedom, equality and solidarity. The partnership between ČSOB and People in Need initiated in the 1990s developed into regular cooperation in 2005. Every year, ČSOB supports the Mobile debt advisory project with an amount of CZK 500,000.



“People in Need first began cooperating with ČSOB in the 1990s and since then the partnership has gone from strength to strength. I would say that the year 2002 was a breakthrough year in terms of our mutual partnership as our organisation and ČSOB devised a simple way of distributing considerable amounts of money among people and households in need. ČSOB has been our staunch supporter as a bank that has known us for three decades. As such, it is familiar with the way People in Need is managed, how it goes about its risk assessment and internal auditing. We greatly appreciate not only the long-term support from ČSOB but also the fact that the bank creates conditions for both its employees and clients to become donors.”

**Šimon Pánek**

Director, People in Need





# SUSTAINABILITY

We care deeply about the condition in which we will leave the planet for 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

**CZK 29.6bn**

in loans supporting the transition to a low-carbon economy (of that sum, CZK 2.1bn is fully compliant with EU Taxonomy)

**CZK 24.3bn**

in funding for buildings compliant with EPC energy efficiency ratings A or B

**CZK 1.6bn**

in financing of clean-energy vehicles and Paris Agreement-compliant lorries

**CZK 19.8bn**

invested in responsible investment (RI) funds, green bonds and ESG-linked investment certificates

**129 mandates**

at Centre for EU subsidies consultancy worth CZK 22.2bn

**63 mandates**

at ČSOB Advisory for ESG consultancy worth CZK 9.5bn

**Compared to 2015, we reduced**

Its direct carbon footprint of **71%**

Waste production by **63.5%**

Electricity consumption by **34%**

Water consumption by **40%**

Paper consumption by **63.5%**

## Sustainable business

### Strategy of sustainability

ČSOB actively adjusts its business model as required. We strive to reduce the tempo of global warming in accordance with the objectives set out in the Paris Agreement. We also work hard to support the transition to a greener and more sustainable economy. To that end we expand our portfolio of sustainable products and services in the areas of loans, investments, insurance, leasing and beyond.

ČSOB fulfils its ESG (Environmental, Social and Governance) strategy in line with three core principles:

**1**

**Limiting negative effects on society** by strict adherence to binding policies and statutory obligations in the areas of human rights, environmental protection, the promoting of business ethics, resolving contentious social issues and reducing our own carbon footprint – see [ČSOB Policies](#).

**2**

**Increasing positive impacts on society** in areas where we can bring about positive change through our influence and day-to-day activities. This principle encompasses, for example, environmentally friendly offers in the areas of housing, mobility, investments and advice to both households and businesses – see [Our sustainable products](#).

**3**

**Promoting responsible behaviour to others and to our employees**, and by our employees in day-to-day work – see [Sustainable business](#).



# Sustainable business

## Sustainability rating

The KBC Group’s ESG performance was rated in 2023 as follows:



A

Leader in addressing climate change



Negligible risk rating (9.8)  
3<sup>rd</sup> of 342 diversified banks (2<sup>nd</sup> percentile)



AAA

Leader among 488 banks assessed



A Division of S&P Global

64

Top 7% of 722 banks assessed (93<sup>rd</sup> percentile) Included in the Sustainability Yearbook for the 5<sup>th</sup> consecutive year



C+ prime

1<sup>st</sup> decile rank of 300 commercial banks and capital markets assessed



FTSE4Good

4.7

Top 3% of banks assessed (97<sup>th</sup> percentile)

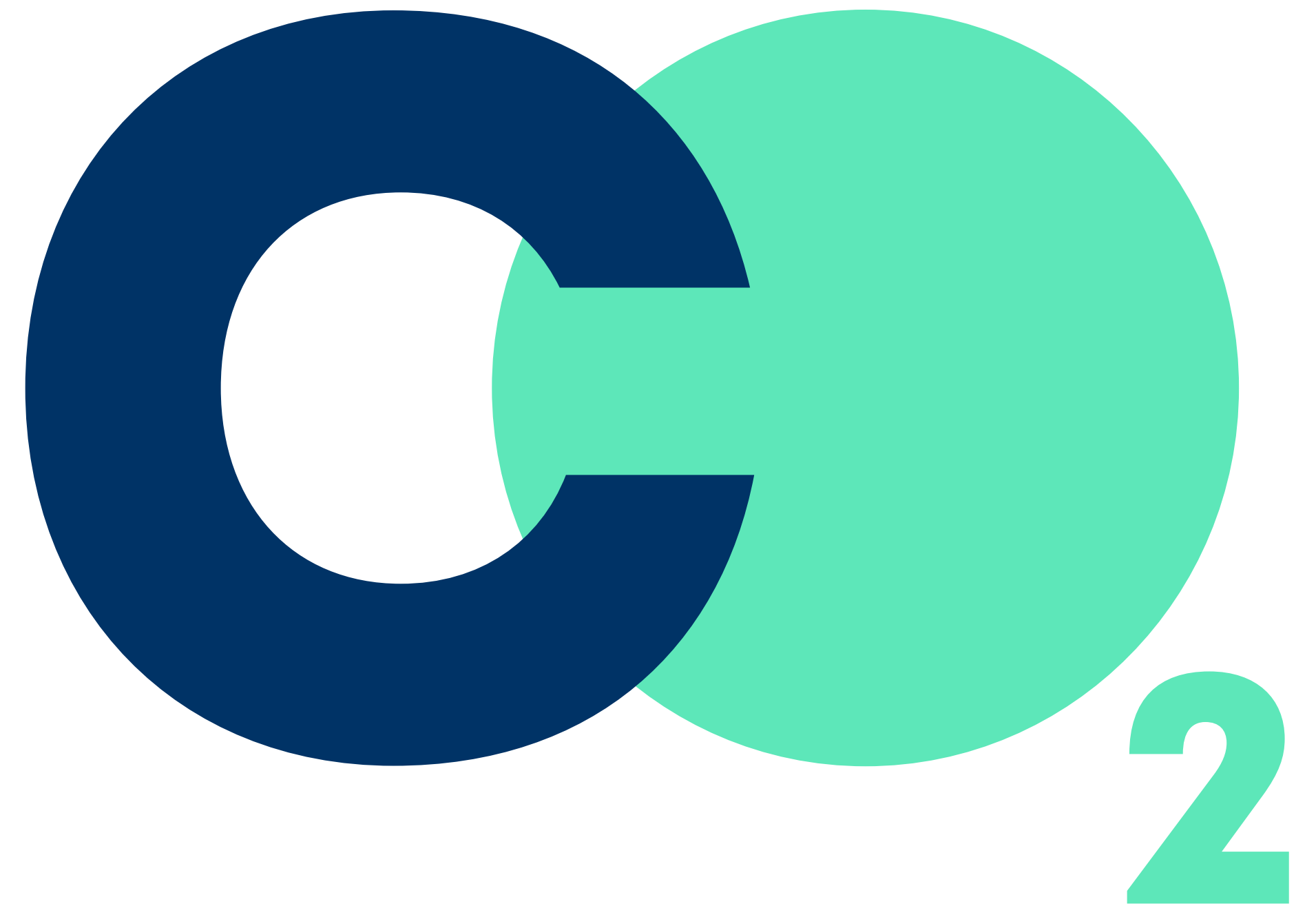
## Sustainable business

### ESG governance

Both the sustainability strategy and the relevant agenda are **defined centrally** at the KBC Group level while **local responsibility** for sustainability is delegated to the Chief Sustainability Officers and Executive Sustainability Managers in individual countries where the KBC Group operates.

The ČSOB Group has purposefully not established a designated Sustainability department. In managing its agenda, the Group applies the matrix model since sustainability is a natural, longstanding component of every business line and its related business activities. The supreme body responsible for compliance with the Group's sustainability strategy and direct management is the **ČSOB Executive Committee for Sustainability**. The Committee comprises the bank's top management, the Chief Sustainability Officer and the Executive Sustainability Manager.

The Committee oversees the bank's **Sustainable Finance Program** designed to ensure efficient management of the sustainability agenda. The program brings together a dedicated team from various departments who ensure that relevant activities are properly coordinated and set objectives are achieved. The immediate execution of activities related to sustainability within individual organisational units of the Group is the responsibility of individual-line **ESG specialists**. However, the ultimate decision-making power remains with the ČSOB Executive Committee for Sustainability.





# Sustainable business

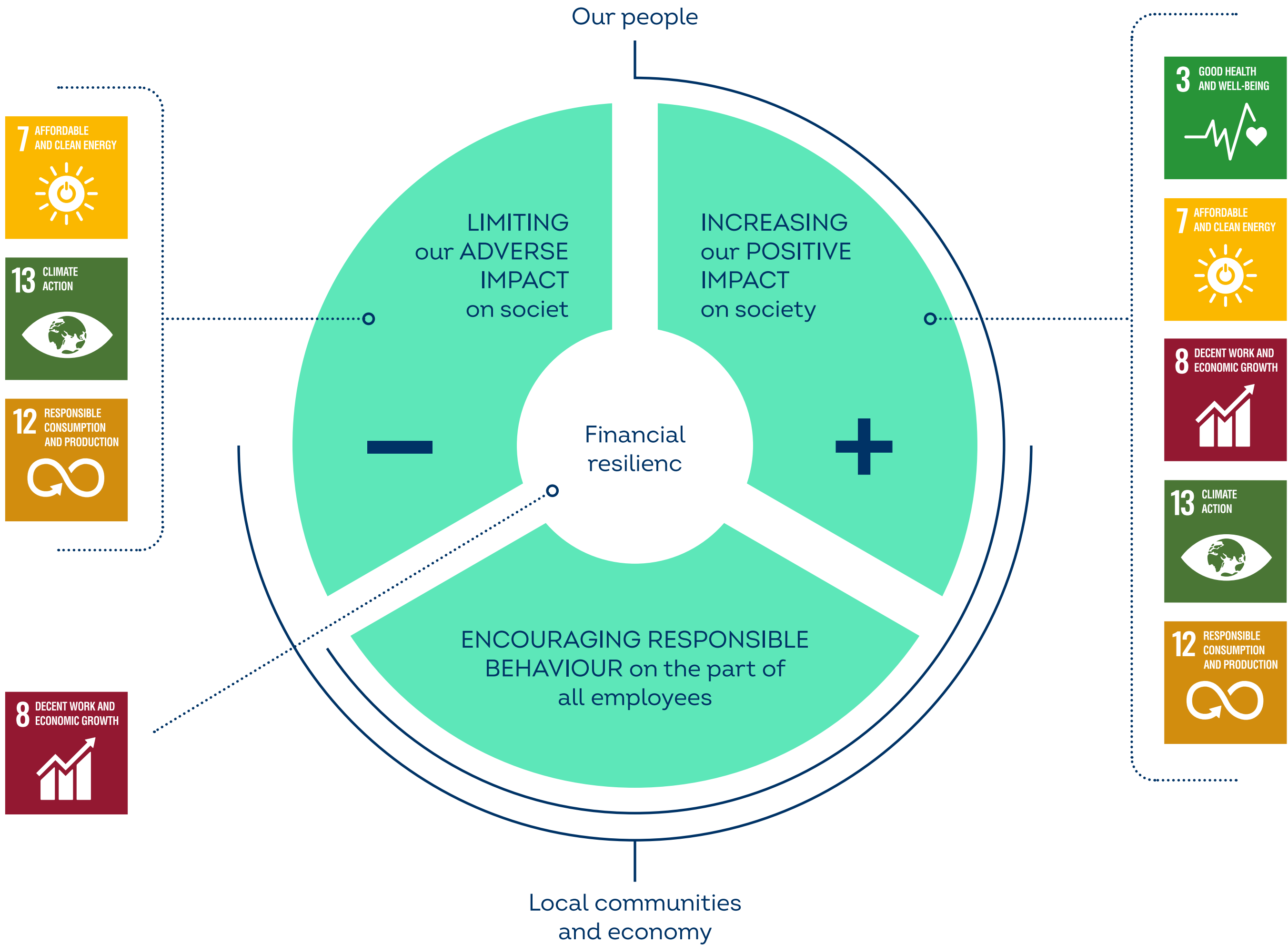
## Sustainability management in ČSOB Group



# Sustainable business

## Adopted ESG goals

The United Nations' [Sustainable Development Goals](#) (SDGs) were an important input to the formation of our Group's sustainability strategy and our own ESG objectives. In discussions with our corporate partners, retail clients, suppliers, employees, and representatives of the public and nonprofit sectors as well as academia, we were keen to hear opinions and recommendations as to what role ČSOB should carve out for itself and which areas ČSOB should focus on. As a result, we identified five key areas in which we can be most impactful:





## Sustainable business

### SDG 3 Good health and well-being

We support a correct work/life balance for our employees. Our portfolio of banking and insurance products also focuses on accessible healthcare, a good quality of life and road safety.

### SDG 7 Affordable and clean energy

Through the provision of loans and insurance products we actively contribute to increasing the proportion of energy production from renewable sources as well as the efficient use of electric energy.

### SDG 8 Decent work and economic growth

We support entrepreneurs and accelerate innovative startups. Our startup accelerators provide the right environment for female entrepreneurs and young, talented businesspeople in general. Young entrepreneurial minded people, especially students, can take advantage of our dedicated Start it @UNI program which teaches them how to avoid major pitfalls in order to maximise their potential in establishing successful and sustainable businesses.

### SDG 12 Responsible consumption and production

We support innovations and the transformation to low-carbon or emission-free operations for both business enterprises and households. We also promote responsible investments (RI).

### SDG 13 Climate action

The provision of loans as well as our offers of investment and insurance products are subject to strict rules designed to ensure compliance with environmental protection principles. In accordance with our Paris Agreement commitments, we also strive to reduce the environmental footprint of our business and to meet our ambitious climatic goals. Taking into account local aspects, we translated the expected decarbonisation progress across our individual portfolios and sectors into specific objectives binding not only for the ČSOB Group but also for the KBC Group.

The outcomes of our stakeholder dialogue were critically analysed in terms of the significance of potential impacts on our activities. We also supplemented the five SDGs with additional topics to form a comprehensive backbone which guides our responsible behaviour and day-to-day activities:

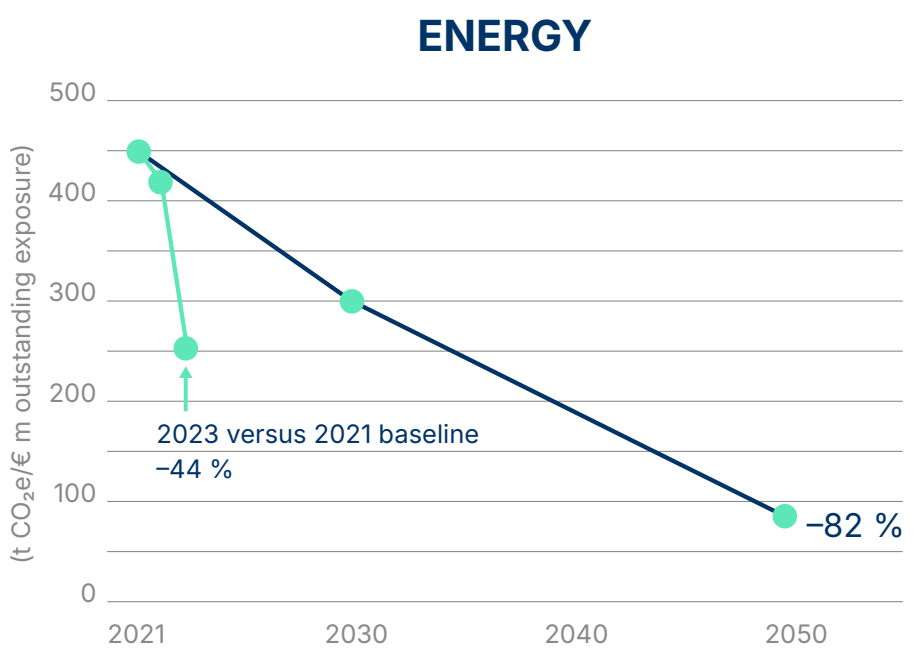
- Fair, comprehensible and transparent information for our clients
- Long-term resilience of our business model
- Ethical business behaviour and acting responsibly
- Sustainable and responsible portfolio of products and services offered
- Sustainable and responsible asset management and investing
- Data protection and cybersecurity
- Promotion of financial literacy

# Sustainable business

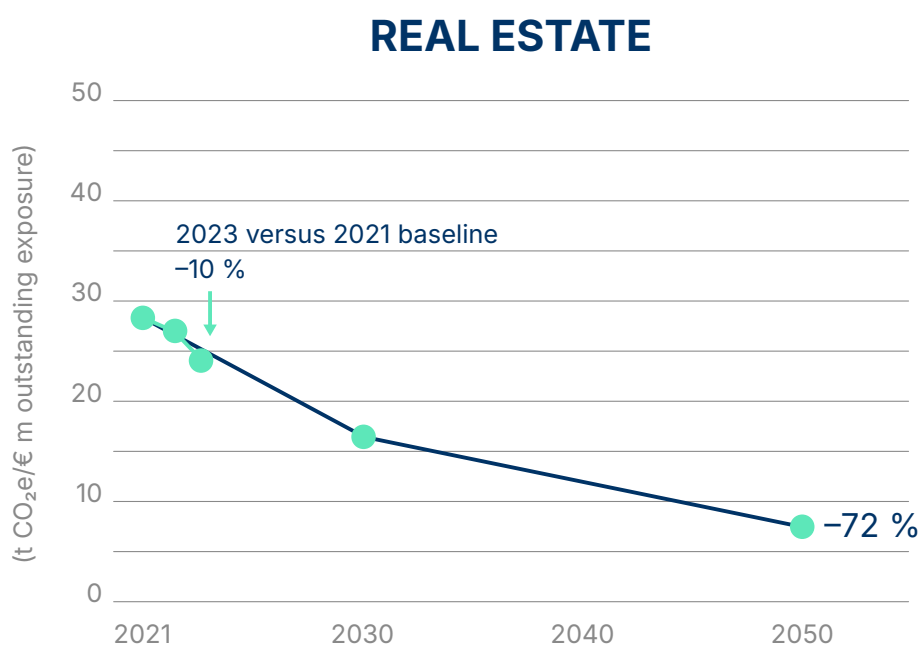
## Climatic commitments

Through financing, we have undertaken to contribute to gradual decarbonisation of the economy and the reduction of the carbon footprint of key segments of the economy. The climatic commitments of ČSOB derive from the Group-wide ESG commitments of the whole KBC Group.

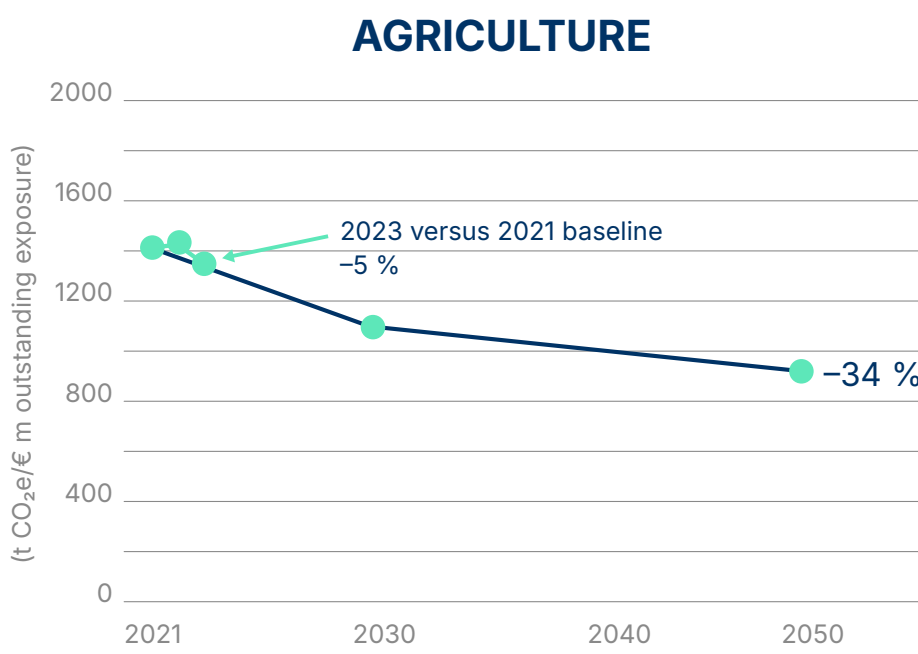
Further information on goals, metrics and methodology can be found in the [KBC Sustainability Report 2023](#).



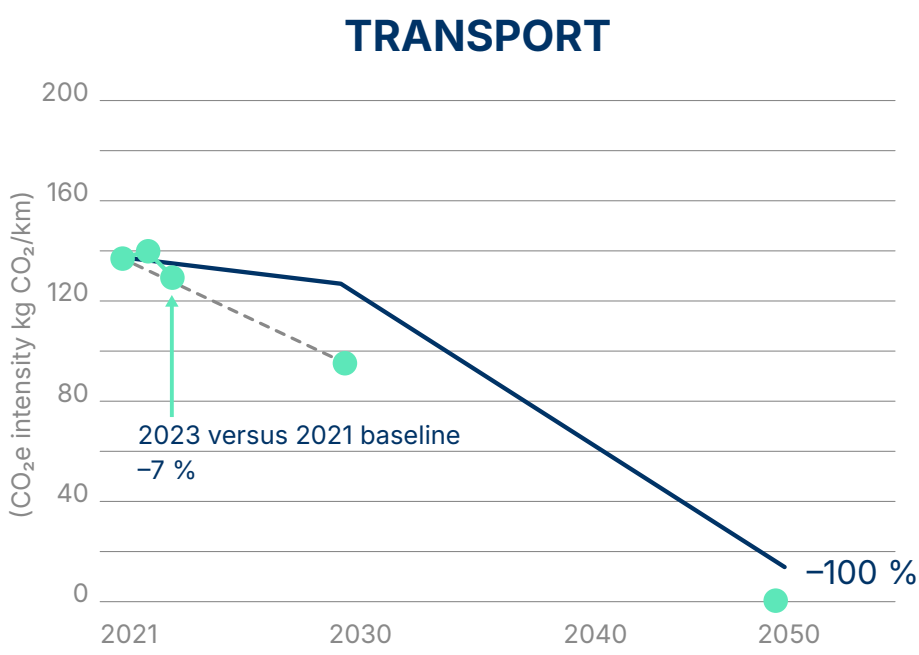
KBC portfolio value is currently equal to or below the benchmark



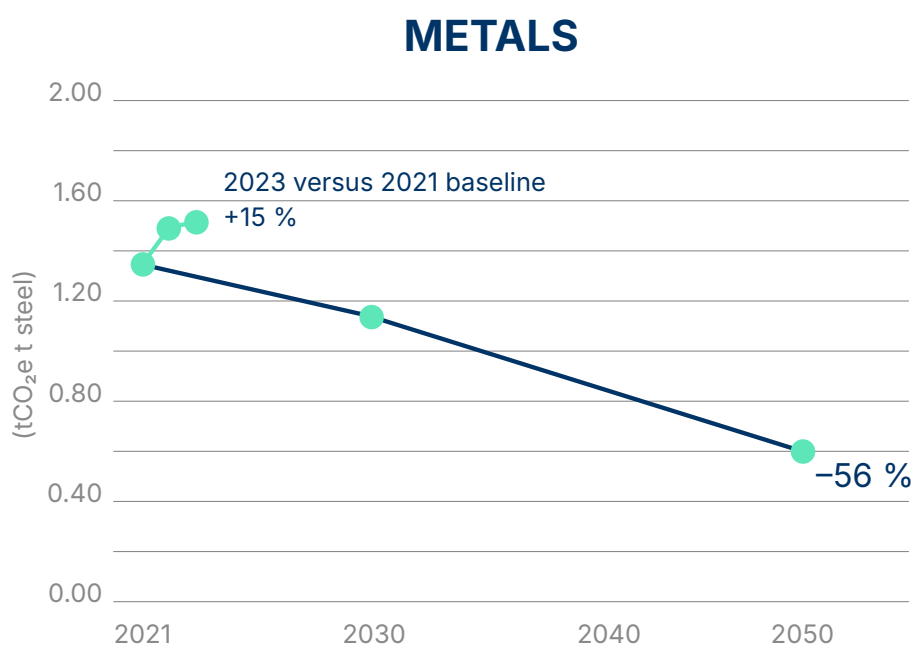
KBC portfolio value is currently equal to or below the benchmark



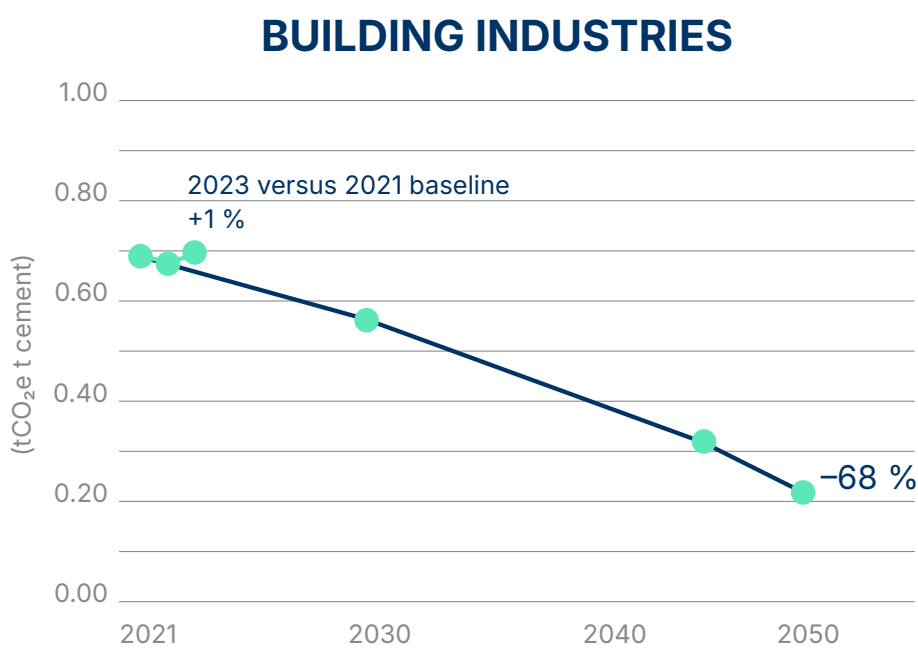
KBC portfolio value currently exceeds the benchmark by no more than 5%



KBC portfolio value is currently equal to or below the benchmark



KBC portfolio value currently exceeds the benchmark by no more than 5%



KBC portfolio value currently exceeds the benchmark by no more than 5%

- Progress measurement and KBC targets
- Climate alignment scenario benchmark
- Linear 2030 target progress line

The fulfilment of climatic objectives is measured by comparing GHG emissions attributable to the KBC loan portfolio in 2021-2023 and in 2050 based on scenarios of projected developments in individual industries.



## Sustainable business

### Sustainability across ČSOB activities

- The Group's HQ buildings, ČSOB Kampus in Prague and HQ building in Hradec Králové, acquired the **LEED Platinum** certification for environmentally friendly buildings and the Environmental Project of the Year Award.
- **Green roofs** help to cool the buildings and improve the neighbourhood's microclimate. They also retain moisture and provide an environment for beehives as well as a bumblebee habitat.
- We support **biodiversity** around the properties as well with birdhouses, hedgehog habitats, mosaic mowing (in alternate patches) and a meadow seeded with native plants.
- Our properties in Prague, Hradec Králové, Ostrava and Pilsen have been equipped with **charging stations** for EVs and electric bicycles.
- Our properties in Břeclav, Blansko, Hradec Králové, Ostrava, Prague and Zlín have been fitted with **PV powerplants** on their roofs with a total generation capacity of 101 kWp.
- We purchase electricity generated solely by **renewable sources**.
- We reduce the number of car trips and promote the use of modern technologies enabling **remote cooperation** among colleagues.
- We utilise **biometric signing** and digital client documentation.
- In 2023, we handed over 12,503 kg of decommissioned equipment and appliances to REMA Systém for **environmentally friendly recycling**.

### Sustainable equipment lifecycle

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 2023, ČSOB distributed no less than **CZK 1.6m** among nonprofit organisations Acorus, Czechitas, Česká obec sokolská, Člověk v tísni, Klub svobodných matek, Mobilní hospic Ondrášek, Nadační fond Rozum a Cit and Sportovní klub vozíčkářů Praha.

## We motivate clients

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 provided **loans** worth CZK 29.6bn in **support of the transition to a low-carbon economy**, of which CZK 2.1bn was fully compliant with the EU Taxonomy. The majority of the funds loaned were used to finance real property and technologies making use of renewable energy sources.

In the real estate segment, ČSOB also provided loans worth CZK 24.3bn for the financing of buildings with **energy performance certificate (EPC) ratings A or B**. These loans included CZK 14.2bn worth of financing for business properties and CZK 10.1bn worth of mortgages for individuals.

We also assist our business clients in preparing for **energy audits** and with technical documentation related to their business operations (subsidy programs, ESG reporting, etc.). ČSOB provided an additional CZK 815m in support of renewable energy sources in cases where it was not possible to demonstrate full compliance with the EU Taxonomy.

In 2023, we invoiced **129 consultancy mandates** in the area of sustainability with a total invoiced amount of CZK 22.2m. Applying ČSOB ENVIRO grants, we supported the related projects with discounts worth CZK 10.9m, thus aiding the project development stages of the intended investments.

In transportation, ČSOB supported the financing of **clean-energy vehicles** and Paris Agreement-compliant low-emission trucks with an amount of CZK 1.6bn, marking a 100% year on year increase in the volume of funding rendered.

We also provided more than CZK 600m in support of improving **energy efficiency** and loans linked to specific ESG KPIs (loans tied to specific sustainability-related key performance indicators).

With our **investment certificate linked to reforestation**, we not only raise awareness of investing responsibly, but also contribute 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 in 2021, the Group has planted some **51,900 deciduous and coniferous trees**.



## We motivate clients

In the area of financing **socially beneficial projects** that benefit the public (selected in accordance with CREDAC codes), ČSOB provided loans totalling **CZK 277m** in 2023. 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.

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. We offer comprehensive consulting on environmentally friendly and cost-efficient living, from cost optimisation and technical proposals on achieving energy efficiency to advice on securing available subsidies and loans.

- 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.
- 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 option available to clients is an investment in **socially responsible investment funds**, such as the **ČSOB water resources equity fund**, contributing to resolving the global issue of clean water shortages, or the **ČSOB NaMíru zodpovědně** (ČSOB Responsibility Custom-made) fund.
- 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.
- Our new **simulation and advisory calculator** is capable of calculating the energy efficiency or otherwise of given housing, complete with advice on possible solutions to achieve improved energy efficiency when reconstructing the property.
- 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

### Green Municipality of the Year

In 2023, ČSOB announced a new competition titled **Zelená obec roku** (Green Municipality of the Year). The purpose of the competition is to recognise and reward settlements of any size for their activities in environmental protection, sustainability and taking a responsible approach to the environment. The competition also includes a special category of **Social Enterprise of the Year**. The inaugural winners were Hostětín among settlements of 1,000 residents or less, Slavičín in the above 1,000 residents category, and Záměľ in the Social Enterprise of the Year category. The total amount distributed among the most successful participants of the competition was **CZK 1.3m** plus vouchers for **consulting** from ČSOB Advisory or EU Centre.

### Green challenge

Our friendly tourney with employees from other companies returned for its second iteration last year. Compared to the inaugural challenge in 2021 when ČSOB employees pitted themselves against those of Česká spořitelna, we had employees from no less than 10 different companies taking part in 2023, all eagerly collecting green

kilometres. ČSOB's green challenge was accepted not only by Česká spořitelna but also by Essox, Global Payments, Komerční banka, Mastercard, mBank, Raiffeisen Bank, UniCredit Bank and Up. The task was to clock up as many green kilometres as possible using environmentally friendly means of transport and record the achievements in a shared web-based application. The total accumulated by employees of all 10 companies was a staggering **2,092,670 green kilometres**, saving some **252,848 kg of CO<sub>2</sub>**.

In terms of means of transportation used, the clear winner by a country mile was the **train** with more than 711,000 kilometres shared among the participating employees. The train was followed by Prague's **metro** with 397,000 km and **bus** with 339,000 km. The list was completed by ride-share, bicycle/scooter, tramway/trolleybus, EV, walking/jogging, motor scooter and, bringing up the rear, the motorbike.

In addition, Mastercard took the challenge a step further by **planting** a total of **12,642 trees** (one tree for every 20 kg of CO<sub>2</sub> saved) at various locations around the world.

### Environmental projects and partnerships

ČSOB has been a longstanding partner of **Svaz moderní energetiky** (Modern Energy Union, or SME) with whom we regularly hold round tables and seminars focused on innovations in the energy sector.

ČSOB is one of the founding members of the **Climate & Sustainable Leaders Czech Republic** platform. The platform's goals include reducing the CO<sub>2</sub> 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.

ČSOB has 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 in key areas of public service.



## We motivate others

ČSOB was the first bank to become a member of **Česká rada pro šetrné budovy** (Czech Green Building Council, CZGBC).

ČSOB is also a member of the **Sustainable Finance Platform** of the Czech Banking Association. The Platform has taken it upon itself to lay the foundations for efficient cooperation with the public sector for the purposes of implementing both national and EU-wide ESG goals.

ČSOB is a partner of the information and advisory portal **CSRD.cz** established to provide to businesses both reliable and comprehensible information about ESG and related topics.

### Sustainable supply chain

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

## We motivate others

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, and 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.



ISO

EMAS

ESG



## 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 Hypoteční banka

ČSOB 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**. In 2023, the division launched a pilot project whereby mortgage and lien agreements are signed using a qualified electronic signature (QES). Digitalisation of the process saves some 64 sheets of paper on average per mortgage. In the near future, the whole

process of securing a mortgage will be fully digital, eliminating the need to visit a brick-and-mortar branch office. Another innovation will deliver the possibility of using bank ID as a means of authentication when signing mortgage agreements as a co-applicant who is not a client of ČSOB. Together with ČSOB, the division regularly updates 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.

### ČSOB Leasing

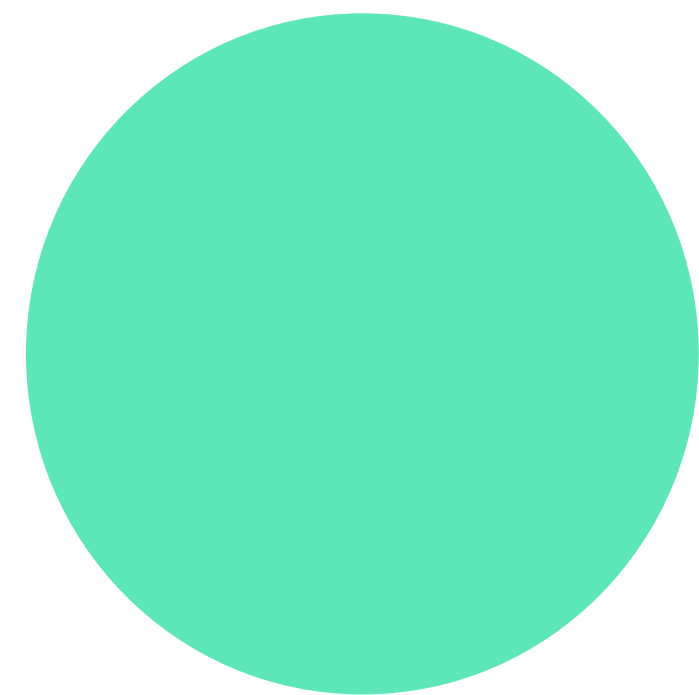
The division appreciates the importance of **promoting sustainable solutions**. Since **electromobility** is a major contributor to the transition to greener transport, ČSOB Leasing has developed special advantageous products for clients that help them with the financing of electric vehicles and charging stations. 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



## What's happening within the Group

### ČSOB Penzijní společnost

ČSOB Penzijní společnost keeps a keen eye on latest developments in the area of **ESG investment**. The division's supplementary pension insurance funds are heavy on responsible investment. The pension management company's **ČSOB dynamický zodpovědný účastnický fond** established two years ago, goes from strength to strength investing mainly in equities, mutual funds and bonds of issuers mindful of environmental protection and social responsibility.



### ČSOB Pojišťovna

The division's values of purposefulness, fairness and joy lay the foundations for our day-to-day activities and drive its aspirations to create value, act fairly and create an inspiring and supportive working environment. ČSOB Pojišťovna places great emphasis on **acting responsibly and in an environmentally friendly manner**. The division continues to **reduce its carbon footprint** and plans for the future with an emphasis on **environmental sustainability**. The division continues to reduce the use of paper in a drive to digitalise all its processes. A wide range of insurance products is available to clients in order to protect them from adverse effects of various incidents and disasters that can occur. ČSOB Pojišťovna always takes the long-term view, reflecting its commitments both in its business undertaking and towards the environment. Supporting sustainability is essential for the long-term prosperity not just of the company but for the world as a whole. The division is therefore active in various environmental protection projects and mindful of its impacts on the planet.

Ongoing climate change makes it imperative to protect one's property. Striving to prevent damage caused by extreme climatic phenomena, such as extreme wind, flooding or hailstorms, plays a key role in maintaining financial stability and security. Investing in preventive measures and suitable insurance helps to protect people's property against threats stemming from climate change while bringing peace of mind in turbulent times.





## What's happening within the Group

### ČSOB Stavební spořitelna

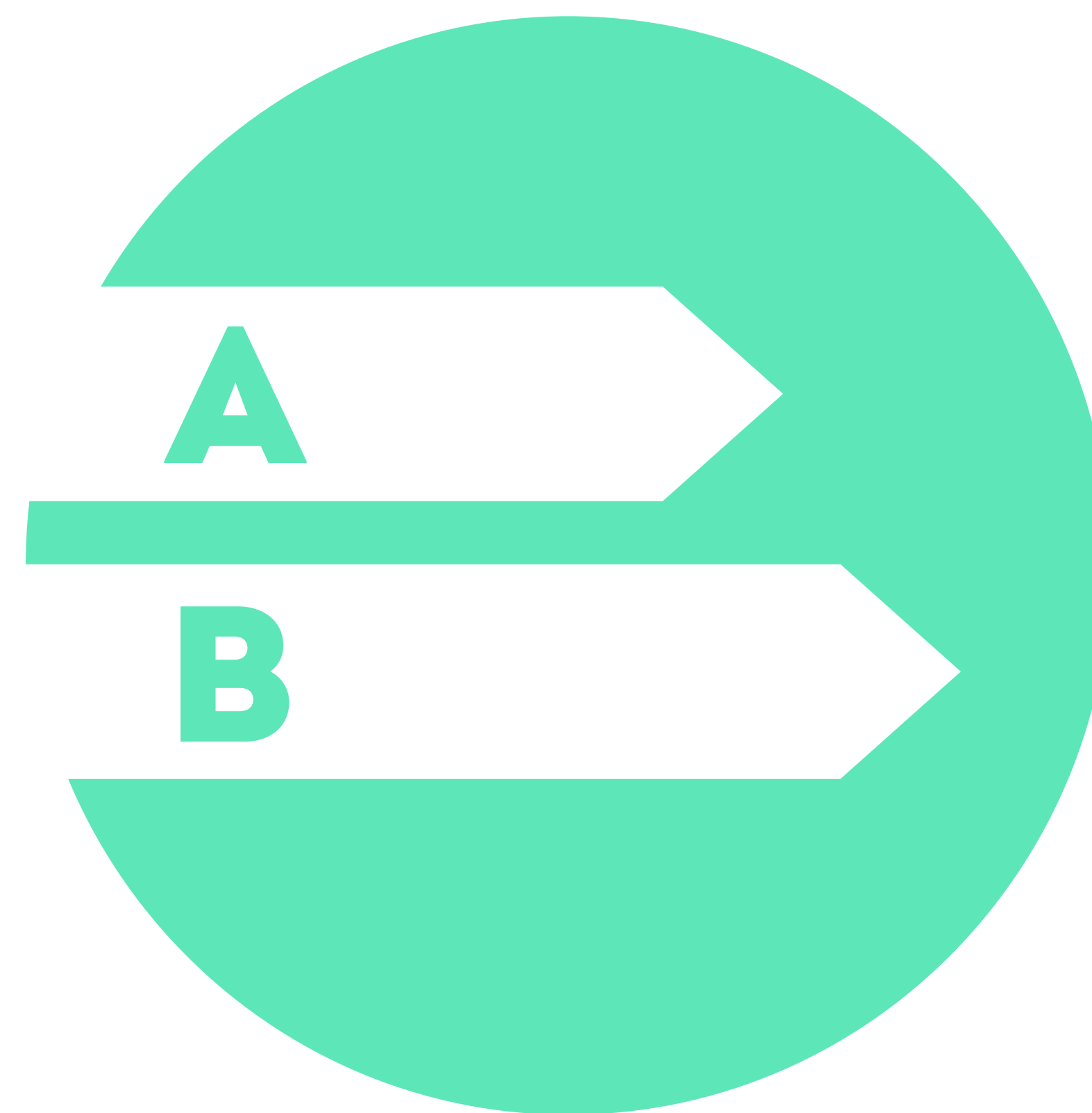
Contracts are signed in digital form using **biometric authentication** to reduce the use of paper. Clients can use secured **intermediate loans to finance energy-efficient housing**, i.e. low-energy or passive homes. The building society is the first financial institution in the country to require a 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 rating of A or B. The long-term goal is to achieve a **carbon-neutral portfolio** predominantly containing the most energy-efficient properties.

In 2023, ČSOB Stavební spořitelna joined a memorandum on cooperation among building societies and the country's Ministries

of Finance and Environment. The aim of the memorandum is to secure support for financing and administration of subsidies for improving households' energy efficiency and for further development of renewable energy sources. In 2024, the division began providing consulting on successful applications in the government's energy efficiency program further supported by advantageous loans available to successful applicants.

### Patria Finance

The division's investment portal at Patria.cz regularly publishes new articles on the theme of **ESG and sustainable investment**. Sustainability is also an integral part of numerous webinars, special reports and investment tips available to clients. Patria Finance has implemented a mandatory **ESG preferences** survey among its clients. The division offers funds focused on **responsible investing** as they become available.







# 17 Czech Paraplegic Association – CZEPA

carries out numerous projects all over the country and provides many services to people dependent on wheelchair use following a spinal cord injury, ranging over provision such as starter homes, a community and information portal and an app listing places with wheelchair access throughout the Czech Republic. ČSOB first began cooperating with CZEPA in 2007 and has even made the organisation part of its ČSOB NaDobrouVěc (ForAGoodCause) service.



“The support from ČSOB has been a constant in our existence and it’s what makes the partnership so valuable. As our general partner, ČSOB brings security, strength and solid foundations for our activities. This makes CZEPA an active organisation that keeps developing. Anyone can see that ČSOB really cares about our organisation. Having such a strong partner behind us gives us the confidence we need and imbues our whole organisation with great potential.”

**Alena Jančíková**

Director, Czech Paraplegic Association - CZEPA



# FOR BUSINESS

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. We help businesses in their transition to sustainable business models. 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 for the entrepreneurs' corner. ČSOB also works hard to help reduce legislative obstacles.



## Key figures and facts

**341**

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

**20**

**startups** supported by Start it @ČSOB program

**352**

**students** engaged in the Start it @UNI program

**CZK 70.6<sub>m</sub>**

worth of products and services purchased from social enterprises



## Helping the Czech economy

There are still many businesses for whom the transition to a sustainable mode of operation remains difficult to grasp. That is why ČSOB is very much involved in a number of platforms dedicated to supporting the decarbonisation of the Czech economy, such as the Sustainable Finance Committee of the Czech Banking Association, Climate & Sustainable Leaders Czech Republic and the communication platform CSRD.cz. Even though the platforms focus on assisting both businesses and individuals in comprehending the requirements relevant to them as well as with setting realistic goals and selecting the current tools to achieve them, ČSOB chose in 2023 to launch its own solution.

### Green0meter

Green0meter is one of the startups that have successfully graduated from the Start it @ČSOB acceleration program. The vision of Green0meter's founders was to help businesses make the transition to a sustainable model through the use of data and artificial intelligence (AI). In June 2023, ČSOB's parent KBC founded a joint venture with [Green0meter](#), Digital & Legal, s. r. o. The purpose of the new enterprise is to ensure that the Group's business clients have at

their disposal digital, fully customised and professional sustainability advice combined with suitable financing options. KBC, ČSOB and Green0meter have thus become a catalyst and mediator in the transition to more sustainable business operations.



### Průvodce podnikáním (Guide for Entrepreneurs)

The Group's portal at [www.pruvodcepodnikanim.cz](http://www.pruvodcepodnikanim.cz) serves as a guide that assists both entrepreneurs starting out and established entrepreneurs in finding their way around applicable rules and legal requirements. Success cannot be achieved without reliable information 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

## Helping the Czech economy

### Starting and developing a business

In 2023, ČSOB helped **341** 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 2023 was once again the general partner of **Ocenění českých podnikatelek** (Czech Businesswomen Awards) including the ČSOB-sponsored award **Exceptional Businesswoman**. The category award went to Hana Baštýřová of handy corp., s. r. o.

As much as the ČSOB Group is a staunch supporter of digitalisation throughout Czech society, it by no means loses sight of traditional industries and activities which remain a vital part and lifeblood of the Czech economy. That's why ČSOB chose to shine a spotlight on a company with an exceptional business story, operating in one of these traditional segments: a wholesaler of hardware and fasteners which still remain indispensable, even in the AI age. Also, ČSOB greatly values the energy with which handy corp. invests in renewable energy sources.

### 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 contacts in more than **50 countries** around the world.



## Helping startups and innovative businesses

### 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 at the Group's HQ in Prague-Radlice 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. As many as **83 startups** have received support since the program's launch.

In 2023, ČSOB organised two agnostic acceleration rounds in which a total of **20 startups** received support. Among the supported enterprises were, for example, Mumdoo, a startup promoting project-based employment with the existing employer of people on parental leave, a startup producing

a smart device, Robotwin, which enables robotisation of production processes without the need for programming, Rekrabice, a startup offering packaging boxes with a deposit return scheme, and HTG medical, a startup whose solution helps medical nurses save an hour of their time per shift.

ČSOB also continued its **Start it @UNI** program for university students. In cooperation with enterprise 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 a validation grant of CZK 20,000 to help them ascertain market demand. There were no less than **eight Validation Camps** in 2023 which attracted a total of **352 students**.

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

Successes of our startups in 2023:

- Our startups attracted some serious investment:
  - Mamio (CZK 7.5m)
  - Resistant AI (CZK 600m)
- Joint venture: KBC acquired a 50% stake in Green0meter
- Twigsee: merger with BAKALÁŘI software



**START IT**  
@ČSOB

## Supporting social enterprises

In 2023, ČSOB acquired goods and services worth **CZK 70,638,400** from the following social enterprises and sheltered workshops employing people with disabilities:

<b>A MANO</b>	Coffee, teas, coffee machines and accessories
<b>Agentura PANCĚŘ</b>	Guarding of premises and operation of filing office
<b>B+N Czech Republic Správa Budov</b>	Facility management services
<b>ERGOTEP, družstvo invalidů</b>	Processing of documents, marketing services, package distribution and IT testing
<b>KALNEX CZ</b>	Wines and refreshments
<b>Kolibřík CSR</b>	Processing of documents, administration
<b>Mark2 Corporation Logistic</b>	Guarding of HQ premises (Prague)
<b>Modrý domeček</b>	Refreshments
<b>Pro-Charitu</b>	Refreshments
<b>SDZP družstvo</b>	Contact centre operators (back-office services)
<b>SPINWARE</b>	Employee training services
<b>TeamPrevent-Network</b>	Healthcare services
<b>Transkript online</b>	eScribe services (transcription for people with hearing impairment)
<b>TyfloCentrum Brno</b>	Website and app accessibility auditing
<b>ZEBRA OUTSOURCING</b>	Contact centre operators (back-office services)



## What's happening within the Group

### ČSOB Pojišťovna

The division offers sophisticated insurance products tailored to the needs of businesses, sole traders, municipalities and homeowners' associations.

The insurer assists in covering expenses that could potentially threaten the very existence of a business. Insurance is available for the following segments:



**Sole traders and small enterprises – TRUMF**



**Municipalities**



**Third-party liability in the provision of IT services**



**Insurance against cybersecurity risks**



**Agricultural insurance**



**Tour operators' bankruptcy insurance**



**Business and corporate insurance**



**Tenement house insurance**



**Professional liability insurance**



**Real estate brokers' third-party liability insurance**



**Aviation insurance**



# 16

## Nadace Charty 77 – Konto Bariéry

administers the oldest public money fundraising in the Czech Republic. The purpose is to provide assistance to people battling medical issues. The foundation also administers ČSOB Fond pomoci (Help Fund). Through the fund, ČSOB distributed no less than CZK 1.3m among 46 people in 2023. Any ČSOB Group employee can request assistance for a person trying to cope with a handicap or a difficult life situation. The year of 2023 marked the 16<sup>th</sup> year of cooperation between ČSOB and Nadace Charty 77 – Konto bariéry.



“Our foundation and ČSOB share a long history through the bank’s Help and Social Responsibility Fund. Together, we support individuals with medical needs, single parents and families caring for members with a disability. We also assist people without the support of family who find themselves in difficult life situations. What makes us immensely proud of our cooperation with ČSOB is that, thanks to the Group, we can quickly and efficiently improve the lives of people anywhere in the Czech Republic.”

**Jolana Voldánová**

Director, Nadace Charty 77 – Konto Bariéry





# FOR EDUCATION

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





## Key figures and facts



**440** ambassadors  
of financial literacy




**964** schools visited



**74,397** pupils and students  
have attended the lessons



**12,655** downloads  
of the ČSOB Filip mobile app




**10** episodes of the “Tvoje cesta #onlinem”  
(Your journey #online) podcast



**701** recipients of bursaries from the  
Fond vzdělání (Education Fund)



**8** years of partnership with the  
Czech Association of Science Centres



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



## ČSOB financial, digital and sustainability 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 of 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 for better education.

By the end of 2023, no less than **440 ambassadors** were involved in **4,826 lessons** provided to **74,397 pupils** and students across **964 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. In addition to the world of finance, the app also provides easy-to-understand explanations of other topics, such as the Online space and networks and Environmental protection and sustainability. The app is available for download from Google Store and Appstore. It has already been downloaded more than 12,000 times.

In 2023, ČSOB launched its new educational program **Respect, planet!** As a bank, we have a lot to say on the topic since the banking sector is one of the leaders in sustainability. As sustainability is a topic of interest for schools, ČSOB developed a series of animated educational videos that teach children about mindful and sustainable behaviour. Children also learn how to protect the planet and save money when travelling, shopping or using water and energies. The videos also explain concepts such as sustainability, the carbon footprint, renewable sources, fossil fuels, and others. There are also podcasts to go with the educational videos.

## ČSOB financial, digital and sustainability education for schools

In the autumn, ČSOB organised the third **Filip's Cup, a financial literacy competition**. It attracted participation from 280 schools and more than 3,500 grade 6 pupils of elementary schools and their counterparts from comprehensive schools.

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 #online**" (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 #online** podcast. The podcast provides guidance on avoiding trouble online. 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).

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 **350 students** were trained by **20 ČSOB 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 have 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, has gone into decline.

In June 2023, we joined forces with the Police of the Czech Republic and committed to educating one million people in ways to protect themselves from **Fraudulent Calls and Clicks**. ČSOB focuses on all generations, from schoolchildren to the elderly. Statistical data shows that anyone with a bank account or a payment card can fall victim to cyber fraudsters. **Phishing** remains the most common method of fraud, whereby Fraudulent Clicks stem from the distribution of dangerous links through fraudulent e-mails or text messages sent in the hope that the recipient clicks the link. Even more dangerous is a younger sister to phishing, called **vishing**. In this case, the Fraudulent Caller contacts their victim with a carefully prepared script claiming to be a police officer, a banker, an investment adviser or a public official. They can be persuasive enough to rob people of all

their money. More than **456,000 people** of all ages have already been educated through the program's projects that are already in place. Members of the public have been addressed at events organised together with the Police, such as the Emergency Services Days in Poděbrady, NATO Days in Ostrava, and Heroes' Day in Prague. The most helpful contributors to the commitment are the projects **Tvoje cesta onlinem** and **ČSOB education for schools**. There is no fixed end date for ČSOB's educational mission since cybersecurity education is a longstanding commitment of the bank that will not expire when the announced threshold is passed.

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.

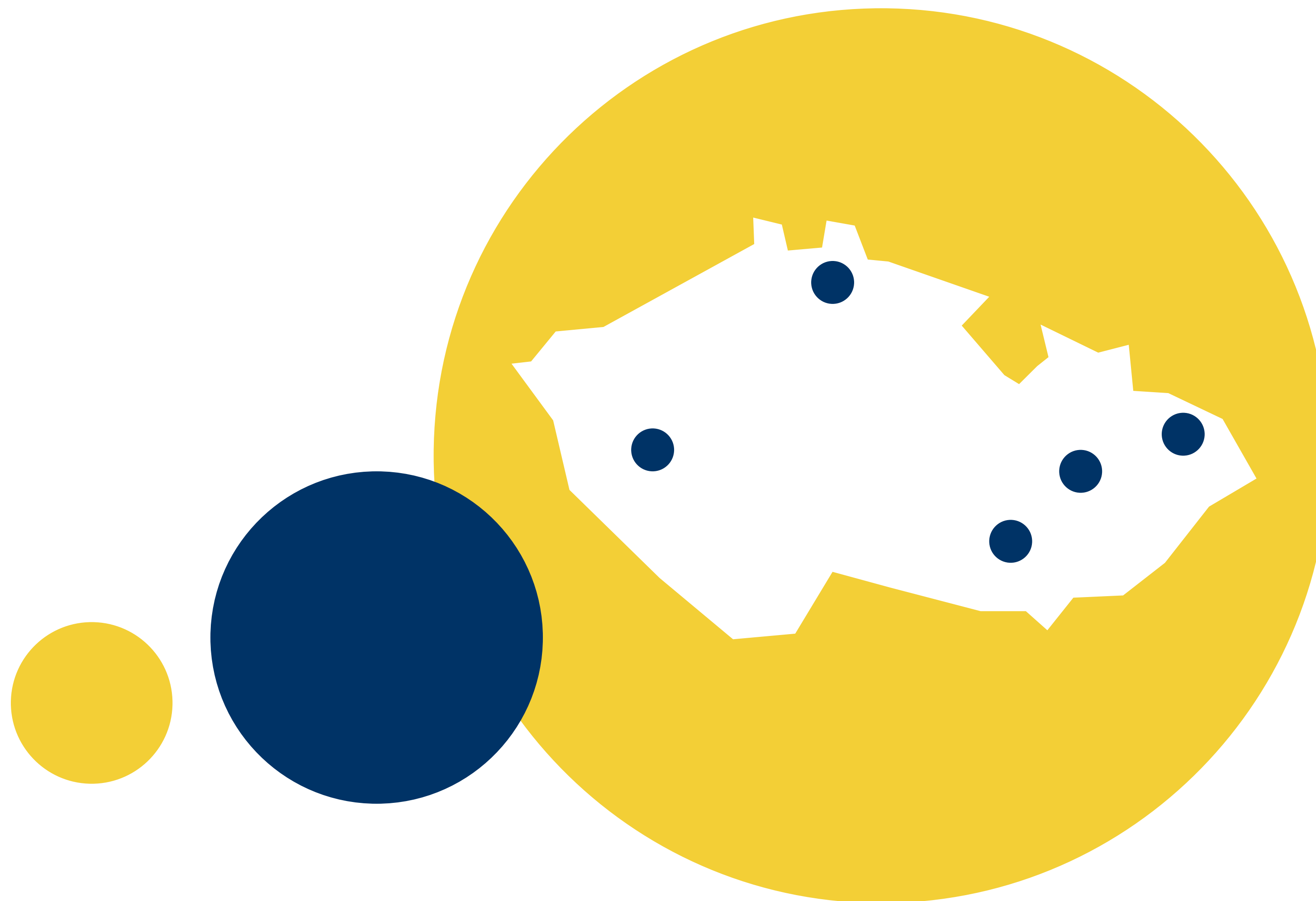
## Supporting Czech science centres

ČSOB became an active member of the **Czech Association of Science Centres** back in 2016. The cooperation between the two parties means that selected science centres can offer financial literacy and cybersecurity workshops. In cooperation with the Svět Techniky (World of Technology) science centre in Ostrava, ČSOB created a display titled **Bezpečně OnLine** (Safely OnLine)..

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. In 2023, ČSOB launched project days for schools dedicated to financial and digital literacy and sustainability. The project days have already been attended by more than 200 pupils.

### Cooperating science centres

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





## 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 stop 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).



## Educating our employees

### Surf Studio

Surf Studio maintained its activities throughout 2023 and offered a range of inspirational events for employees. Not one but two meetings were held as part of the Beyond Banking cooperation with football club **AC Sparta Praha**. Working together with Mastercard, ČSOB is developing modern and innovative services that improve the payment experience for the club's fans.

The **Design Thinking community** was revived and it now meets regularly to develop new ideas both online and in person.

The ČSOB Smart app benefited from **IDEATHON** which was focused on hammering out new ideas from the Beyond Banking realm. The event's winner was a concept of service focused on health.

It has already become a tradition that Surf Studio participates in the preparation of **Group Inspiration Day** every autumn. The 2023 edition proved to be very popular with the employees.

Surf Studio also participated in **Innovations Week** where its stand presented various innovations developed by ČSOB.

Group employees were invited on several occasions to the informal **AI Playground** during which they had plenty of opportunities to test AI whether for their personal or IT-related work needs.

And once again, Zapka featured an **Advent calendar** which brought daily inspiration to employees with suggestions of gifts, interesting books and new apps.

There were also several **Design sprints** throughout the year.

### 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. They also support employees in other related activities, such as team coaching. In 2023, 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 the latter part of 2023, ČSOB launched the third round of **mentoring for managers of nonprofit organisations**, delivered by more than **20 ČSOB mentors**. The program focuses on areas of the Group's expertise, such as leadership, strategic planning and communication. For the first time last year, **Mastercard** was also invited to participate and share their expertise in PR, marketing and fundraising.



## 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 **Výbor dobré vůle – Nadace Olgy Havlové**. 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 2023, ČSOB supported no less than **701 students** with bursaries and another **618 students** with one-off grants for tuition or school aids. In total, ČSOB has so far donated some **CZK 41m** in support of education.

### Cooperating with students and schools

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

In 2023, as many as **76 students** from high schools, vocational schools and universities worked at ČSOB as interns and 13 students completed their graduation paper, thesis or dissertation while with us. ČSOB participated in 14 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 a partner of the **Faculty of Informatics and Statistics 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

ČSOB experts also had an opportunity to deliver lectures to foreign students. In April, ČSOB Kampus was visited by Prof Michael Frenkel of WHU – Otto Beisheim School of Management in Germany together with **14 students from Carnegie Mellon University, Pittsburgh**. They visited European cities as part of their MBA studies to learn about the inner workings of various businesses and corporations and they also listened to captivating lectures delivered by colleagues from the departments of Economic Research and Group Controlling and Investor Relations. ČSOB has supported students from the university for a number of years, thus promoting the Czech Republic and ČSOB abroad.

### Study and work

Each year, students have an opportunity to work in the ČSOB branch office network. In 2023, the option was taken up by **194 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 100,000 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.

The division's **Online risks insurance** protects clients when shopping online, no matter where in the world their chosen e-shop operates from. The insurance includes legal consulting via the telephone in case of any issues or complaints, and IT assistance if there is a requirement to set up or use a computer or another device. The division's broad assistance services are available to clients 24 hours a day.

### ČSOB Stavební spořitelna

The building society is a longstanding partner of **Poradna při finanční tísni** (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 Nadační fond Patria (Endowment Fund Patria), the division created and continues to develop and promote the educational app **INVESTO**. The division also 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.







# 16

## Sue Ryder

offers, among other services, advice for senior citizens and their families, with a focus on the sandwich generation in particular. Cooperation with ČSOB gave rise in 2017 to online portal Neztratit se ve stáří (Don't get lost in old age). With time, it expanded to include a helpline, consulting days, educational projects and other dedicated activities. The beginnings of cooperation between ČSOB and Sue Ryder date back to 2008.



“Our cooperation with ČSOB stretches back many years. The initial impulse came from the bank's desire to learn about the needs of the sandwich generation with dedicated research taking place in 2016. One of its outcomes was the easy-to-navigate online portal Neztratit se ve stáří. We have been able to pursue all these activities only thanks to support from, and the partnership with, ČSOB, as it leads to the planning of activities based on our mutual cooperation. We are very grateful for this approach. It is an inexhaustible source of motivation and strength for us to continue our work.”

**Matěj Lejsal**

Director, Sue Ryder



# FOR LONGEVITY

ČSOB is a reliable partner to our 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 million clients** aged 65+



**79,000 calls**  
to Linka pro seniory (Seniors' Line)



**CZK 1.64m** donated to charities through  
Svět odměn (World of rewards)



**CZK 2.4m** donated via Goodwill Card



**CZK 2.37m** donated to Nadační fond  
Mathilda (Endowment Fund Mathilda)



**CZK 2.4m** donated to  
Linka bezpečí (Safety Line)

## 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 million clients** aged 65 and above.

All our clients aged 65+ 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 once a month. Recently added benefits are the waivers of the payment order fee and the fee otherwise charged when changing payment card limits. ČSOB remains mindful of the issue of fees when it comes to senior citizens and acts with great sensitivity. ČSOB can also act on behalf of our elderly clients by placing **requests** at a branch office or a post office to the social security administration **to forward their pension** to their bank account, saving them the trip to collect.

ČSOB also operates its **Linka pro seniory** (Seniors' Line). The system operating the line

automatically identifies the phone numbers of clients aged 70+ and connects them to a dedicated interactive voice response (IVR) system that automatically relays the call to a team specially trained to communicate with elderly clients as soon as it fails to understand a request. In 2023, our call centre colleagues took some **79,000 calls** on the seniors' line, equalling almost 1,500 a week.

ČSOB has a **guide for elderly citizens** on its website, [Průvodce seniora světem financí](#) (Senior's guide to the world of finance), and a dedicated section **Pro důchod s úsměvem** (For retirement with a smile).

In partnership with Sue Ryder, ČSOB operates the [Neztratit se vestari.cz](#) (Don't get lost in old age) portal. 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](mailto:poradenstvi@sue-ryder.cz)) or in person. The project also extends to online webinars and in-person advice.

Also in cooperation with Sue Ryder, ČSOB organises **Advice days for senior citizens and their close ones**, held several times

a year in cities and towns around the country. In addition to one-on-one consulting on legal matters, psychology, social issues and finance, the events also offer captivating lectures by experts on a range of topics including cybersecurity.

ČSOB continues its **cooperation 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.

ČSOB has extended its cooperation with nonprofit organisation **SeniorOn**. The organisation engages students who regularly visit retirement homes and community centres to **assist senior citizens with the use of personal computers and smartphones**. On these occasions, students give lectures as well as one-to-one advice. In 2023, the cooperation between ČSOB and SeniorOn expanded into additional regions around the country.

ČSOB also organised **lectures in community centres and seniors' clubs** on financial literacy and cybersecurity.



## Helping people with disabilities

People with disabilities who are ČSOB clients can enjoy the same benefits tied to their bank accounts as clients aged 65+, including the fee waiver on payment orders and the delivery of up to CZK 20,000 once a month to a specified address in the Czech Republic.

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).

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.

Employees at our branch offices have at their disposal a system that automatically transcribes verbal communication into text for use by people with hearing

impairments. A similar service is available when communicating with the bank through its website.

ČSOB cooperates with **Jedličkův ústav**, its schools and its foundation.

The graphic features a large, solid orange circle on the left. To its right are two thick, dark blue curved lines that sweep upwards and to the right, resembling a stylized signal or a protective shield. The word "SONS" is written in a large, white, bold, sans-serif font, centered within the orange circle.

SONS

## 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, as much as **CZK 23m** has been donated in this way, helping **597 people in need**.

### Premium Karta

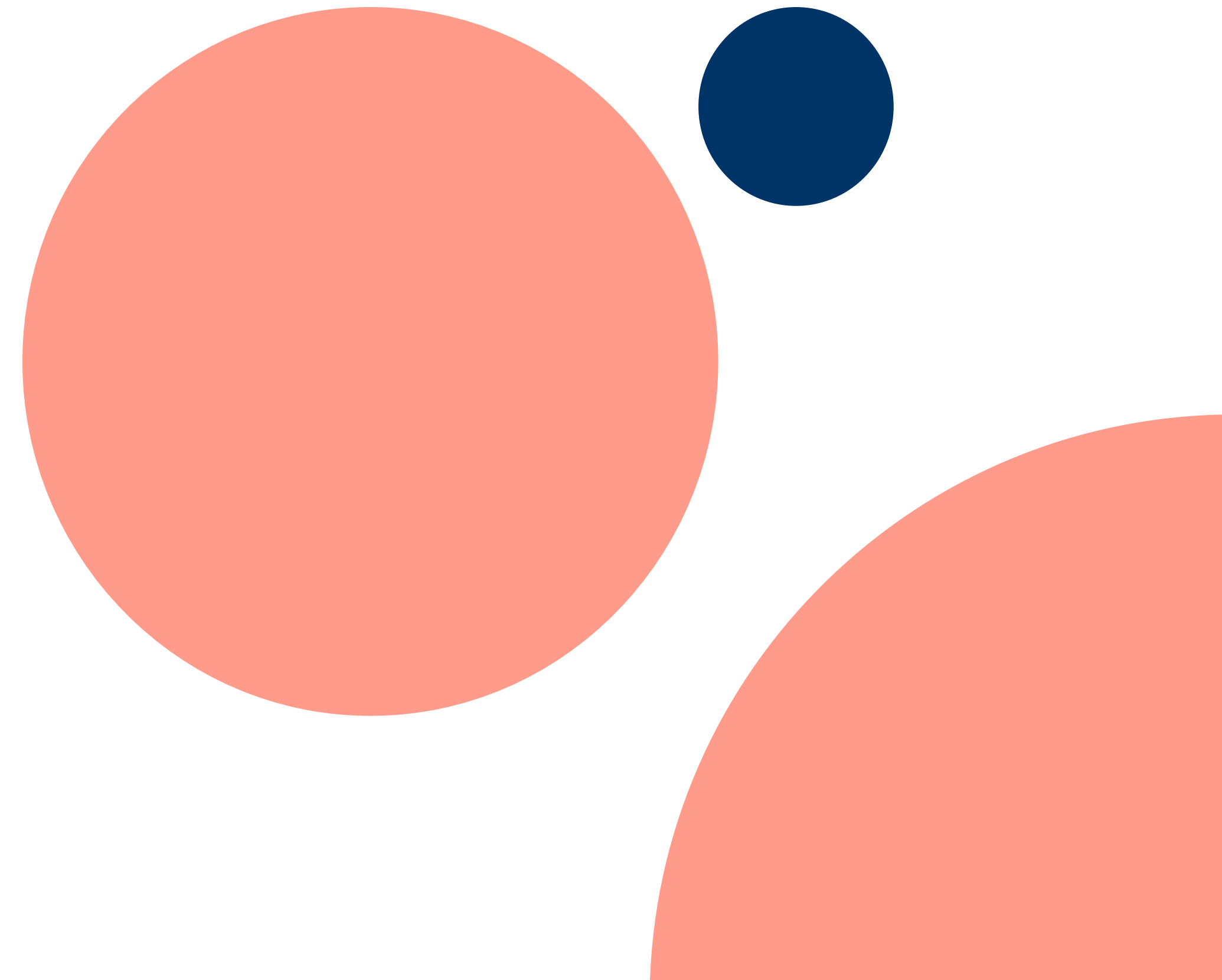
This credit card, available to ČSOB Premium clients, combines the worlds of finance and philanthropy. An amount equal to 0.1% of each transaction is donated towards the costs of training guide dogs for people with sight impairments. ČSOB and Mastercard each match the contribution, in effect tripling it. The funds are donated to **Nadační fond Mathilda** (Mathilda Endowment Fund) to help finance its **Happy guide dog** project. By the end of 2023, the total donated exceeded **CZK 7.3m**.

### 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. The service is actively used by no less than 2,500 clients. By the end of 2023, the total amount contributed exceeded **CZK 3.5m**.

### World of rewards

ČSOB's loyalty program Svět odměn (World of rewards) automatically awards clients points in return for card transactions and the use of ČSOB financial products. Points accrued can be traded for a range of benefits to be enjoyed by the client or someone else. Each point counts as one crown. Clients can also **donate to 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. Last year's donation of **CZK 1,648,600** was used to help children and people with disabilities, protect vulnerable animals and plant trees.





## Helping where it's needed

### On a trip with ČSOB

The project Na výlet s ČSOB (On a trip with ČSOB) offered some 38 attractive destinations all over the Czech Republic in 2023. Clients were invited to make visits with their families or friends. By taking part, clients supported four of our partner nonprofit organisations: Czech Paraplegic Association – CZEPA, Linka bezpečí, Home for Trees and Safari Park Dvůr Králové. ČSOB donated **CZK 150,000** to be shared among the recipients.

### Thanks, coach

For what was already the fifth 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 also developing a sense of positive discipline and fair play in the young ones. The title of **Youth Coach of the Year 2023** went to Marcela Dokoupilová, who at Sadská succeeded in creating a baseball and softball club out of virtually nothing. The winner of the **Most Sympathetic Coach** title was Karolína Machalová, a TeamGym gymnastics coach of TJ Sokol Frýdek-Místek. The title comes with a prize of CZK 15,000 donated by ČSOB.

### Nadační fond Mathilda

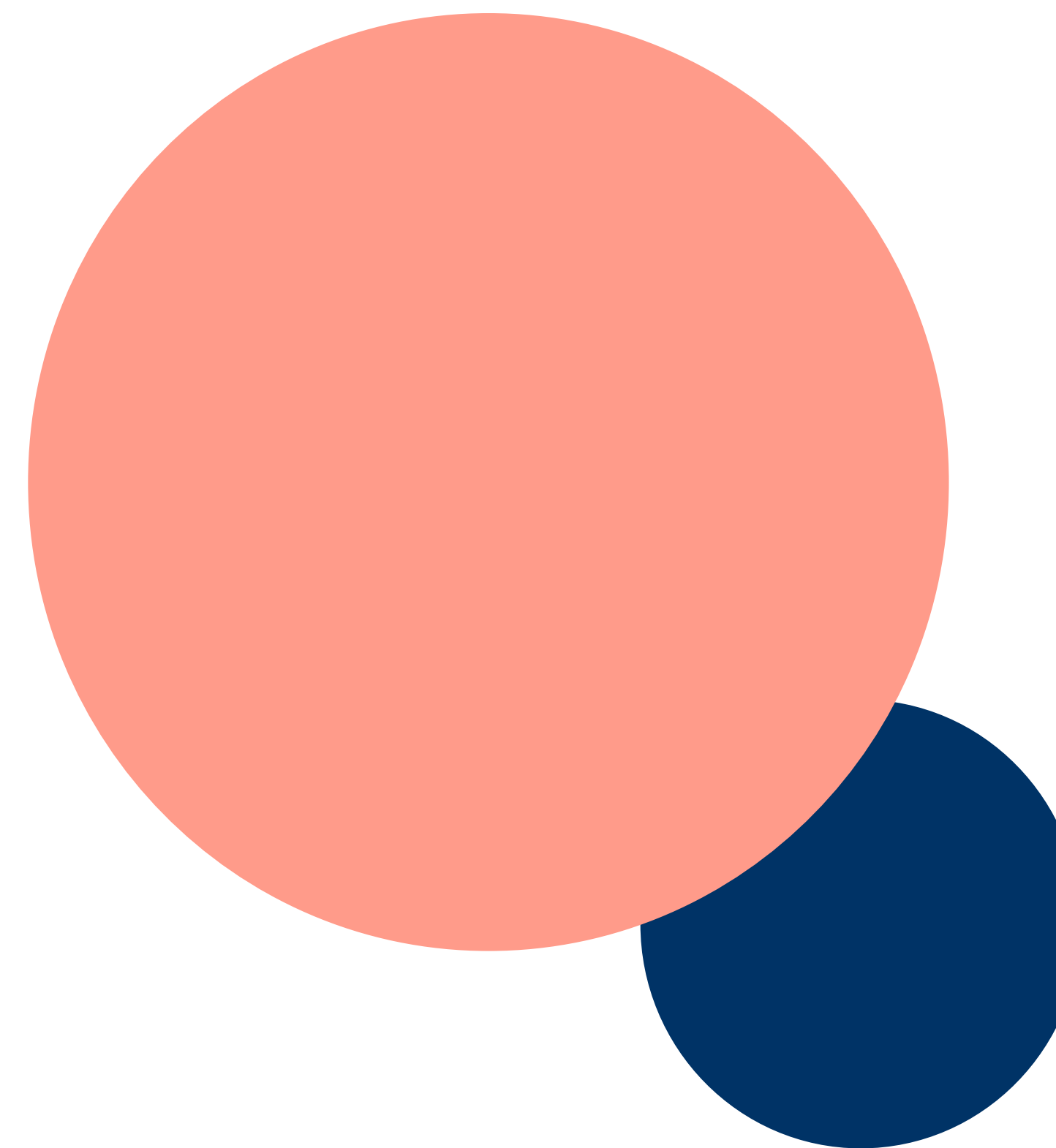
ČSOB is the general partner of the Mathilda Endowment Fund. The fund supports people with serious sight impairments and secures the training of guide dogs. Last year, the fund received **CZK 2.37m** from ČSOB.

### Linka bezpečí

ČSOB is also a partner of Safety Line, the most extensive free, nationwide service dedicated to children and young people up to the age of 26. It helps to resolve difficult life situations as well as day-to-day worries and issues. In 2023, the helpline's advisers responded to **97,922** calls, chats and e-mails from children and young people. ČSOB contributed **CZK 2.4m** towards the line's operating costs.

### Czech Paraplegic Association – CZEPA

By supporting the Czech Paraplegic Association – CZEPA, ČSOB helps people dependent on wheelchair use to resume normal life and employment. And the assistance goes both ways as association members regularly **check the accessibility** of our branch offices and franchises. Last year, ČSOB supported the Association with an amount of **CZK 633,000**.



## 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 2023, the division donated a total of **CZK 500,000**. 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 **People in Need**, a humanitarian organisation focused on development, education and human rights.

### 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.

### 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 2023, 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** (Association of Integrated Sports) since 2013.

### ČSOB Pojišťovna

In the **10 regions** where the insurer operates, it has supported a range of charitable organisations and associations with a total sum of **CZK 1,172,100**.

As part of the **Burza filantropie** (Philanthropy Exchange) event, the division supported four public benefit projects with a total amount of **CZK 100,000**.

### ČSOB Hypoteční banka and ČSOB Stavební spořitelna

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 happy childhoods. In 2023, Hypoteční banka was joined in providing support to the organisation by ČSOB Stavební spořitelna for the third year running. Both divisions supported SOS dětské vesničky with a donation of **CZK 230,000**. The funds were used to repair 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 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.



# 14

## Linka bezpečí

is on hand for children and young people finding themselves in difficult situations or facing an issue they need help resolving. With an existence spanning some 30 years, the helpline is contacted by almost 180,000 children and young people a year. The cooperation between ČSOB and Linka bezpečí began in 2010.



“Our longstanding partnership with ČSOB enables us to keep developing our preventive programs for children, maintain the extent of our services and even increase our capacities when critical situations impact. We have launched podcasts, expanded the online advisory service with new topics, launched an information campaign designed to prevent and manage self-harm, and continued our prevention programs in schools and children’s bees. ČSOB is a reliable partner and I am delighted to see that it continues to find the provision of support to our organisation meaningful.”

**Soňa Petrášková**

Director, Linka bezpečí






# HELPING THE REGIONS

The **ČSOB helps regions** program channels support to projects benefiting local communities, social life and volunteering all over the Czech Republic.





## Key figures and facts

 **CZK 83.2m** distributed since the inception of the program

 **CZK 41,044,359** donated in total by the public

 **CZK 42,226,750** contributed by ČSOB

 **1,540** regional projects supported

 **CZK 10.8m** distributed in 2023

Under the [ČSOB pomáhá regionům](#) program, five projects from each of the country's administrative regions vie for financial support twice a year. Four projects are selected by a panel of experts, while the fifth receives a "wild card" through a public vote. The Group donated the amounts of CZK 50,000, CZK 40,000, CZK 35,000, CZK 25,000 and CZK 10,000 to the five projects, allocated in the order in which the individual projects attracted funding from the public.

The eleventh edition of the program distributed the **highest amount on record, CZK 10.8m**. In the spring round, the public donated CZK 2,973,326. The bank's contribution ensured that the total funding for the regional projects reached CZK 5,288,326. In the autumn round, the public donated CZK 3,187,355 towards the total of CZK 5,547,355.

The most successful project of the spring round was that of a **retirement home for dogs**. The civic association Smečka (Pack) from Knihánkov collected a total of **CZK 226,453** from the public and the bank. The resources will be used to fund the care of aged, ill and injured dogs.

In the autumn, a project by Benediktus seeking to **furnish PEKÁRNA sheltered housing** attracted the highest amount, with a total of **CZK 226,600** going towards the costs of furnishing rooms, bathrooms, a kitchen and a community room in a home for people with intellectual disabilities.



# 14

## Nadační fond Mathilda

was founded in 2010. Its name honours its founder and benefactor Mathilda Nostitzová. The endowment fund supports people with serious sight impairments and secures the training of guide dogs. ČSOB began cooperating with the organisation in 2010.



“The partnership with ČSOB enables us to develop the breeding of guide dogs which has a major positive impact on the subsequent training. We were also able to put in place our Mathelier project, which enables visually impaired people to make products from clay, and expand our Digital Library with an addition of films with audio commentary and musical scores accessible to visually impaired people. Over time, ČSOB became our general partner, something for which we are immensely grateful. ČSOB also actively supports visually impaired musicians and their performances in Prague’s Estates Theatre.”

**Luboš Krapka**

Director, Nadační fond Mathilda





# 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.






## Key figures and facts

 **1,990 volunteers** involved in the ČSOB Pomáháme společně (Helping together) program

 **98,568 km** travelled during the Do práce na kole (Bike to Work) campaign

 **CZK 1.31m** donated from ČSOB Fond pomoci (Help fund)

 **CZK 1.29m** donated from collections organised by the Společně s ČSOB (Together with ČSOB) matching fund



## Key figures and facts

### 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 16<sup>th</sup> year of the program attracted as many as **1,990 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 Together with ČSOB its matching fund. In the intervening years, ČSOB has supported **165 projects** with **CZK 9.47m**, where individual donations amounted to no less than CZK 5.64m while ČSOB donated another CZK 3.83m. In 2023 alone, 16 projects shared nearly CZK 1.3m.

### ČSOB Fond pomoci

ČSOB Fond pomoci (Help fund) is available to ČSOB Group employees. It provides financial support for children or adults in their

families or in close circles who are faced with a disability or a difficult life situation. In 2023, the fund helped **45 employees** and their close ones with **CZK 1.31m** spent on compensatory aids, neuro-rehabilitation stays, personal assistants, children's education and financial support for bereaved family members of our deceased employees. Since 2011, when the Help fund was established, it has alleviated difficulties for no less than **677 people** with an amount of **CZK 15.7m**.

### ČSOB swap

ČSOB started organising regular collections of goods for charity shops as far back as 2009. In 2023, 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** portal.

### Donorship through Cafeterie Benefit Plus

ČSOB employees also have an opportunity to support public benefit projects through Cafeterie Benefit Plus. In 2023, accumulated points worth **CZK 203,849** 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 14<sup>th</sup> 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 **308 employees** to participate.

## Key figures and facts

### Walking or biking to work

As many as **365 employees** of the bank, the building society and the Hypoteční banka mortgage lender took part in the 13<sup>th</sup> year of the Do práce na kole (Bike to Work) campaign. They formed **94 teams** and together biked, ran or walked **98,568 km**. For every kilometre travelled, **ČSOB donated CZK 1** to **Černí koně** to be used in the production of special bikes for children with disabilities. The same donation went to **Nadační fond Rozum a Cit** to finance the purchase of bikes for children in foster care. The total amount donated was thus **CZK 197,136**.

### 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 2024 as well. They donated **CZK 100,848** 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 trying out new things and visit popular and new places. For some of them, it would have been the first time they have been to a cinema complex, the seaside or wintertime mountains. Senior citizens usually long to see their favourite places.

### Mulled wine for charity

ČSOB repeated its popular Advent-time tradition of offering mulled wine or alcohol-free punch in front of its HQ premises in Prague-Radlice and Hradec Králové. Employees and passersby who bought wine or punch made sure of a substantial sum, contributing to a donation of **CZK 104,755** shared by the **Czech Paraplegic Association - CZEPA**, **Nadační fond Mathilda** and **Sdružení Neratov**.

### 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 ČSOB 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).

ČSOB also sent its teams to the inaugural inter-bank sports tournament organised in support of the **Czech Special Olympics Movement**. Our football team came second and our volleyball team won.

### Helping with a beer after work

The May event Pivo Po Práci (Beer after work) organised by the SS&O team added an extra P for Pomáhá (helps) to its title. Participating employees collected in excess of CZK 27,000 to pay for a **summer camp** with the Czech Sokol movement for **eight Ukrainian children**.



## 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 Leasing

Every year, many of the division's employees participate in the **Helping together** program. In 2023, **one in four 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 charity shop named **Hvězdný bazar** (Star Bazaar), a charity outlet operated in Prague by the **Czech Paraplegic Association - CZEPA** 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 2023. Just

as in the previous year, nearly one in nine employees participated.

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, and raised CZK 50,000 in support of senior citizens.

### ČSOB Penzijní společnost

The division's employees take environmental protection and social responsibility to heart.

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

In 2023, employees helped tidy up a woodland and planted 60 new conifers, helping to reforest an area outside the city of Tábor.

The division's employees also actively participated in a Christmas collection in support **of senior citizens and children living in children's homes**. Children in the Korkyně home, with which ČSOB Penzijní společnost had cooperated before, received money collected by the division's employees that contributed considerably towards the costs of a week's holiday in the mountains in early spring and a canoeing trip in the summer.

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

## What's happening within the Group

### ČSOB Pojišťovací makléř

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

Keeping to their established tradition, the division's employees participated in the **Helping together volunteering program**, mainly supporting environmental protection as part of their assistance provided to nonprofit organisations.

Employees also participated in the **Donating blood is donating health** campaign, launched in 2015.

### ČSOB Pojišťovna

Thanks to **Fond pomoci ČSOB Pojišťovny** (ČSOB Pojišťovna Help Fund), the division's employees can obtain financial support for children or adults in their families or in close circles who are faced with a disability, for a person in a difficult life situation, or for a nonprofit organisation. In 2023, the fund responded to requests by **22 employees** with the insurer contributing a total of **CZK 400,000**.

The insurer has marked the eighth year of its partnership with **Oblastní charita Pardubice** (Regional charity Pardubice). In 2023, the division's employees built a shed in the relief centre Červánky (Afterglow) in Třebosice to provide storage space for compensatory aids loaned out by the charity.

In the run-up to Christmas, the division traditionally supports charitable causes by making and selling garlands. Last year's round of the activity earned **CZK 39,950**, subsequently donated to hospice care organisation **Domácí hospic Andělů strážných**.

Together with **Centrum Don Bosco**, the insurer also participated in a **Day for children's homes** event. The day is dedicated to discussing with children the next steps in their leaving of their care institution. The division also organised a trip to a zoo and another to an aquapark for the centre's residents.

The division was contacted by **LENTILKA – integrative nursery and rehabilitation centre** with a request for help tending to

the centre's garden. Seven volunteers from among the insurer's employees helped to reconstruct a multisensory footpath, create a communication coil, paint outdoor play elements, sand down a garden hut, weed flower beds and spread mulch.

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

The insurance company continued its partnership with **Centrum DaR**. Thanks to the division, children from disadvantaged families enjoyed a trip to a zoo in the summer and an aquapark before Christmas. Both were special days for the children.

The insurance company donated a Škoda Fabia to **Centrum Kosatec**. The centre helps people living with a disability and in doing so tears down barriers between them and able-bodied people. The organisation also provides personal assistance services to enable seriously disabled people to maintain independent lives in their own homes, helping



## What's happening within the Group

with everyday chores and situations and with retaining the lifestyle they have become used to. In November, the division's employees helped the Centre with wall painting, window washing and floor cleaning and also provided additional furnishings for the Centre's ceramics workshop.

The division's environmental activities included the forming of a new partnership with **Pestré Polabí** and subsequent provision of a helping hand to the association in its quest to clean up the Milíč hillsides near Vysoká nad Labem. The hillsides have traditionally been home to pastures, meadows, orchards and farmed woodland. However, they became overgrown with brush, dealing a serious blow to local biodiversity. The division's employees put their shoulder to the wheel of habitat restoration and cut down the brush, piled up the timber, disposed of the smaller branches and removed grass and blackberry overgrowth.

ČSOB Pojišťovna also organised two **charitable baking events**. The first one yielded **CZK 67,453** for Teuška. The other event, the second in 2023 and 14<sup>th</sup> overall,

was dedicated to Ondra and Vítek, sons of a division employee living with an autism spectrum disorder. The boys received **CZK 64,396**.

ČSOB Pojišťovna regularly organises **Food collection** events. Both the summer and autumn collections produced two big cardboard boxes full of donations from employees. The amount of CZK 58,214 collected was used to purchase another **430 kg of foodstuffs and toiletries**, all of which were donated to the **Regional charity Pardubice**.

### ČSOB Hypoteční banka and ČSOB Stavební spořitelna

For the third 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 2023, employees of the two divisions visited the **Pod Skalami Home in Kurovodic** to not only deliver a few gifts, but more importantly to help with the planting of a new orchard and

with maintenance of existing gardens. The evening was then spent in the company of the home's residents around a bonfire. Visitors are an infrequent and all the more welcome variation to the daily routine at the home.

The divisions' employees were also able suggest nonprofit projects they deemed worthy recipients of a grant of **CZK 50,000**. A subsequent vote then awarded the grant to **patient support organisation Veronica**.

### Patria Finance

Employees of the division joined their colleagues throughout the ČSOB Group and accepted the challenge of inter-company **Běh pro Paměť národa** (Run for Memory of the Nation) held in May. Together, they accumulated 5,639.762 km over the course of the month. The organisers recognised the Group's contribution with diplomas for the highest number of participants (64) and teams (16). By engaging in healthy physical activity, participants also supported activities of the nonprofit **Post Bellum**.





## Sportovní klub vozíčkářů Praha

strives to create the best possible conditions for people dependent on wheelchair use wishing to engage in sports. The wheelchair users' sports club offers the broadest range of opportunities in its orienteering, outdoor activity, floorball, table tennis, dancing, badminton, monoski and diving teams. The cooperation between ČSOB and Wheelchair users' sports club Prague dates back to 2013.



"Thanks to the magnificent cooperation with ČSOB, we can facilitate sport and an active way of life in general for increasing numbers of people with disabilities from all over the country. What makes this partnership so exceptional is its longevity, and the friendly and warm communication. ČSOB is a strong partner and one we can count on year after year. And that is the greatest benefit for any nonprofit organisation. We also enjoy taking part in ČSOB employees' days where we can showcase our activities and demonstrate how many sports people in wheelchairs can take part in."

**Michaela Krunclová**

Chairwoman, Sportovní klub  
vozíčkářů Praha





# DIVERSITY

Although we're pretty good with numbers, we would of course 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



**7,308** employees



**4.2** percent year-on-year rise in investment  
in employee remuneration



**35** new female graduates  
from the Authentic Leadership program



**549** colleagues making use of option  
to work reduced hours



**15%** of the bank's **employees** are aged 55+



**101** employees have a disability



**CZK 70.6m** in substitute work  
fulfilments purchased



**CZK 1m** in subsidies expended on the costs  
of preschool, a nursery or a nanny



## Female managers in the #FinŽeny Hall of fame

Four 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 of the Board of Directors  
ČSOB



**Nicole Krajčovičová**  
CEO  
ČSOB Asset Management



**Markéta Cechman**  
Executive Director  
Shared Services and Operations ČSOB



**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 of its employees. One of the essential ingredients of diversity is **flexibility**, which has been our focus for many years. The Group supports working from home but also desires that its employees see more of one another in the office, share information within and between teams and pursue goals together. The Group's employees were thus given the option in 2023 of working **50% of their working hours from home** and the other 50% in the office, alongside their colleagues. From 2024 onwards, employees are spending at least 60% of their working hours in the office.

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.

### 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. We intend to continue focusing on developing lower and middle female managers and increasing their numbers. In 2023, the Group achieved a proportion of 35.4% of females in lower and middle management. The goal is to achieve a ratio of 38% in 2024.

Another plan for the upcoming year is to continue the Group's Authentic Leadership program, which produced another 27 female graduates in 2023. In the same year, the Group also launched its **Community for women** for the Authentic Leadership graduates to help them share their experiences and resolve any concerns they

may have. The Authentic Leadership program has already produced 100 graduates since 2021.

The Group is also succeeding in its quest to decrease the **gender pay gap**, which stood at around 2.9% at the end of the year.

ČSOB cooperates 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 skill levels among women and the coming generations in the digital world. ČSOB became the organisation's general partner for 2023.

### For living life well

ČSOB Group employees can take advantage of **reduced working hours**. The option was used by **751 employees** in 2023, 668 (89%) of whom were women. In all, some 7.5% of the workforce 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. 10 days' leave to look



## Creating a welcoming environment open to everyone

after a newborn baby, was used by **82** proud fathers last year. The option of **leave for a single parent** was used by **242** employees (6 men and 236 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, such as accompanying a patient to a medical appointment or visiting a hospitalised person. As many as **7,626** employees found one or more Sick Days useful in 2023, and **3,282** 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 2023, **194** 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 organised by ČSOB and its partner in the health insurance sector Oborová zdravotní pojišťovna. Responding to positive feedback on previous events, the Group once again organised a popular workshop by Hynek Medřický on the **effects of blue light**, complemented by others on office yoga, sleep and sleep hygiene, stress management techniques, home office and multitasking.

### 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 2023, a total of **645** employees had a minor in their care, of which **99** 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 available at both the Prague HQ and its counterpart in Hradec Králové. Given the great success of the centres, a decision was taken to begin building a bigger one in Prague in 2023. It opened in March 2024. Parents are also eligible for a **contribution towards childcare** that may help to cover nursery, preschool or nanny costs. As many as 75 parents made use of this last year, with the total contribution reaching **CZK 1,053,983**.

As many as **21% 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.

## Creating a welcoming environment open to everyone

The Group's **Academy for parents** continued its activities in 2023. 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 focused on developing soft skills. The Academy also includes online training sessions that help parents regain their confidence, improve their self-presentation and keep abreast of digital technologies used throughout the Group. In order to make the Academy available to parents working in the regions, it is also available in an online format. The Academy also includes presentations by departments which offer reduced working hours.

### Program 55plus

At the end of 2023, the bank employed **1,093** employees aged 55 or over, of which 65 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 2023, these included two workshops organised in cooperation with ČSOB Penzijní společnost and dedicated to early retirement and available allowances, and to explaining the difference between the transformed pension funds and the newer supplementary pension insurance.

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).

Since 2017, employees aged 55 years and over have been able to take advantage of working hours reduced by half under specifically advantageous conditions. This form of flexible employment is available to employees in selected sales positions.

### Employing people with disabilities

The Group fulfils its employment quota for people with disabilities through a combination of actual employment and purchases of substitute work fulfilments. At the end of 2023, the Group employed **101** people with a reduced work ability and another **91** people eligible for the status through social conditions. The substitute work fulfilment expenditure exceeded **CZK 70.6m**.



## Creating a welcoming environment open to everyone

Employees with disabilities find opportunities for work in digitalisation and the processing of payment instructions, in contract processing, complaint processing and processing of invoices. Colleagues from social enterprises also assist the Group in implementing automation and to a **considerable degree** 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, **Share Services and Operations** employ **48 people with a reduced work ability** in various positions. These employees come from social enterprises **Kolibřík CSR**, **Zebra Outsourcing**, **Ergotep** and **SDZP Družstvo**.

### Support for LGBT+

ČSOB honours the obligations that stem from the **Pride Business Forum memorandum**, of which ČSOB is a signatory. Applying the principles of equality in 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. These are just few examples of outcomes from reviews of the fairness of benefits available to the Group's employees, with concomitant updates to definitions with the aim of eliminating any forms of discrimination.

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

ČSOB also participated in the **Run against homophobia** organised by Pride Business Forum.

ČSOB maintains its role as a general partner of the **S barvou ven** (Show your colours) advisory organisation. Together with the organisation, ČSOB organised a talk on issues faced by transgender people and ways of supporting them.

The international KBC Diversity Day included **Transgender Toolkit**, a talk on ways employers should treat transgender people. Transgender Toolkit was created last year with the support of ČSOB and Pride Business Forum as an outcome from a conference organised for the benefit of the financial sector and hosted by ČSOB in late 2022.

## What's happening within the Group

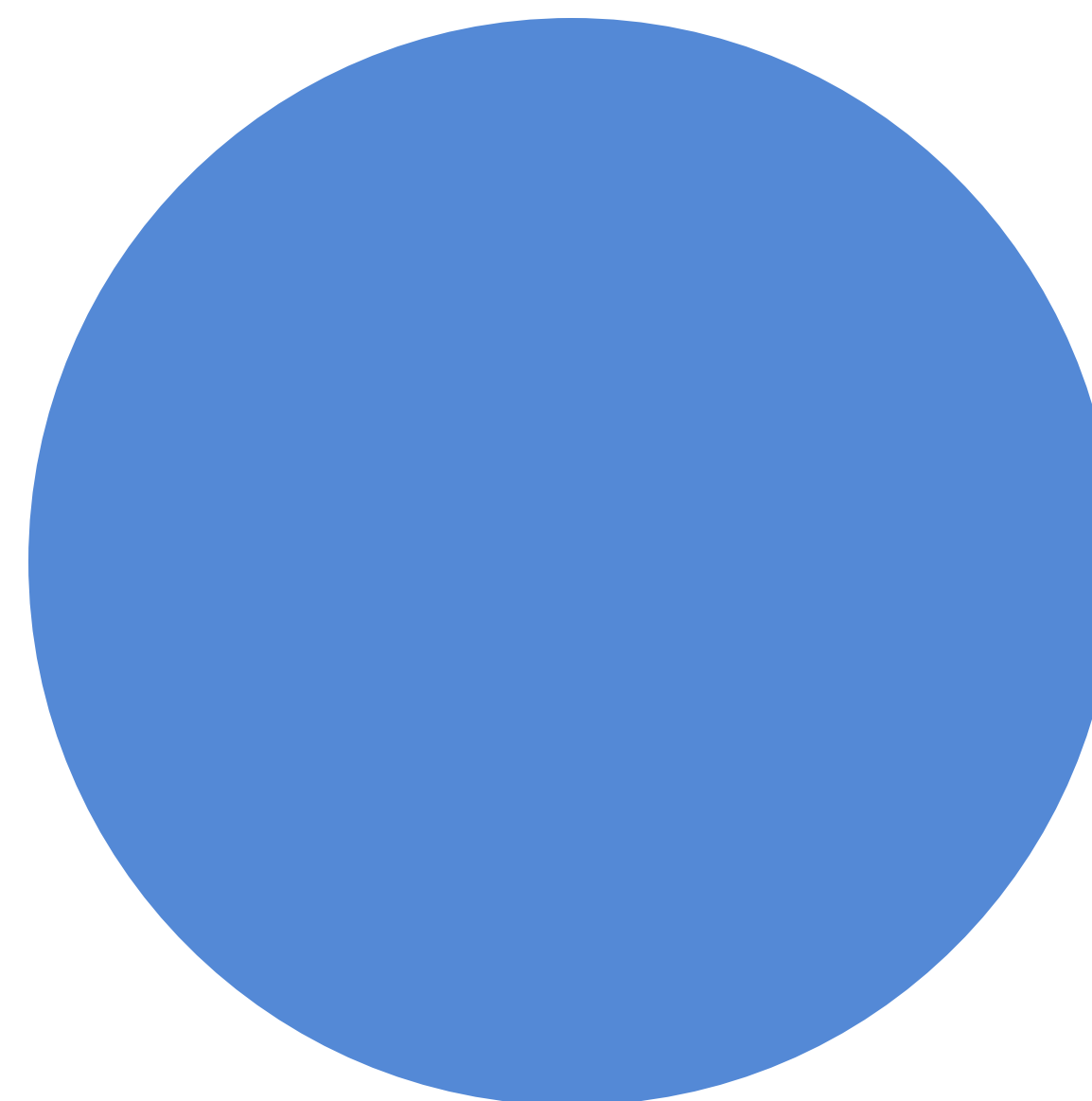
### ČSOB Asset Management, ČSOB Penzijní společnost and KBC AM Branch Czechia

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.

### 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 2023, 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.





## What's happening within the Group

### ČSOB Factoring

ČSOB Factoring supports **diversity and equal opportunities** for all. The division has two men and a woman on its board.

### ČSOB Pojišťovna

ČSOB Pojišťovna creates 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. ČSOB Pojišťovna positively helps 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, employees who are members of the sandwich generation. ČSOB Pojišťovna also offers a range of opportunities for continued education through specialised and skills-enhancing courses as well as in seminars focused 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** and equal treatment of all regardless of age, gender or sexual orientation. The divisions' employees also have the options of working from home or reduced hours.

# ABOUT THIS REPORT

In this report, ČSOB Group presents 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.





Key topics for stakeholders (material aspects)

Aspect	Reasoning	Solution
Integrity	Ethical conduct, honesty, transparency and integrity are the core principles of healthy business practice and as such they are embedded in the ethical standards to which we subscribe.	Integrity policy, Code of Conduct
Compliance	Compliance is an integral part of the corporate culture throughout the ČSOB Group. It demands in particular the upholding of ethical standards and legal regulations in the conduct of our business activities.	ČSOB compliance status, Code of Conduct, antitrust law, prevention of money laundering, prevention of tax evasion, anti-corruption program, gifts policy, whistleblowing policy.
Data privacy and protection	Trustworthiness is the basic prerequisite of a long-term relationship with the client and of banking activity in the financial sector in general.	MiFID rules of investor protection, protection of consumer rights in consumer loans and mortgages, measures preventing unfair business practices, processing of clients' complaints.
Financial performance and sustainable finance	As a stable and financially strong company, we continually 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 mind for people in relation to consideration of financial products and services or the purchase of investment instruments.	We put the client's interest first, while in business we act with honesty, maintain propriety in relationships and negotiate with discretion and responsibility.

This report describes the period from 1 January to 31 December 2023 and as such follows up on the ČSOB Group Social Responsibility and Sustainability report for 2022. In terms of its contents and as part of integrated reporting, this report is closely linked to the ČSOB Annual Report for 2023, to which it serves as a supplement for selected non-financial information.

