

WE BELIEVE IN GOOD CAUSES



**#stronger
than you think**

#silnější, než si myslíte

Ceska Sporitelna 2021 Sustainability Report in accordance with Directive No. 2014/95/EU (inspired by the sustainable development goals (SDGs) and the GRI methodology at CORE application level).

This is not non-financial information in the sense of Act No. 563/1991 Coll., Act on Accounting, because it fulfils this obligation in accordance with § 32 g, letter 7, consolidated accounting unit, and to the parent company Erste Group Bank AG, with registered office at Am Belvedere 1, 1100 Vienna.

You can find the consolidated non-financial report → [here](#)

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8 STRATEGY #STRONGER

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13 We are building a #stronger and more sustainable bank built on financially healthy, educated and self-confident people and companies.

The Topic of Sustainability Currently Moves Almost All Areas of Life

The key topic for us is **personalized advice** for all client groups without distinction both at branches, in corporate centres and in the digital environment.

We also want to **take more care of vulnerable groups of clients** without financial reserves, focus on affordable housing and support for the construction of rental apartments.

We also support **innovation and the competitiveness of entrepreneurs**, and we do not forget about sustainability and financial literacy, which is the basis of prosperity.

Our biggest impact on society is of course through funded projects. **We will therefore focus on what we finance and how our business is aligned with the goals of sustainable development.**

With expert advice, we will contribute to the **green transformation and to motivating people to do business in accordance with sustainable principles.**

We do everything with future generations in mind.

We create together #stronger future.

"Our ongoing strategic transformation we linked to the financial health society with the intention of the parent company called The Erste 2030 path. Our ambition is to set trends for the whole company, which is why we want to bring sustainable solutions and offer them to all our clients, business partners and employees."



Tomáš Salomon
the Chairman
of the Board of Directors



FINANCIAL SUSTAINABILITY IN THE ERSTE GROUP BANK AND IN CESKA SPORITELNA

DIRECTION OF ERSTE GROUP BANK

? Gabriel, you are the Sustainability Manager at Erste Group Bank. Can you share with us what Erste's strategy is in this area?

"We cooperate with several important institutions under the leadership of the UN, which help strengthen the financing of such projects to reduce emissions and achieve greener future and climate neutrality. We are becoming a bank focused more on sustainable development. As the first bank in Central and Eastern Europe, we joined the UN Net Zero Banking initiative Alliance. Coal policies and other green consumption commitments we are already accepted in 2021, we want to be climate neutral in 2023 and we will adapt our lending and investment activities to net zero emissions portfolio at the latest by 2050."

#strongercompany



Gabriel Marosi
Sustainability Manager
of Erste Group Bank

OUR PRIORITIES IN THE AREA OF SUSTAINABLE DEVELOPMENT

As we want to set trends and play one of the key roles in shaping the sustainable development of the Czech Republic, we have a sustainability manager from March 2021.

His name is Matúš Púll.

Thanks to the bet on sustainability
we are #stronger

? Matúš, why did you want to be the sustainability manager?

"I have been working at Ceska Sporitelna for fifteen years. My professional carrier has been connected for many years with corporate banking, including the last few years in the syndicated financing department. I was already interested in sustainability as a student and my interest continued when I saw a positive impact of sustainable projects on the environment or company. I believe that responsible and green Ceska Sporitelna will lead to sustainable prosperity."

? What sustainability activities have you started in 2021 and what are your priorities for the following period?

"The most important thing for us is that our advisory and services really help to improve financial health of our clients and contributed to the sustainability of the Czech Republic. So that we can do it efficiently and long-term, we created a sustainability team in 2021, included sustainability to the KPI's and prepared the training for our employees. We have issued the largest green bonds issue among the Czech banks, and committed ourselves to provide loans to finance renewable resources and energy-efficient buildings.

In the future, we want to better connect our good things in the area of financial health, education and society development with the daily work of our employees."



Matúš Púll
Sustainability Manager
of Ceska Sporitelna

8 HOW WERE WE DOING

9

2021 was a turbulent year marked by gradual macroeconomic recovery and the improving pandemic situation.

Our client base grew, as well as our market shares in mortgages, mutual funds and corporate loans.

We have confirmed our position as a leader on the Czech mortgage market and fixed our position as the largest corporate bank.

We issued EUR 500 million green bond issue, the proceeds of which will be used to support stronger and more sustainable society as we committed.

We successfully completed the first acquisition of a competing bank in modern history, and thus integrated all clients, employees, branches, equipment and IT systems of the Waldviertler Sparkasse bank (WSPK) operating mainly in South Bohemia into our structure.

Lower production of the risk allowances and overall recovery after the covid-19 pandemic had the biggest impact on the overall economic result.

WHAT WE COULD HAVE MANAGED BETTER

In the fall, the dramatic rise in energy prices on the domestic market. It started due to the collapse of the Bohemia Energy group, which included our former subsidiary Energie CS as of 2020.

Due to Energie CS's previous ties to our financial group, we considered it necessary to help our former clients in this difficult situation.

That's Why We Responded to this Situation:

By quickly helping our clients through encall company, which provided energy consulting and helped people simplify the transition to a new energy supplier.

By temporarily waiving fees for changing standing orders and direct debits to suppliers of last resort or to a new energy operator.

OUR YEAR 2021 IN NUMBERS

Economic Results:

Net profit
CZK 14.2 billion

Operating profit
CZK 22 billion

Return on capital
9.8 %

Cost / Income ratio
48.2 %

Consumer loan portfolio
CZK 74.8 billion

Portfolio of provided mortgages
CZK 350 billion

Loans to small and middle enterprises and large corporates
CZK 260.7 billion

Consolidated balance sheet amount
CZK 1,641.7 billion

George:

Active users of George application
1,875,470

Active users of George mobile application
1,259,078

Supporting Good Causes:

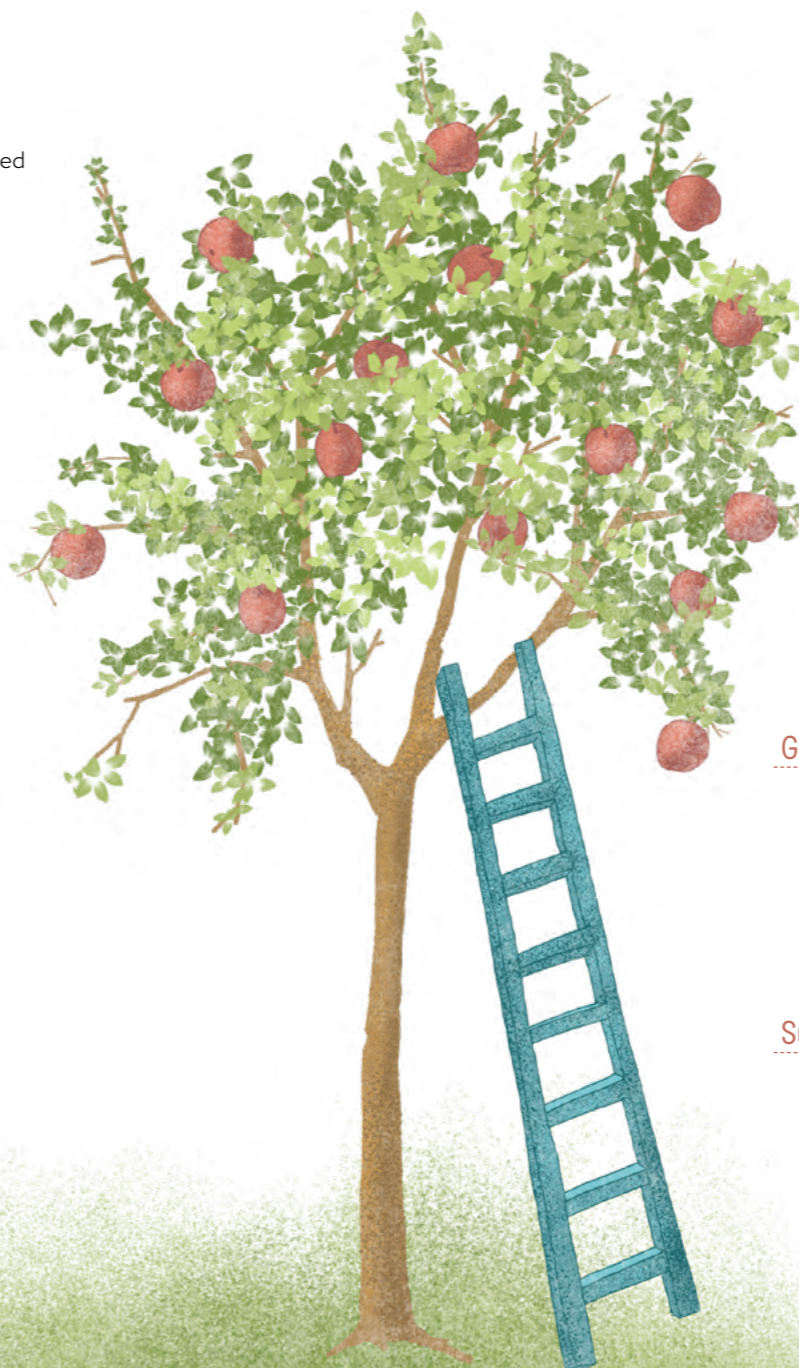
In 2021, we spent almost
CZK 79 million
on supporting good causes

Since 2002 we have provided more than
CZK 380 million
to those in need*

More at:



→ 2021 Annual Report



*) the amount donated by the CS Foundation is not included

AWARDS

In 2021, we won several awards, some repeatedly. The prizes reflect our efforts to offer clients modern, complex and competitive financial products at fair prices, while providing them with quality financial advisory.

Bank of the Year ¹

- 1st place**
- "Bank of the Year"
– we defended last year's title
 - "Banker of the Year"
– for Tomáš Salomon, the chairman of the Board of Directors
 - "Private Bank of the Year"
- 3rd place**
- "Corporate Bank of the Year"
 - "Sustainable Bank of the Year"

¹ Bank of the Year is an award that has been awarded in the Czech Republic for 20 years. He decides on the award a commission composed of financial analysts, economists, economic journalists, academics and entrepreneurs. The governor of the Czech National Bank, Jiří Rusnok, took over the patronage of the 2021 edition. Banker of the Year is an award, in which the awardee is chosen from among the heads of banks operating on the Czech market.

Awards in Sustainability

- 2nd place**
- compared to Czech banks in terms of sustainability
→ [processed by Impact Metrics](#) ²
- Our advantages:
- lowest carbon footprint
 - the least paper consumption
 - the least amount of waste
 - the most balanced employee structure
- We can add in transparency.
- 3rd place**
- "Sustainable Bank of the Year"
in the Bank of the Year competition

² Data collected for 2019 was published in 2021.

Golden Crown ³

In 2021, we won a number of other awards, some products celebrated their triumph several times.

- 1st place**
- Ceska Sportelna mortgage
 - Alphabet of Money – Social Responsibility category
 - CS Pension Company
 - Burinka Building savings in George
- 2nd place**
- Mastercard World Elite Metal
Metal payment card offered to Erste Private Banking clients
 - We CanDo More – Social Responsibility category
 - CS Online loan
 - Corporate loan Start-up CS New Blood
 - Stock Small Caps mutual fund

³ The victory is all the more valuable because the products in the various categories are judged by an expert jury made up of representatives of financial companies, advisers, representatives of academia, entrepreneurs and journalists.

Finparade ⁴

- 1st place**
- Ceska Sportelna mortgage
- 3rd place**
- Supplementary pension savings CS – Pension Company

⁴ The competition of the Finparada.cz portal specializes in financial products and awards for exceptional results, innovative procedures and interesting ventures in the banking and financial market. The basis for the assessment is hundreds of thousands of data items, the resulting assessment she is so professional and independent

ADC Czech Creative Awards

We won a lot of → ["nutcrackers"](#) – as they also call awards in the field of branding and branding.

- 1st place**
- "Client of the year 2021"
 - Digi grandparents' campaign – the Best Radio Spot category
 - #stronger campaign and new communication concept
– the Integrated Campaign category
- 3rd place**
- #stronger campaign drone show – the Brand Experience category
 - It always makes sense to believe campaign created
in cooperation with the Memory of the Nation organization
– the Campaign for good category

Drone Show of the #Stronger Campaign



→ 17. 11. 2021 video

We launched a drone light show campaign in April 2021, which we want to encourage society and give to Czech people self-confidence and self-belief.

In November 2021, we paid tribute to our freedom. #ThanksWeCan



100
drones:



1 reason:

to remind all people in the Czech Republic that

**You are #stronger,
than you think.**

1 HELP DURING THE PANDEMIC

3

In 2021, we helped clients, employees and the company similarly to the previous year.

ASSISTANCE TO EMPLOYEES

Our employees were also affected by the covid-19 pandemic. We did everything to make a difficult their situation easier and provide them with the safest possible working environment.

- We provided **protective equipment beyond the scope of legal obligations** to increase work safety.
- We disinfected all public and internal bank areas daily.
- We have ensured the possibility of on-site testing and online supervised self-testing of employees.
- We organized **vaccination** against covid-19 and the flu for those interested **directly in the bank**.
- We maximally supported home office.
- We **loaned equipment for home office** and enabled **discounted purchase of ergonomic aids** from several companies.
- To our colleagues and their families, we offered extended anonymous free access to online medical and psychological services.

"We did our best to protect responsibly the health of our employees and clients."

We invested over **CZK 30 million** to specific anti covid protection.

We bought over **1,200,000** of Czech nano-masks and FFP2 respirators and over **200,000** certified antigen tests.



Pavla Mendlová
Health Manager

CUSTOMER ASSISTANCE

Registration for Vaccination against Covid-19

"Already in the first wave of the pandemic we helped tens of thousands of eldest clients with digital banking settings, cashless payment or personal delivery of payment cards. In 2021, we then set up a special free one client line for active assistance to seniors with registration for vaccination against the coronavirus, which was used by 2,250 of our clients."

Monika Hrubá, CX Area Lead

The Merciful Summer

We joined the State's Merciful Summer initiative, during which people could get rid of foreclosures, if they related to obligations towards the state and public entities.

- Our clients and clients of SSCS could also take advantage of the gracious summer **from November 15, 2021, to February 28, 2022.**
- Clients mainly dealt with loans, accounts and credit cards.

The Merciful Summer 2021 at Ceska sporitelna⁵

425

clients

261 men

164 women

the total amount
principals paid
CZK 30.6
million

the total amount
forgiven accessories
CZK 88.9
million

⁵ During the data processing for the non-financial report, the Gracious Summer event was already completed and evaluated.

Some Interesting Numbers

the highest
forgiven accessories
CZK 1,700,000
the client just had to pay only
a fee of CZK 907.50, he has
already paid the principal

the highest
principal paid
CZK 718,000
we are on this loan they
forgave others CZK 303,000
for accessories

the biggest a "benefit"
to the bank
was a paying client
CZK 667,000
and we forgave him
CZK 116,000

the oldest
discharged loan
from July
1993

the youngest
discharged loan
from March
2015

the oldest
client
82
years old

the youngest
client
22
years old

"The merciful summer has shown us a number of hard and hopeless situations with a good end. Our clients thanked us so much that it confirmed us the merciful summer was a meaningful event."

Marek Ambrož, restructuring manager and enforcement of retail clients

"At my age, it's a huge relief. I was scared every day due to commitments and this action gave me the opportunity to live without stress as a normal pensioner. Thank you very much and I bless you all who made this possible."

Client, 68 years old



**Today
we are**

**#stronger,
today
we help.**

SOCIAL RESPONSIBILITY

We measure social responsibility using two globally recognised methodologies.

SDGs – UN SUSTAINABLE DEVELOPMENT GOALS

SDGs
Sustainable
Development Goals



→ www.sdgs.un.org

All UN member countries have agreed on a total of 17 sustainable development goals to ensure decent living conditions for all citizens of the planet, to maintain its viability for future generations and continue to develop it.

Ceska Sporitelna has been looking after its clients for 196 years now. Our highest priority was and always will be their trust, prosperity and growth. Therefore, within the entire Erste Financial Group, of which we have been a part since 2000, we applied to adhere to the sustainable development goals which, among other things, strive to ensure global prosperity.

In Our Business We Consider the Following Goals To Be Meaningful and Feasible:



→ In individual chapters, we always present a maximum of three fulfilled goals which are described as follows:



GRI METHODOLOGY – INTERNATIONAL STANDARDS FOR MEASURING AND RATING SOCIAL RESPONSIBILITY

We selected the GRI methodology for the entire Erste Financial Group, because it is comprehensible, comparable and the most appropriate for recognition of long term sustainability using various measurements and assessments. The methodology assesses organisations in terms of three basic pillars – economic, environmental and social. Thanks to GRI methodology we gained a comprehensive overview of all the things we do in individual areas of social responsibility and how we contribute to the common social good. Our parent group, Erste Group Bank AG issues a consolidated non financial report as part of its Annual Report for 2021. Therefore, we have no regulatory obligation to issue an independent report, but we do it gladly and hope that our report will interest you.

GRI
Global Reporting
Initiative



→ GRI standards



→ 2021 Annual report
Erste Group Bank AG



→ 2021 consolidated non-financial report
/ Sustainability in Erste Group Bank AG

→ You will find our index at the end of this report.

8 MATERIALITY ANALYSIS AND MEASUREMENT OF SATISFACTION

Our vision is to have five million fans for our two hundredth anniversary in 2025. This means five million people that are satisfied with us and recommend our products and services to their friends. We strive for continuous growth in satisfaction with our products and services and permanent improving the financial health of clients.

NPS

Compared to last year, we improved our **NPS¹** to a value of **+32** and they are cheering us on **2,452,533 people**. This represents a year-on-year increase of 4 points and 316,933 fans.

- Our NPS growth in 2021 was less than expected (the original target was NPS 35), especially with clients whose financial situation affected by the coronavirus pandemic.
- **In total, we improved our NPS by 67 points** (from -35 to +32) over 7 years of measurement. For 2022, we want to reach the target of +39.
- In 2021, 52% of clients (promoters) recommended Spořka on the contrary, 20% of clients (detractors) did not recommend. However, we manage to successfully reduce their percentage over time².
- **Banks have invested in improving the level of customer service and the overall has grown customer satisfaction.** However, we can expect more of her in the near future decline, mainly due to rising inflation and rising loan interest rates.

ECHO

We measure immediate feedback called ECHO immediately after the visit client at a branch, in a Premier centre or an Erste Private Banking centre, after e-mail communication, after a call with the client centre, after logging into the internet and mobile banking, after using an ATM or chatbot, after visiting the website and social networks of Česká spořitelna or after resolving a complaint.

Client Satisfaction Results Are Consistently at a Very Good Level:

After visiting the branch was satisfied
94 % clients

At the counselling session was satisfied
97 % clients

¹ HOW NPS IS MEASURED: Measuring client satisfaction, or NPS, is one of the key indicators of growth and prosperity. We measure it regularly twice a year since 2012, when we always ask clients the same question: "Would you recommend Ceska sporitelna?"

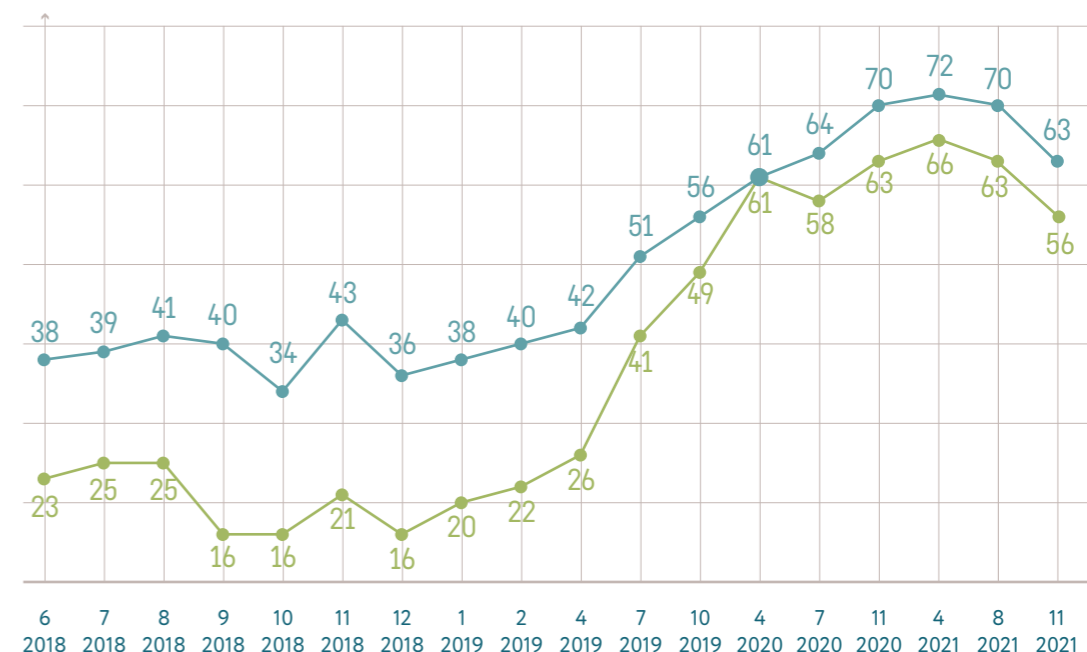
² Source: Presentation of the results of the bank's customer satisfaction survey in 2021, Data Stories Research

#stronger thanks to you

NPS from the Perspective of Employees

Number of fans from employees:
7600+

● NPS employer ● NPS bank



CLIENT CENTER

Our client centre celebrated its 20th anniversary in 2021. All the while helping our clients, advises them, answers questions, helps them with transactions and handles their complaints as well as various requests and submissions.

? What was our client centre like in the past year?

"Like the entire Czech company, our client centre was also affected by the pandemic in 2021 coronavirus. We put a lot of energy into ensuring smooth operations for clients, that's why we too faced high sickness or absenteeism of bankers due to closed schools, quarantines, etc. At the time of the greatest crisis, everyone was involved in calls with clients - team leaders, support colleagues and branch managers including myself. We also helped solve internal changes, for example during the transition to Microsoft, we tried reducing the technological impact of changes on clients, e.g., when ePIN is introduced, etc. A big role we also played a role in solving the consequences of the devastating tornado in southern Moravia or the surrounding situation Energy of the Czech Republic."

Nikos Bekakis
Director
of the Client Centre



How the Client Centre Was Doing in 2021

Sales plan
fulfilled on
123 %

CZK 4.5 billion
sold loans

CZK 6.49 billion
rescued loans

4.1 million
total calls

CZK 7.9 billion
sold mortgages

CZK 74.1 billion
signed hypo contracts
in virtual housing centres

270 thousand
processed e-mails

765 thousand
chat questions

72 %
solved
the chats chatbot

Cooperation with External Call Centres

Our client centre has also been cooperating with external call centres for 15 years, especially where speed, flexibility and quality services are needed.

In 2021, Our External Call Centres Managed

4,000
offers of help
clients aged 80+
interested in
vaccination registration

7,332
offers of help
clients affected
by the tornado
in South Moravia

40,000
offers of help
clients they needed to
choose new energy supplier,
when Energie CS ceased operations
from the Bohemia Energy Group

COMPLAINTS AND CUSTOMER CLAIMS

The Complaints Handling Centre in Prostějov takes care of the satisfaction of our clients.

- It provides them full service and **client satisfaction with complaint resolution once again exceeded 90%**.
- In 2021, the team managed to resolve over 61,000 client submissions.

Compared to 2020, our number of complaints decreased slightly last year, mainly due to those clients could now submit claims for card payments directly in George.



Complaints and Client Claims in 2021

90.9 %
it was average
client satisfaction

67,322
received complaints
without complaints
entered in George

30
solvers
in team

84.5 %
we closed
with the complaint
within 5 working days

61,326
resolved complaints
of which in the
English language
722

43,859
processed
e-mails

MATERIALITY ANALYSIS

We did the last research on the preferences of our stakeholders in the CSR activities in 2021. Compared to the last two measurements in 2019 and 2020, there are no significant changes in the importance and knowledge of the activities

The Survey Shows that We Should Constantly Pay Attention to:

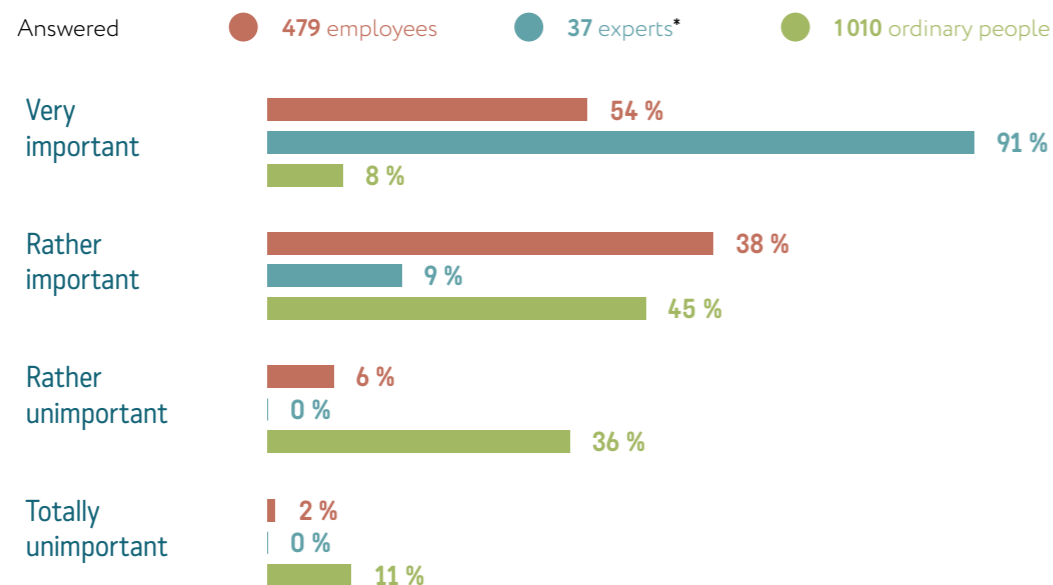
- support of education in the society (support of modern methods in education)
- compliance with regulations and the fight against corruption
- customer satisfaction
- health and life balance of employees
- social, humanitarian and environmental projects (Digitalization of the Czech Republic)

Perception of the Importance of CSR Activities of Ceska Sportelna

For the CSR experts is support of these activities the most important. Employees also perceive it more important than population.

However, since 2020 there has been a decrease in those employees who consider it very important.

? How much important is that Ceska sportelna is engaged in CSR activities?

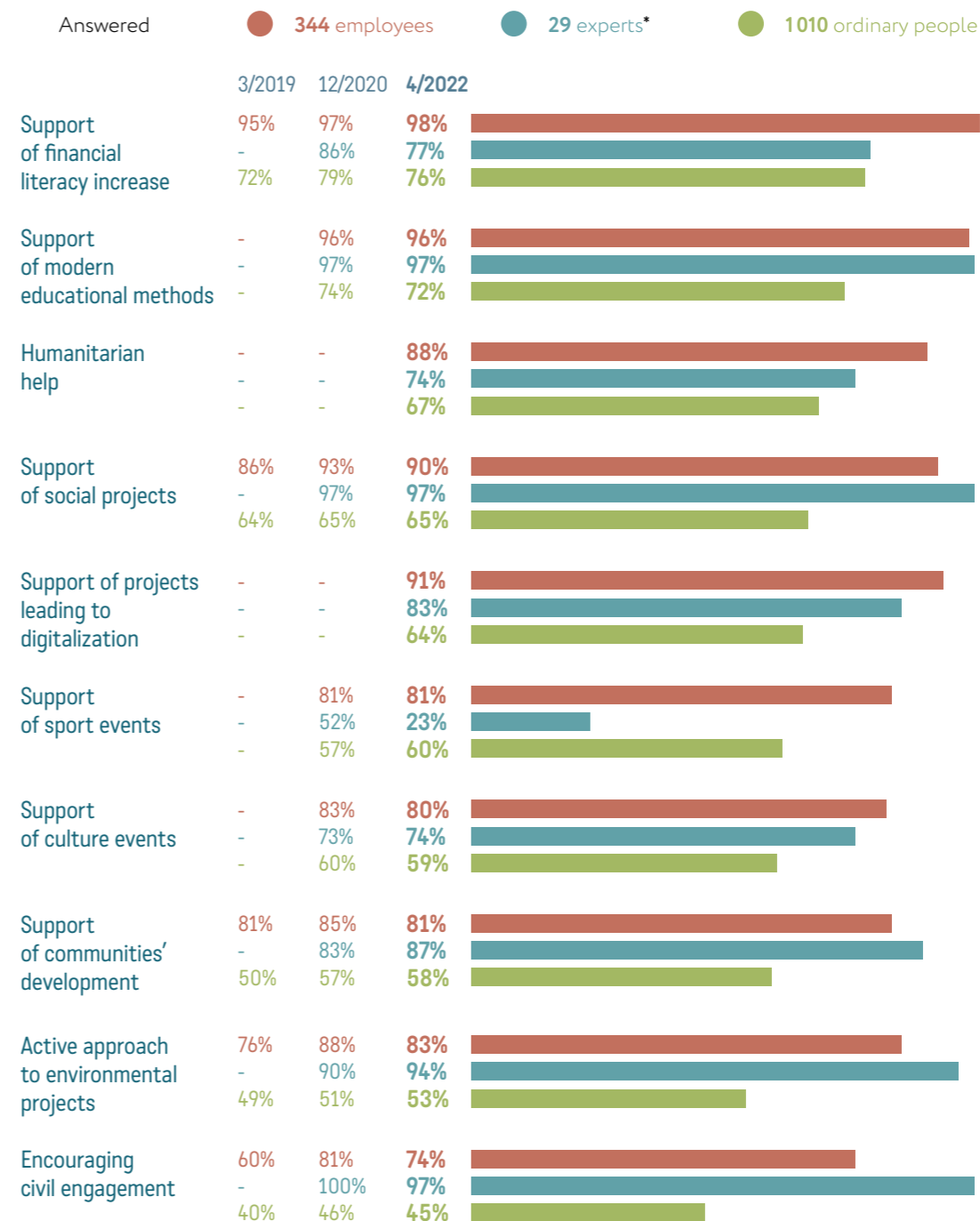


*Due to the low number of responses for experts, the results for this group must be taken as indicative.

Perception of Ceska Sportelna's Engagement (year-on-year progression)

There are no dramatic changes in the engagement from year to year.

? How much beneficial is that Ceska Sportelna is engaged in the following areas?



10 A GOOD NEIGHBOUR

11

In our country we have several places with the social problems.
The Good Neighbour initiative is our contribution to solving this sad situation.

DAYS SPENT DIFFERENTLY

We start with ourselves. Our employees can use up to two working days to help those in need.

- They offer to non-profit organizations their know-how, teach them fundraising, program their client databases etc., but they are also willing to work manually.
- Both individuals and teams selflessly help pro bono.
- More volunteers join the program financial literacy → [the Money Alphabet](#).
- We responded to a pandemic situation and a devastating tornado. Thanks to → [Sporka through Czechia](#) (Spořka Českem) activity (see below), new colleagues are interested in volunteering.

→ Days Spent Differently 2021

1,636
employees engaged

1,650
days used

12,986
hours

We Give Back to the People What the Tornado Took from Them

In June 2021, a devastating tornado swept through (and not only) the territory of South Moravia.

Hundreds of our people also offered a helping hand, including Jana.

"In Mikulčice I got work gloves, shovel, volunteer wristband and my first task – to dig a hole for the sewerage of a new house with several Slovak teenagers. We were ten people, so it was done very fast!"

#stronger neighbourhood

COMMUNITY GRANT PROGRAMME WE CAN DO MORE

We support the projects of active people whose want to improve their neighbourhood. They establish clubs, beautify villages, restore benches, wells or paths, plant trees, build summerhouses for neighbourhood events and organize such events themselves.



→ We Can Do More

- For a grant of up to CZK 100,000 can be requested continuously at → www.dokazemevic.cz.
- We cooperate with → [the VIA Foundation](#) and → [the CS Foundation](#) will double the donation appeal amount on the portal → darujme.cz.
- At least one employee participates in each project.

→ In 2021, we supported
48 projects
across the Czech Republic

and split almost
CZK 3.4 million

Pardubice GOAT

In 2021, the neighbours worked together to revitalize the public area, they built pergola and barbecue area or made a community garden and an eatable garden.

How to make a community garden in a big city or how to respond the haters on social networks you can listen in a podcast u → [Over the fence](#).

Microgrants

Microgrants are part of the We Can Do More programme.
We give from CZK 5,000 to 10,000 for neighbourhood activities.

→ In 2021, we supported
75 projects
within microgrants.

fully implemented
69 projects.

We payed
CZK 715,400.

Mousehole in Pilsen

Thirty neighbours and passers-by transformed the subway known as the "Mousehole" to a place where you are not afraid

Led by two Pilsen artists and one Syrian calligrapher they decorated it by space motifs.

STRONGER DRIVERS (IMPACT FIRST)

The accelerator educates mentors and coaches and thanks to it strengthens community drivers and helps them grow their beneficial business.



→ Stronger Drivers

- Every year we publish two runs of the programme together with Impact Hub, but only 20 participants can be selected annually.
- Since 2015, more than the 100 non-profit organizations and social enterprises have graduated within Impact First accelerator.
- In 2021, we began to focus on regional drivers in the programme.

Meet the Winners of the Pilot Run:

- Kateřina Rybářová Vavrečková from Kapradí, Opava
- Natalia Baránková from the Forest Club Malejov, Prague

in the article:

→ [Two Impact First winners change the character of their surroundings](#)



SOCIAL IMPACT AWARD

Since the beginning, we have been part of the international Social Impact Award programme realised by the Impact Hub.

The accelerator helps young innovators to transform their ideas, how to make the world a better place to live, in sustainable business.

- Succeed projects are with a social or environmental impact.

Here are the Winners:

- → [SeakSpeak](#) company teaches the deaf to speak
- → [Máš chvílku](#) (You have a moment) company connects volunteers
- → [Nekračni](#) company teaches young people to farm
- → [Řemeslow](#) company is a fan of hand crafts

OVER THE FENCE PODCAST

In 2021, in cooperation with the VIA Foundation, we also started publishing a podcast:
→ [Přes plot](#) (Over the Fence).



→ Over the Fence

Listeners can thus be inspired on all podcast platforms guests from the world of communities. People who have experience that a small act can create a lot of positive energy and start bigger changes.

In 2022, We Will Continue the Described Programmes and Podcast.

- With the VIA Foundation, we want to expand the portfolio of programme We can do more (Dokážeme víc) for multi-year grants of up to CZK 0.5 million.
- Together with the OSF Foundation, we want to award libraries these play an inspiring role (not only) in your neighbourhood.

FOR A STRONGER SOCIETY

Freedom and prosperity are connected, one cannot exist without the other.

- The cultivation of our civil society is largely handled by non-profit organizations, which have long been dishonoured and underestimated in the eyes of the Czech public.
 - That is also why we with the partner platform → [Festival of Freedom](#) supported the campaign dispelling myths about NPO's:
 - [Takoví Jsme](#) (That's Who WeAre)
- Independent media is a fundamental pillar of freedom.
 - That's why we support → [Journalist award](#) in the long term.
 - We are members of → [Nelež](#) (Get Real) association against disinformation.
- We are long-term partners of the organization → [Aspen Central Europe](#), which is focused on social capital strengthening and personalities connecting across different sectors.
 - In 2021, we also supported a series of conferences → [Moonshot by Aspen](#).
- We support social enterprises in their self-confidence, competitiveness and sustainability through → [Breakfaststory](#) platform.



1 EDUCATION 4 TO FINANCIAL HEALTH 8 AND FINANCIAL LITERACY

THE MONEY ALPHABET

In the first half of the year, teaching took place on-line, then mostly face-to-face, but with restrictions, which was associated with difficult coordination of deadlines.



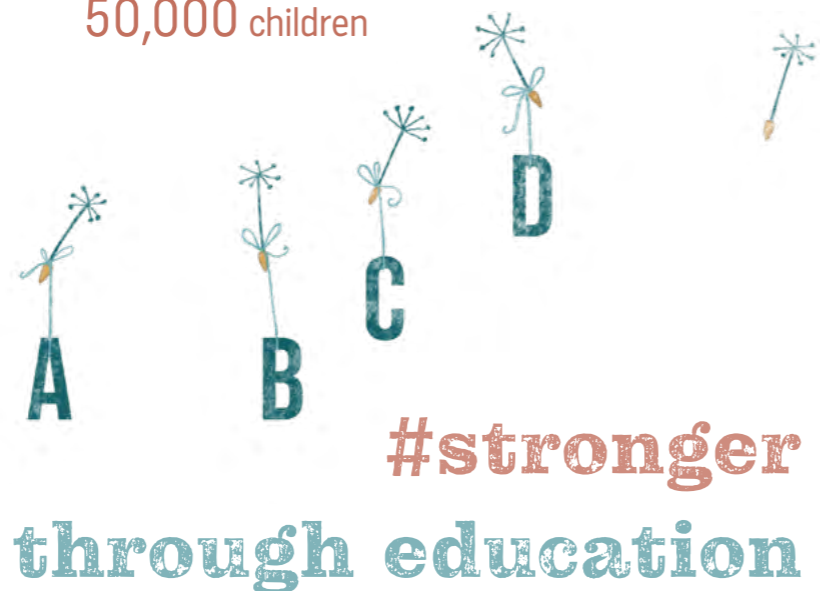
→ Money Alphabet

- **We introduced comparison quizzes** of the classes involved to find out impact of the Money Alphabet.
 - **Pupils who went through the programme improved by more than 30%.**
- **We became the main partner of the Financial Literacy competition** again, in which more than 16,000 children from the Czech Republic participate every year.
- The Money Alphabet programme is supported by the Czech Ministry of Finance.

The Money Alphabet Is Constantly Expanding:

Until the end of 2021
got involved
553 schools

By programme passed
for 2021
over
50,000 children



For Preschoolers

- **We have completed the programme We Can Do It in Kindergarten**, which helps to teachers in kindergartens teaching financial literacy.

Teachers can use

- methodological sheets
- interactive games
- picture puzzles The Good Housekeeper created in collaboration with Albi
- educational audio fairy tales narrated by Jiří Lábus



→ Preschoolers

For School Children

- In the second and fourth grades, **we continued with the teaching programme We Can Do It at School** that is used both on-line and face-to-face.
- **We adapted the Business Programme to the new era** and made it partially on-line without branches.
 - **We built a new part called Entrepreneurial Class** as a superstructure to the educational programme We Can Do It at School.
 - **Instead of a fair, we use children's e-shops and payment terminals** and we develop other pupils' competencies.
- We became the general partner of the film Tajemství staré bambitky, and thanks to that, Václav Noid Bárta wrote six songs for the Money Alphabet Songbook used in music lessons.



→ 2nd grade



→ 4th grade

For Seniors

- We help older people to use better modern technologies.
 - The whole year **we taught them on-line and we also filmed instructional videos** for using a mobile phone or useful applications.



→ Seniors

Other activities

- **Interactive game for teenagers** → **A Mysterious Journey** in which the whole class can compete for a shared experience.
- New section of **educational videos and simple video tutorials** for clients on our website **in the Counseling section**.
- **New and less time-consuming forms of volunteering for employees.**



EMPLOYEES EDUCATION IN SUSTAINABILITY

In addition to various mandatory regular courses on banking products, legislation, ethics, personal data protection, etc. in 2021, we also prepared educational events for employees on sustainability. Including a special podcast.

- In order to lead our clients and society to prosperity, sustainability must be natural and integral part of our mission. **We therefore not only have a long-term vision, but also take concrete steps.**
- **We have prepared courses for employees in which they learn about the bank's role in sustainability, climate change mitigation and green products.**
An e-learning course that is a combination of educational text, videos and links to interesting external materials, we will continue.
- **We also organized several awareness-raising events in the field of sustainability:**
 - **internal presentations**, including for bank managers and corporate bankers as part of the presentation of the strategic transformation into financial health company
 - **"green debate" for our employees** in cooperation with external partners (server Climate Change Facts, company Arcadis)
 - **webinar for bankers** about ESG in corporate banking
 - **professional seminar for the public** (Sustainability in practice, Green deal in a nutshell, Climate Neutral Czechia study)

IN UNIVERSITIES AGAIN AFTER COVID TIME

For the university students we have updated a portfolio of lectures and workshops led by our experts.



→ We Help Good Ideas

- Their goal is to enrich students' theoretical knowledge with practical experience.
 - In 2021, several dozen lectures took place directly on the school grounds, others of them took place in an online environment.

→ Lectures in 2021:

2,498
students
saw live broadcasts

6,600
young viewers
saw the repeat

Most Popular Topics:

- Project management vs. Agile techniques
- Stock market symbols
- Circulation and processing of cash in the Czech Republic
- UX and what is it actually?
- LinkedIn as a tool for business and building a personal brand

DEBT ADVISORY CENTRE

We co-founded this non-profit debt advisory centre in 2007.



→ Debt Advisory Centre

- **The advisory centre offers free services on the green line and in three permanent and five mobile branches.** With clients, they resolve their tense financial situation free of charge, impartially and discreetly.

The Most Common Reasons for Insolvency According to Interviews with Clients:

- low financial responsibility and late resolution of problems
- naivety in approaching one's own budget and obligations
- disease
- job loss
- liabilities from business
- non-communication with creditors
- reduction of income (permanent and temporary)

→ Debt Advisory Centre in 2021:

Total already during the period of its activity the counseling service served **134,498** clients.

We have processed more than **12,000** calls.

We handled the problems personally **600** clients.

- In 2021, during the financial crisis, we continued in a **pilot project to help the clients with rejected restructuring.**
 - **We helped 91 clients** to restructure their debts, and we gave them a chance to solve their difficult situation.
 - **Totally we worked with 202 clients** with rejected restructuring.

In 2022, we aim to help a total of 8,000 clients.



4 SOCIAL BANKING

8

10



→ Social Banking

We are a guide for non-profits and social enterprises, from education to the strengthening of competences for direct financing. For this, we offer them a wide range of consultations. With the aim of the most effective impact, we cooperate with selected organizations individually and long-term. As for programmes, we have something for everyone, we can't even fit them all here. So follow us on the web!

We Educate



→ Social Banking Academy

Social Banking Academy

We offer a comprehensive program for the development of a modern non-profit.

From creating a vision through fundraising up to online tools and social networks.

→ 1 program, 8 workshops, 66 organizations

Together with the Tessea Organization We Develop Social Enterprises

We combine workshops focused on their particular needs with individual consultations.

In this way, we can advance the company not only in crisis and financial management, but we also have answers how to handle the gastro crisis in a pandemic, how not to burn out or how to solve environmental problems in practice.

→ 1 program, 8 workshops, 10 organizations, 200 consultations

We Focus on Opportunities that They Bring with Them an Emphasis on Sustainability

We put the experience to good use in the webinar.

We are preparing more for 2022.

→ 17 participants



We Coach

Individual coaching moves the drivers of non-profits same as the organizations they lead.

The subject they cover in depth is on them, the bills on us.

→ 10 organizations

We Mentor

SOFIE – Financial Education

Together with our partners, we are piloting the Individual Mentoring Program for young people leaving children's homes or foster care.

We Are Accelerating

FRIN and Impact First

Together with the Ceska sporitelna Foundation, we ignite potential of non-profits and social enterprises in a few months accelerator → [FRIN](#) and also in → [Impact First](#) (newly Stronger movers – Silnější hybatelé).

→ 30 organizations

We Consult

We focus on advice that leads to financial health.

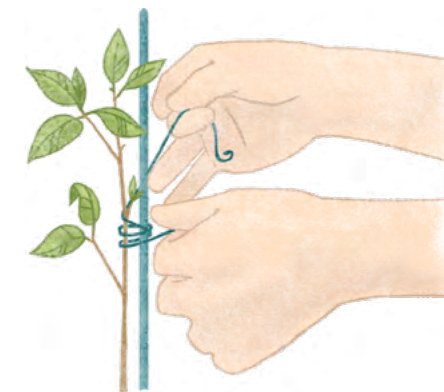
We cooperate with the World of Non-Profits on fundraising, with the Foundation for the Development of Civil Society in financial management

→ 18 organizations, 54 hours of consultations

We always support our clients, even more so in difficult times

Thanks to us, they can use the pro bono legal advice of Dentos.

→ 9 organizations



We Network

Networking is a novelty of 2021. Regular online meetings for twenty participants it always has a pre-announced topic and is managed by a facilitator.

Nonprofits appreciate the informal networking and the possibility of mutual inspiration.

→ 4 networks

We Finance

In cooperation with other colleagues, we help our clients with financing.

From bridging loans to investment loans and unique options creditworthiness guarantees of the European Investment Fund.

We Support Cashless Tools



We lend mobile terminals or our new product – a donation totem to clients.

Get inspired with the Neratov Association, how can this self-service use the tool for fundraising

→ Donation Totem in Neratov



→ We'll Arrange It

We'll Arrange It (ToZařídíme)

A sheltered workshop that dreamed of up to 20 jobs for people with disabilities. Thanks to social banking there are five protected workshops today employs more than 150 disabled people.

They work in the automotive industry, they install cables and air conditioners, they know how but also creative gifts on request. We'll Just Arrange It!

10 BANK WITHOUT BARRIERS

We also project social engagement into our services for people with various types of disabilities. We belong to the best banks on the market in terms of the complexity and availability of services to people with different types of handicaps.

- We have the widest network of barrier-free branches and ATMs.
 - We use the DeafCom and Silent Line applications in all branches for sign interpretation or online transcription of spoken speech. In addition, we have both services connected to the information line in the client center, where, thanks to interpreters, a specialized team serves deaf clients.
 - Every year we support the White Crayon collection days, both financially and as volunteers within Days Spent Differently.
 - In cooperation with the Prague organization of wheelchair users we map for the disabled clients regularly all renovated and modernized branches and ATMs.
- In 2021, we mapped the accessibility of 29 branches and 55 ATMs.
→ Mapping results in the form of a description of the entrance to the building, the interior, the possibility of parking, the availability of an elevator or a barrier-free toilet subsequently published on the website
→ www.presbariery.cz.
- We have been running special pages for disabled citizens for a long time
→ www.bankabezbarier.cz



→ Bank without Barriers

Out of a Total of 418 Branches

100 %
branches
has a service
simultaneous
interpretation
for the deaf people

77 %
branches
is fully or partially
barrier-free

268
branches
have
ATMs
for disabled
clients

85
branches
offers
voice
navigation
for the blind people

80 %
ATMs has
voice control
for blind clients



11 SUPPORT OF GREEN 12 TRANSFORMATION 13

GREEN FINANCING, PRODUCTS, SERVICES, INVESTMENTS AND BONDS

We support the green transformation of our economy also through green retail and corporate financing, sustainable investments and green bond products and issues

Examples of Successful Financing

- CZK 680 million for four green projects of the company C-Energy Planá, owner and operator of heating plants in Planá nad Lužnicí and Tábor. The funds will be used to modernize the heating plants with the aim of completely abandon the burning of coal as early as 2023.
- CZK 115 million for innovative projects of ZKL Group Brno focusing on the production of parts for wind power plants.
- Establishment of exclusive cooperation with Woltair with the aim of promoting energy-efficient housing. Woltair provides us with consulting and tailor-made solutions in the area heat pumps, photovoltaic power plants, boiler replacement and subsidies, and thereby helps clients resist energy price increases and reduce at the same time carbon footprint of households.

A Mortgage for the Future



→ A Mortgage for the Future

- We started the implementation of the so-called Mortgage for the future (Hypotéka pro budoucnost), when we will enable clients to achieve on the purchase or reconstruction of sustainable housing and at the same time, we will help protect the environment.

Together we create
#stronger future.

Responsible Investments

In the area of responsible and sustainable investment solutions, we cover in Ceska sporitelna all client segments

Complex investment solutions actively take into account the policy of sustainable economic development and environmental protection, social principles and principles of sustainable management



→ Responsible Investments

- Since 2017, the basic pillar has been Ethical pension savings.

Currently in the Ethics Fund

is more than
100 thousand
clients

manages
over
CZK 2 billion.

- We always recommend to clients complex investment portfolios with a defined strategic allocation, whether in the form of a series of mixed ESG Mix funds, or through Model Portfolios with open architecture, using sustainable mutual funds of renowned investment companies. Last but not least, ESG model portfolios complement sustainable structured premium bonds.
- Sustainable investment solutions make up approximately one fifth investment recommendations of Ceska sporitelna.
 - in 2021, clients invested almost CZK 3.9 billion in them
- Within the financial group, we mainly rely on more in the area of sustainability than 20 years of experience of Erste Asset Management GmbH.

Green Bonds

- We issued the largest issue of so-called green bonds to date between financial institutions worth EUR 500 million.

We will use the proceeds to finance projects focused on sustainability and the environment.



LIABILITIES OF THE ERSTE PARENT GROUP IN THE AREA OF SUSTAINABILITY

"Strong operating results allow us to focus our energy on important things strategic sustainability initiatives. We want to be a bank more focused on sustainable development and set the direction in this area. We plan to be climate neutral as early as 2023."

Bernd Spalt, CEO of Erste Group

Linking up with major UN-led institutions helps us strengthen funding for a greener future and lower emissions

- We are the first banking group in Central and Eastern Europe to join the UN's Net-Zero Banking Alliance initiative, and we will adapt our loan and investment portfolio to net zero emissions by 2050 at the latest.
- We also joined the Financial Initiative of the United Nations Environment Program (UNEP FI) and signed the UN Principles for Responsible Banking.
- In 2021, we adopted a new coal policy and joined the EU Green Consumption Pledge and the Partnership for Carbon Accounting Financials.
- We have a generally low exposure to emissions intensive industries – just over 1% of our total loan portfolio. Our starting position for achieving the net zero emissions commitment is thus very good. The total financed emission intensity is just under 100 CO₂ per euro.

EVALUATION OF ESG RISKS

- In cooperation with the parent group Erste, we started systematic management ESG (environmental, social and governance) risks, which are now part of the RAS (Risk Appetite Statement).
 - Calculation of the carbon footprint of our loan portfolio it will take place at least twice a year and will become the basis for the portfolio decarbonisation strategy.

11 PARTNERSHIP AND COOPERATION 12 WITH EXTERNAL INSTITUTIONS 13 IN THE AREA OF SUSTAINABILITY

Society Change for the Better

Spořka has become part of an association in which we are looking for ways to develop a sustainable business.

Society → [Change for the better](#) helps its members and the public to orient themselves more quickly, to inspire each other and to turn to verified experts on reducing emissions, eliminating waste or a responsible approach to the landscape and soil.

Climate & Sustainable Leaders Czech Republic

In the association → [Climate & Sustainable Leaders Czech Republic](#), of which Ceska sporitelna has become a member, companies from the fields of finance, telecommunications, consulting and law firms and specialists in CO₂ reduction have joined forces.

The mission of the unique platform is to monitor the ambition to reduce CO₂ production at the largest companies in the Czech Republic and to motivate key players in the Czech economy to start projects that contribute to sustainability and climate protection.

Examples of Renewable Energy (RES) Partnerships

- → [CZ Biom – the biomass association](#) protects its members in matters of legislation, subsidies, requirements and controls of the authorities, solves certification.
- → [AKU-BAT – development of modern decentralized energy](#) specifically, they deal with the accumulation of energy (electricity)
- → [Solar Association](#) represent the sector of old photovoltaic power plants from 2008–10 and at the same time they are engaged in the development of new PV plants

#stronger
partnership

11 IMPACTS OF OUR ACTIVITIES

12 ON THE ENVIRONMENT

13

Over the long term, we integrate sustainability into all key decisions and processes, beyond legal requirements. We pay great attention to the impact of our activities on the environment, we focus on innovation, ecology, saving energy, paper, waste, internet of things and recycling.

EMISSION

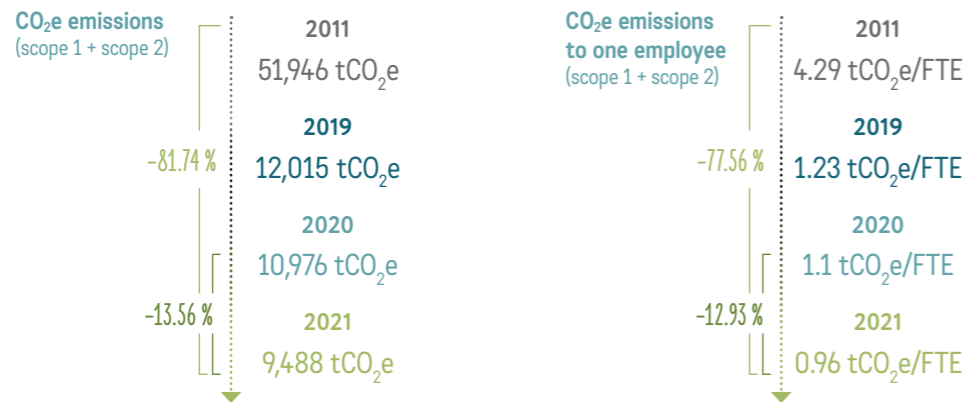
Our goal was to reduce the volume of emissions per employee in the Czech Republic to 1.4 tCO₂ and until 2021. We managed to fulfill this goal already in 2019.

We have been monitoring and regularly evaluating our carbon footprint since 2011. **Between 2011 and 2021, Ceska sporitelna reduced its carbon footprint by almost 82%, for 2021, compared to 2020, by 14%.**

We record data in the CRedit360 tool and report in accordance with the GRI methodology in the CORE application layer. In the Erste Group, we share know-how and cooperate in the search for suitable operational and technological solutions.

We Publish the Strategy and the Fulfillment of Goals On

- website of parent company Erste → [sustainability-esg](#)
- in non-financial news for investors → [reports](#)
- via the website of Ceska sporitelna → [responsible investing](#)
- on social media (Facebook, Twitter, LinkedIn etc.)



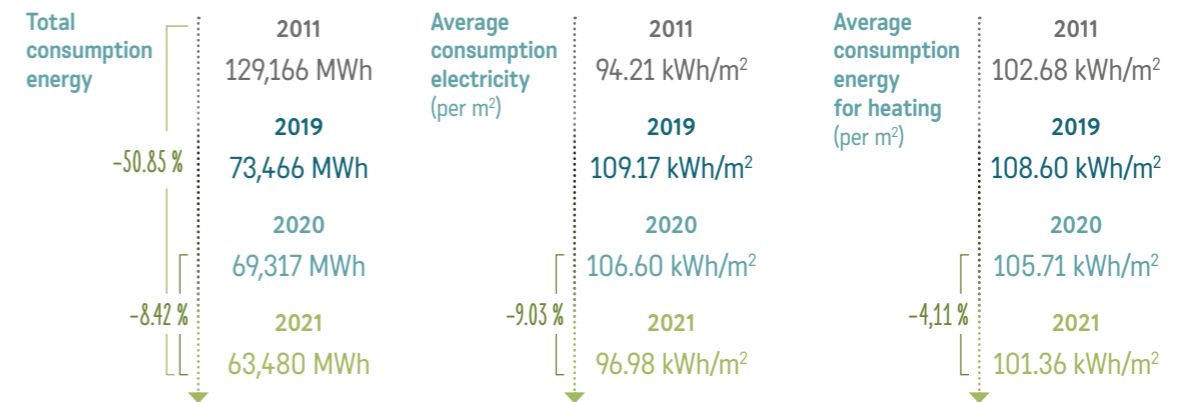
ENERGY MANAGEMENT

We operate equipment for remote monitoring and regulation of technological elements in buildings (so-called MaR and WAN Facility) and we use the Facility Management system (CAFM) enabling digitization of building passports and technology, technical building management, cleaning, waste management and facility operational documentation.

We work closely with leading technical universities to develop and test analytical methods and analytical learning methods.

At branches, we modernize energy management systems (boiler rooms, air conditioning, cooling), **we use energy-saving modes and energy-saving technologies and lighting.**

We prefer the local purchase of heat to the use of natural gas, we require a certificate from suppliers' origin of electricity and we are still increasing the share of consumed electricity from renewable sources (currently more than three quarters).

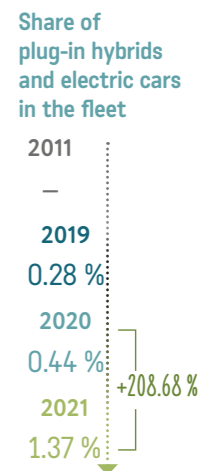


MOBILITY

We are increasing the number of electric cars and plug-in hybrids.

In 2020 and 2021, we focused on building the internal infrastructure for development of electromobility and we installed wall boxes for charging. We plan to pilot mobile wall boxes in 2022.

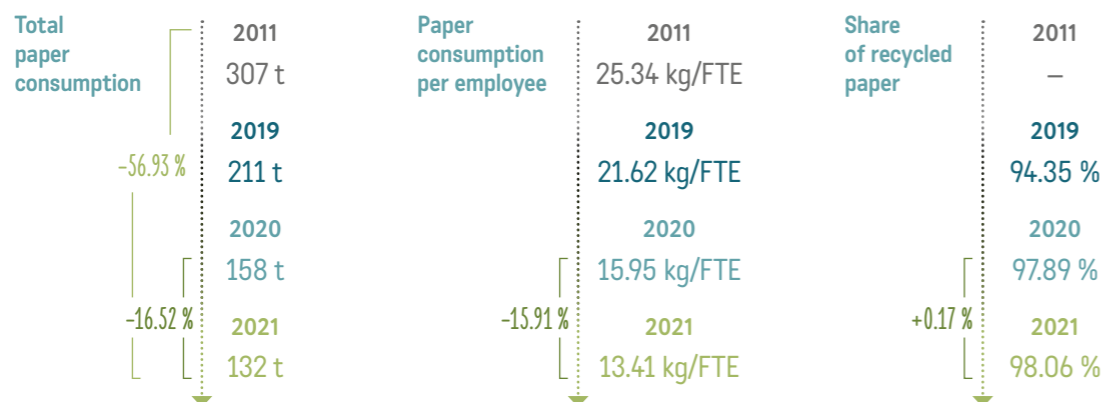
- **Our vehicle fleet consists almost exclusively of from low-emission cars.**
- It was possible to **expand the vehicle fleet at the ČS headquarters with electric cars and plug-in hybrids at 1.37% of the total.**
- **We support commuting to work by bicycle,** we operate several parking zones for bicycles and we are building facilities for cyclists.



PAPER

Our goal in this area is to become a paperless bank.

- We have introduced the possibility of withdrawing cash from an ATM without confirmation.
- Since 2013, we have been using recycled copy paper meeting ISO 9001 and 14001 certifications as well as Eco-Management and Audit Scheme (EMAS) criteria.
- We moved client documentation from branches to a modern file room in Dobřenice.
- In the internal mail system, we have envelopes that can be reused up to 26 times.
- We only use recycled paper napkins in the toilets and kitchens.
- In the internal cafes of Ceska sporitelna - George - we offer the possibility to take away drinks in cups made of recycled paper or in your own dishes.
- We continue operational activities with an impact on further reducing paper consumption.
- We are developing biometrics, digitization, and robotics, which leads to a further significant reduction of paper and thus our bank's carbon footprint.



#stronger future

WASTE SORTING AND RECYCLING

We have been sorting waste in all Ceska sporitelna buildings since 2000.

- From 2021, in accordance with the new Act No. 541/2020 Coll., on waste, we added metal, glass and bio-waste.
- In 2021, at the headquarters of Ceska sporitelna, we presented 3 new electric composters for processing bio-waste into high-quality certified fertilizer to fertilize greenery and flowers.
- We use the legislative option of "takeback" for all used electrical equipment, fluorescent lamps and discharge lamps, batteries, and accumulators, as well as tires.
- When disposing of used furniture, we prefer donating to furniture banks and recycling, we carry out disposal in an ecological way.
- In 2021, we started cooperation with a circular economy partner that produces new furniture with a warranty from old pieces, which we offer to our employees for purchase as part of a benefit program to support the home office.
- As part of the "ReStart" project, we hand over used carpets for recycling squares and buy back new products used in modernizations and renovations of our premises.
- We placed used toner collection boxes in all buildings and our partner, the Konica Minolta company, ensures their collection, recycling, and reuse.

We handed over more than **7 tons** of old carpets for recycling.

WATER, BIODIVERSITY

Our goal is to optimize water consumption.

- We limit the purchase of bottled water and install connected soda bars to water lines.
- In 2020/2021, we modernized the sewage system at the headquarters and built pits for ground water solution. This water is used for outdoor watering plants, basic cleaning of garages and flushing of toilets in selected buildings.
- The roof of our headquarters was professionally inspected two years ago beekeepers a home for a bee colony with a Singer F1 queen suitable for breeding in cities. Our inspiration was the parent group Erste.
- In the long term, we support projects of planting new trees or the construction of cycle paths and tourist routes.

Our new headquarters in Smíchov should be completed in the coming years, which should be as environmentally friendly as possible.

3
8
11

(NOT ONLY) EMPLOYEE PHILANTHROPY

Our colleagues are quite naturally involved in activities that are connected with doing good. They are generous donors not only in case devastating disasters and humanitarian crises. They connect leisure activities with help to those in need. We thank them for helping, we are so proud of them!

WE AWARDED A GRANT #WEARESPORKA (#JSMESPORKA)

Everybody dreams of something. Many work for their dreams and some achieve them.

- We help our employees on the way to become **#stronger** with the **#JsmEsporka** grant.
- We support the development of our employees and their children's hobbies and skills with a grant of up to 15,000 CZK.
- Although they are different dreams, they have one thing in common – persistence and diligence.

→ #WeAreSporka in 2021

We sponsored **75** dreams a total amount of **CZK 618,380**

You are **#stronger,** than you think!



SPOŘKA TRAVELED THROUGH THE CZECH REPUBLIC

Together, we crossed the republic from our westernmost branch in Aš to the easternmost one in Jablunkov, adding hundreds of kilometers to it even outside the main route.



→ Spořka Českem

- After a difficult year, an ambitious project gave us the opportunity to come together and show that we are **#stronger than we think**.
- Spořka Českem challenge is not only about overcoming distance, but also about helping others, about nature and walking in the footsteps of Spořitelna.

When Movement is Not Enough

The Spořka Českem challenge was also an opportunity for individual charity challenges.

Jaroslav and eight colleagues set out on the cycling track with the aim of raising as much money as possible for the international prison community.

Klára chose an individual running route from Ještěd to Praděd. She ran for almost thirteen-year-old Marek with a malignant tumor, who he needed special e-bike.

Patrik chose the route on foot, but through challenging terrain Jeseníky and Beskydy Mountains. Together with their colleagues, they supported the Haima association helping ill children with a hematopoietic disorder.

→ Our Journey through the Czech Republic in 2021

1,649 participants

We granted **160** wishes to **25** non-profit organizations

We covered **1,010 km** on foot or by bike in **48** days

We all together traveled **26,834 km**

We worked **7,000** hours for a good cause

We visited **90** places

We collected **453** bags of garbage

WE THOUGHT OF HOSPICE CARE

In October, slippers have been a symbol of mobile hospice care for a dignified end of life for several years.

- That is why we have supported this event from the beginning and we are proud of how many employees every year, he puts on his flip flops, spreads information about the campaign on social networks and contributes to hospices through our Cafeteria and the Darujme.cz portal.

How We Contributed in 2021

We sent, together with employee donations, to support palliative care the amount
CZK 234,466.

On Slipper Day (Papučový den) was registered in total
2,142 employees
Ceska sporitelna
Financial Group.

On Instagram our "slipper contribution" saw
145,000 people
and we scored over
124 posts and stories
in which people added to our challenge.

WE FULFILLED CHRISTMAS WISHES

Christmas is said to be the time for wishes to come true.

- Our employees and clients fulfill the dreams of children, single-parents and seniors in several asylums, children's homes, Kangaroos, an infant institutions and homes for the elderly across the country.

WE HELPED IN EMERGENCY

We immediately responded to the devastating tornado that hit South Moravia and then the Ústí Region.

- Among other things, we supported Buřinka together with donation call of the VIA Foundation in the amount of **CZK 2 million.**
- Our employees also participated in the collection and many of them helped as volunteers.

We still helped in the fight against the covid pandemic.

- Our colleagues contributed tens of thousands of crowns to the project Energy to the doctors (Energie lékařům) and they also got involved as volunteers.



WE ARE TOO RUN AUT!

Colleagues from Erste Private Banking are responsible for the organization of the Run Aut charity run.

- The run takes place every year in the Hvězda nature reserve, and the proceeds from the run go to the AutTalk foundation, which supports people with autism spectrum disorders.

How We Contributed in 2021:

200 runners
participated.

The proceeds of the run were
CZK 152,266.

"I discovered the AutTalk Foundation, which supports families caring for children with autism spectrum disorder, when she was our son diagnosed with the same disease. I also wanted to actively contribute, and since I've been doing sports all my life, it came naturally to me to organize charity run to support the fund. With the annual organization of the run colleagues and acquaintances help me, and I thank them very much for that."



Jan Daubner
private banker

Today we are
#stronger,
today we help.



5 DIVERSITY

8

10

There are over ten thousand of us and we work in more than 500 different places throughout the Czech Republic.

Our abilities and skills are unique, regardless of age, gender, family, health situation or where we live. To use all our abilities as the most as possible, we have, since 2021, newly in the position of diversity manager Petra Ondrušová.

? Petra, why did you connect your current career with diversity?

"During my second maternity leave, I was actively involved in internal mentoring programme and it made me sure that my mission of 'Authentic leadership to push the boundaries of what is possible, despite the opening of new topics and the development of people' is still relevant. I was wondering if I will return to a sales management position, or I will accept another challenge. In the end, I made my decision fulfill the credo precisely in the area of diversity and inclusion for Ceska sporitelna."

What are your immediate plans and where do you want to direct Spořka's diversification in the long term?

"In the near future, I want to focus on three areas. The first is diversified teams that they will be our competitive advantage, they will be able to make qualified decisions and they will be working correctly. The second area is the return of parents to work and their support, and the third is to give a possibility to disabled people to work for us.

In the long term, I would like to change the perception of diversity as something that is 'forced' by quotas or current trends, into a natural part of our DNA and the culture that Spořka has."

What would you wish Spořka in the field of diversity for its bicentenary, which will celebrate in 2025?

"I sincerely wish that she could use the strength she can gain through conscious work with diversity in a positive way to transfer to clients, thus strengthening their satisfaction. At the same time, I would like her to be attractive employer also thanks to its approach to diversity and inclusion."



Petra Ondrušová
diversity manager

In the area of diversity, we are guided by the Erste Group's group guidelines defining the basic ones the principles and direction of the application of the policy of diversity and inclusion. In the local directive diversity and inclusion, we are committed to filling 19 % of positions in top management (the Board of Directors and management level B-1) by women by 2021.

Unfortunately, We Are Still Unable to Meet this Goal:

1 woman
of 6 the
Board of Directors
members

10 women
from 60 positions
in top management

2 women
in the Boards of Directors
in Ceska sporitelna's Financial Group
Subsidiaries (Reico and Stavební spořitelna ČS)

- Many women found employment in lower management and expert positions in an agile structure.
- **From 2021, we have set the goal of perceiving diversity as an opportunity in our strategy.** We strive to better incorporate diversity into the corporate culture and every activity in the bank.
- We also work more with talents, we support the growth of women into senior managerial positions and we apply the principle within the framework of succession gender equality for each managerial position.



16 ETHICS AND COMPLIANCE

ETHICS

Ethical conduct, honesty and transparency are intertwined in everything we do.

Since 2019 not only our employees follow our Code of Ethics, but potential job applicants also become acquainted with it in order to adopt its principles even before they start working for us.

We regularly check that the code is observed, and employees are obliged to complete its e learning course at least once a year.

- If employees need advice about any ethical dilemma, they can contact the Ethics Manager or Internal Ombudsman, whereas other selected units of the bank such as compliance, HR through the business partners or trade union representatives are ready to deal with their instigations.

Internal Ombudsman

We have had a discreet and impartial Internal Ombudsman available for employees since 2004 and an Ethics Manager since 2009.

Both are bearers of the corporate culture carriers and treat the information obtained as highly sensitive and strictly confidential.

- **If employees contact the ethics helpline with any ethical or other problem, they are guaranteed total anonymity. They are not at risk of being penalised. Employees most often contact the Internal Ombudsman because of a situation in the workplace and labour issues.**

Areas that Reported Apply To in 2020

27 % workplace

(employee behaviour, workplace atmosphere, conflicts between employees, corporate culture)

42 % labour law topics

1 % product topics

12 % financial distress

8 % internal rules, directives and regulations

10 % external financial partners



COMPLIANCE

The policy of compliance, like the conflict-of-interest policy and other cross-cutting policies of the bank are intertwined throughout the organisation and are part of our corporate culture.

For five years now we have had a separate regulation for whistleblowing and for two years the General Data Protection Regulation, i.e., the GDPR in place. We also carefully monitor and regularly assess their observance.

Implementation of the highest ethical and moral standards for the behaviour of employees towards clients, business partners and other third parties is one of the main principles of conduct which CS has pledged to uphold following the example of the Erste Group. We place emphasis, above all, on the consistent prevention of the conflict of interests, transparency and professionalism when providing services and products to our clients. The aim is to fulfil all aspects of socially responsible business. Throughout the CS Group we enforce the principle of zero tolerance of any forms of corruption and bribery.

We defend and uphold the principles of sustainable development. We actively subscribe to the ESG strategy, where the goal of the compliance policy is to ensure the fulfillment of the main principles of the ESG policy across the Bank. At the same time, we help employees of the Bank to understand the important requirements in the area of ESG through regulatory and technical advice.

In practice, we enforce this approach by introducing detailed rules for employee conduct in internal regulations, education materials and training compulsory not only for all Bank employees, but also for employees of subsidiaries and other externally cooperating entities.

We are aware of the increased risk in relation to officials and therefore we devote increased attention to this area. The rules are continuously reviewed, and we regularly monitor their observance with the intention to keep pace with the constantly changing trends in the society and the environment in which our bank operates.

Whistleblowing

In 2020 we received **6 anonymous submissions** through an independent channel for whistleblowing reporting and **2 non-anonymous submissions** were taken over by the authorized whistleblowing officer.

In order to verify the facts stated in the submissions, we investigated the internal work procedures that could intended to damage the interests of Ceska sporitelna as a bank and as the employer. During the investigation, we did not find any serious errors in the examined processes. However, the announcement still contributed to their partial adjustment.

The effectiveness of the whistleblowing process was verified by the Internal Audit department. Colleagues recommended that every investigation investigate all leading causes to submit. They also recommended taking measures that would prevent the main causes.



Thanks to their diligence, our employees in 2020 **prevented attempts to fraudulently act on clients** in the amount of **CZK 28 million.**

4 CULTURE AND SPORT PROMOTION

8

10 WE ARE FANS OF CULTURE

Even in 2021, the covid pandemic affected the number of events that took place. It brought a new online solution. But what remains is our support for partners. Our Prague Česká spořitelny Gallery also came up with an innovative form of exhibitions.

- We stood by → [The Czech Philharmonic](#), → [Smetanova Litomyšl](#), organizers of → [Metronome Festival Prague](#), multi-genre shows → [Colours of Ostrava](#) and its discussion platform → [Meltingpot](#).
- Our brand Erste Premier once again supported → [Designblok](#) and → [Czech Grand Design Awards](#).
- Every year we support the Babypunk festival → [Kefir](#) intended for families with children.
- Erste Private Banking supports projects for talented artists → [ZUŠ Open](#) Magdalena Kožená Donation Fund and → [Artotheque](#) at the Moravian Gallery.
- We also support art through → [Ceska sporitelna Gallery](#).

WE DO SPORTS WITH SPOŘKA

Every sporting performance deserves recognition regardless of the result. That's why we support not only top sports events and organizations, but especially children on the way to exercise. In short, we support movement - health - immunity!

Thanks to
11 projects
from the
We Do Sport with Sporka
programme

almost
1 million inhabitants
of the Czech Republic
is getting move.

With Sokol to Life

In the programme for the little ones, we guide children from 3 to 6 years old to exercise properly.



→ With Sokol to life

- We are a partner of the Czech Sokol Municipality, where all age categories play sports.

→ In the Project Are Already Involved:

almost
2,000
kindergartens

with over
100,000
children



Movement Literacy of the Czech Athletic Association

We not only support our top athletes, but also develop children and parents.

→ We support the movement of children in **220** places in the country in athletic clubs even where there are no athletic departments.

- Athletics, especially in the beginning, does not force children to specialize, but shows them a natural path to sport and benefits from versatility.



→ Movement literacy

Bike for Life

- We have been supporting cycling for almost 30 years by partnering with our professional cycling team, which includes Olympic gold medalists.
- From the beginning, we have supported a number of cycling activities for families with children.
- For passionate cyclists, we have a mobile application "Šlappeto" that allows parents with children to find the most suitable routes for cycling. Takes age into account children and their safety on suitable cycling routes



→ Bike for Life

Healthy Player

- We don't forget about enthusiastic players and "gamers". Together with the Czech Esports Association, we lead youth and players to, in addition to the time spent they also devoted enough time to real movement at the computer. None of that one keyboard or controller will not replace.



→ Healthy Player

"Sport has an irreplaceable place in my esports career, because mainly it makes me feel good even during demanding tournaments and much less I am struggling with fatigue."

David "KAPARZO" Lacina,
professional player and project ambassador

"The centerpiece of our exercise projects is the project "We do sports with Sporka in the cities", where we surprise residents of different cities in non-traditional places with our universally tuned sports tests and we show all age groups how varied and funny sport can be."

Radomil Štumpa, Brand activation

#stronger through movement

8 SUBSIDIARIES 9 AND THEIR ACTIVITIES IN 2021

CS BUILDING SAVINGS BANK (STAVEBNÍ SPOŘITELNA ČESKÉ SPOŘITELNY)

Our strategy in the area of CSR remains primarily housing support for disadvantaged citizens.

We also continue to support groups of people affected by the covid-19 pandemic and we continue to develop projects implemented with 3D printing.



→ CS Building Savings bank CSR

- We support the organization **Portus Praha** for a long time and its benefit event → **The Brick** (Cihla) in the form of an employee charity run, sale of bricks and practical help in sheltered housing in Slapy.
 - We also donated **CZK 900,000** to the association.
- We helped people and municipalities after the devastating tornado in Hodonin region.
 - We donated **CZK 500,000**.
- At the initiative → **The Wardrobe** (Šatník) under the patronage of **Nora Fridrichová**, which helps single parents, we donated an amount which covered the rent for the entire year 2022.
 - We donated **CZK 250,000**
- We supported social enterprises → **Yummy Food with a Story** (Dobroty s příběhem) and → **A Silent Café** (Tichá kávařna) including the sale of their products.
- In cooperation with the architect **Michal Trpák**, we organized **3D printing exhibition at the Buřinka headquarters**. Regarding this alternative form construction, we educated the general public through a tour exhibition in Ceska sporitelna branches.
- In cooperation with the city district of Prague 11 and 3D Deposition we built the **first one 3D printed parkour playground for the general public**. You can find it in the Kupecky leisure complex in Prague 11.
- We won the first prize of **The Saber Awards for the best communication campaign in Central and Eastern Europe, for the project of the first 3D printed house** → **Prvok**.

CS PENSION COMPANY (ČESKÁ SPOŘITELNA – PENZIJNÍ SPOLEČNOST)

Our strategy also includes a strategy of social responsibility and the fulfillment of all its goals, whether economic, ethical or ecological.

We comply with all ethical codes and all socially responsible management principles pension savings, own funds and investment decisions. We are a member of the European association of responsible investments Eurosif and a signatory of international standards PRI Principles for Responsible Investment.



→ CS Pension Company CSR

- We donated a total of **CZK 300,000** to selected activities and projects and actively participated through our employees in ten of them.
- We donated the amount of **CZK 30,000** for three projects, which were chosen by the employees themselves in the Grant from Penzijko event.
- We support seniors.
 - We gave donations to **five homes for the elderly** in the total value of **CZK 75,000**
 - We donated **CZK 100,000** to the → **Life 90 organization** for the operation of emergency lines and technological devices
 - We donated **CZK 14,700** to the → **Sue Ryder organization** to ensure continuous health care services.
- In the area of diversity, we support equal access to clients and employees, flexible forms of work as well as professional and personal development of employees
- Employee volunteering:
 - **18 of our employees** used a total of **22 days** for volunteer activities as part of the project Days Spent Differently.
 - **47 % of our employees** wore slippers on Slipper Day.
- We participated in many charity events, whether it was sport runs, forest cleaning, or maybe pre-Christmas help in homes for the elderly.
- We found another use for discarded computer technology, whether in schools for online learning, or for organizations that help the disabled citizens.
- Our Ethical Participant Fund is still the only fund in the Czech Republic that evaluates pension savings exclusively through investments in responsible companies and industries.

SEED STARTER

We launched the startup and innovation support programme in 2020, today it is an independent subsidiary.

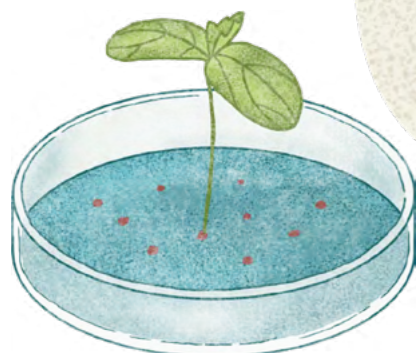
Seed Starter Helps Startups with the Go-to-market Phase

and involves external projects in the environment of Ceska sporitelna.

More at:



→ Seed starter



Digitalization

During the covid pandemic, for example, the number of clients over the age of 65 who started paying by card tripled.



"Before covid, we planned the next steps in digitization for 5 years, thanks to the pandemic we managed everything in one year."

Markéta Klučková, head of the Assisted Channels team

"Our investment capital in the order of millions of crowns per year should be successful enable startups to survive the first critical period when without support a number of promising companies will not succeed."

Martin Medek, open banking

THE POINT OF SEED STARTER IS

- find and financially support the most interesting startups during their market entry and subsequent development (so-called incubation and acceleration);
- to help companies that already have an interesting product and need it reach customers, e.g., through our distribution networks or digital channels;
- build our own startups if it makes business sense for us."

Jiří Skopový, head of the Seed Starter programme

CS LEASING (LEASING ČESKÉ SPOŘITELNY)

In line with our strategy, we continue to focus on innovation and expanding the offer comprehensive non-bank financing services.

- As of April 1, 2021, we changed our original name sAutoleasing to Leasing České spořitelny to declare a connection with the parent company.
- As of December 1, 2021, we completed the merger with sister company Erste Leasing, and thus took over all activities and activities of Leasing Ceska sporitelna.
- During the pandemic, we went above and beyond to protect our clients and employees mandatory government measures.
- We actively supported two families from areas affected by the tornado.
- We also organized a company collection for the purchase of a heating model Sunflower Warmer Stand for the Apolinář prematurity project.
- In the area of ethics and compliance, we pay attention to the protection of our personal data clients and compliance with all rules, regulations and standards in accordance with group policies and regularly train our employees.



→ CS Leasing

CS FACTORING (FACTORING ČESKÉ SPOŘITELNY)

In line with our strategy, we focused on the continued digitization of processes, which will simplify the internal running of the company, increase the quality of services and the user comfort of our clients

- We continued to help finance businesses affected by the crisis caused by the covid-19 pandemic.



→ CS Factoring

CS GRANTIKA (GRANTIKA ČESKÉ SPOŘITELNY)

- In 2021, we helped clients file a total of 113 projects to the advertised subsidy calls.
 - The total investment volume of these projects reached CZK 1.89 billion.
 - The total amount of subsidies granted reached a volume of CZK 1.02 billion.



→ CS Grantika



"Since 2007, we have already helped clients submit more than 3,800 projects and receive subsidies for them in the amount of more than 21 billion crowns. In the long run you are we maintain a high level of success in approving subsidies. For example, last year we had a 94% success rate for our submissions, in some programmes like for example Úspora energie (Energy saving), even 100%."

Marek Šťastný, Chairman of the Board of Directors

4 THE CS FOUNDATION 8 (NADACE ČESKÉ SPOŘITELNY) 10



→ CS Foundation

The Ceska sporitelna foundation belongs to the TOP 5 corporate foundations in the Czech Republic

We founded it in 2002, then in 2019 there was a merger of the two of our foundations, namely the CS Foundation and the Depositum Bonum Foundation

The foundation's ambition is to support education in the Czech Republic with the amount of CZK 500 million in the years from 2019 to 2023

CZK 1.7 billion in foundation assets and capital

CZK 650 million for investments with an impact between 2002 and 2021

SO THAT THE BEST SCHOOL IS THE NEAREST SCHOOL

At the Foundation, we create space for the spread of innovations and changes in education that lead to healthy and prosperous societies and support the development of competences for the 21st century.

→ In 2021, We Supported Our Partner Organizations

with a record amount of almost

CZK 96.5 million,

the majority of which was designated to support and develop innovations and changes in the field of education.



In the Field of Education

- We strive to ensure that all children learn fully, with joy and with equal opportunities and left school prepared for the challenges and opportunities of the 21st century world.
- We help improve children's learning through the professional development of teachers and principals, by supporting the professional sharing of good practice between teachers, innovative pilots approaches in education and popularization of educational topics.
- We contribute to the public debate about the need for positive changes in the Czech language education system.

Key Programs Include:

- Day for school (Den pro školu) → denproskolu.cz
- Teacher live (Učitel naživo) → ucitelnaživo.cz
- Elixir for schools (Elixír do škol) → elixirdoskol.cz
- H-mat (Hejného's method of teaching mathematics) → h-mat.cz
- Eduzměna → eduzmena.cz
- Smart Česko (Chytré Česko) media project → chytrecesko.org

Laureates of the 4th Year of the Ceska Sporitelna Foundation Prize

- **Sociologist Daniel Prokop**
During the pandemic, he carried out a number of analyzes and researches.
- **Chairwoman of the Teachers' Platform, Petra Mazancová**
The platform was established to defend the interests and opinions of the teaching community.
- **Czech television**
for the flexible deployment of the UčíTelka program.
- **Josef Prokeš, Brno public transport bus driver**
He received a special prize from the CS Foundation for stirring up the media debate on the topic of inclusion.

#stronger
through education

12 SUPPLY CHAINS

13

16

All these supply chains are governed by the Erste Group Procurement subsidiary, through rules and policies valid for the entire Erste Group

The Ceska Sporitelna Financial Group is governed by the general terms and conditions of cooperation in the area of procurement in accordance with the provision of Section 1751 of the Civil Code.

The terms and conditions define the basic supply chains between members of the Ceska Sporitelna Financial Group and suppliers. An integral part of the terms and conditions is also the Bank Outsourcing annex pursuant to Decree No. 163/2014 Coll., on the performance of the activity of banks, credit unions and investment firms.

- We regularly check and continuously assess observance of all provisions.
- Our suppliers must also consistently comply with all standards and principles of operation described in the Code of Ethics.



More at:



→ www.erstegroup.com

CONTACTS

CONTACTS INFORMATION ABOUT THE COMPANY

Česká spořitelna, a. s.

a member of the Erste Group
and controlling entity of the Ceska sporitelna Financial Group

- Olbrachtova 1929/62, 140 00 Praha 4
- IČ: 45244782

Parent company and controlling entity

Erste Group Bank AG with registered office in Am Belveder 1, 1100 Vienna,
registration number FN 33209 m

We are governed by Act No. 90/2012 Coll., on Commercial Companies and Cooperatives (Business Corporations Act), as a whole and embedded in our regulations requirements are other internal policies, regulations, guidelines, procedures and processes which define how we perform our work (ČS Articles of Association, general guidelines of activities, management and control system and so on).

CONTACT FOR ANY QUESTIONS ABOUT THE REPORT

Michaela Nováčková

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- telephone: 733 610 051
- e-mail: → michnovackova@csas.cz

More at:



→ www.csas.cz



→ 2021 Annual Report



→ We believe
in Good Things

GRI METHODOLOGY INDEX

GRI standard	Indicator name	Links and Location
GENERAL DISCLOSURES (GRI 102)		
ORGANISATION PROFILE		
102-1	Name of the organization	→ 2021 Non-financial Report, page 59
102-2	Activities, brands, products and services	→ My Healthy Finances service
102-3	Location of headquarters	→ 2021 Non-financial Report, page 59
102-4	Location of operations	→ Branches and ATMs
102-5	Ownership and legal form	→ Who we are
102-6	Markets served	→ 2021 Annual Report, page 31
102-7	Scale of the organization	→ Who we are
102-8	Information on employees and other workers	→ 2021 Annual Report, page 44
102-9	Supply chain	outsourcing - facilitated by Procurement Services CZ, s. r. o., Erste subsidiary
102-10	Significant changes to the organization and its supply chain	no
102-11	Precautionary Principle or approach	→ 2021 Annual Report, page 64
102-12	External initiatives	-
102-13	Membership of associations	not published
STRATEGY		
102-14	Statement from senior decision-maker	→ 2021 Annual Report, page 63
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	→ 2021 Non-financial Report, page 48
GOVERNANCE		
102-18	Governance structure	→ 2021 Annual Report, page 71
STAKEHOLDER INVOLVEMENT		
102-40	List of stakeholder groups	→ 2021 Annual Report, page 69
102-41	Collective bargaining agreements	not published
102-42	Identifying and selecting stakeholders	→ 2021 Annual Report, page 69
102-43	Approach to stakeholder engagement	→ 2021 Annual Report, page 69
102-44	Key topics and concerns raised	→ 2021 Annual Report, page 69
REPORTING PROCEDURES		
102-45	Entities included in the consolidated financial statements	→ 2021 Annual Report, page 306
102-46	Defining report content and topic boundaries	→ 2021 Annual Report, page 90
102-47	List of material topics	→ 2021 Annual Report, page 90
102-48	Restatements of information	-
102-49	Changes in reporting	-
102-50	Reporting period	1 January 2019 – 31 December 2021
102-51	Date of most recent report	30. 6. 2021
102-52	Reporting cycle	annual
102-53	Contact point for questions regarding the report	→ 2021 Non-financial Report, page 59
102-54	Claims of reporting in accordance with the GRI Standards	→ 2021 Non-financial Report, obálka
102-55	GRI content index	→ 2021 Non-financial Report, page 60
102-56	External verification	→ only 2021 Annual Report, page 75

GRI standard	Indicator name	Links and Location
MANAGEMENT APPROACH (GRI 103)		
ECONOMIC STANDARDS (GRI 200)		
ECONOMIC PERFORMANCE (GRI 201)		
201-1	Direct economic value generated and distributed	→ 2021 Annual Report, page 2
ANTI-CORRUPTION MEASURES (GRI 205)		
205-2	Communication and training about anti-corruption policies and procedures	→ 2021 Non-financial Report, page 49
205-3	Confirmed incidents of corruption and actions taken	→ 2021 Non-financial Report, page 49
NON-COMPETITIVE BEHAVIOUR (GRI 206)		
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practises	no case reported
ENVIRONMENTAL STANDARDS (GRI 300)		
ENVIRONMENTAL STANDARDS (GRI 300)		
302-1	Energy consumption within the organisation	→ 2021 Non-financial Report, page 39
302-4	Reduction of energy consumption	→ 2021 Non-financial Report, page 39
EMISSIONS (GRI 305)		
305-1	Direct (Scope 1) GHG emissions	→ 2021 Non-financial Report, page 38
305-2	Energy indirect (Scope 2) GHG emissions	→ 2021 Non-financial Report, page 38
SOCIAL STANDARDS (GRI 400)		
EMPLOYMENT (GRI 401)		
401-1	New employee hires and employee turnover	→ 2021 Annual Report, page 64
TRAINING AND EDUCATION (GRI 404)		
→ 2021 Annual Report, page 43		
DIVERSITY AND EQUAL OPPORTUNITY (GRI 405)		
→ 2021 Annual Report, page 46		
405-1	Diversity of governance bodies and employees	→ 2021 Non-financial Report, page 47
NONDISCRIMINATION (GRI 406)		
406-1	Incidents of discrimination and corrective actions taken	no case reported
SUPPLIER SOCIAL ASSESSMENT (GRI 414)		
414-1	New suppliers that were screened using social criteria	→ 2021 Non-financial Report, page 58
CUSTOMER PRIVACY (GRI 418)		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	not published



→ 2021 Annual Report

GRAPHIC DESIGN: MATURUS, O. P. S.

"We do believe that our actions inspire the society to get the idea, that to work with joy makes changes inside people's mind as well as changes the society itself."



www.maturus.cz
We Employ Creative People with Disabilities

Who We Are

- graphic desing studio
- graphic design training centre

What We Do

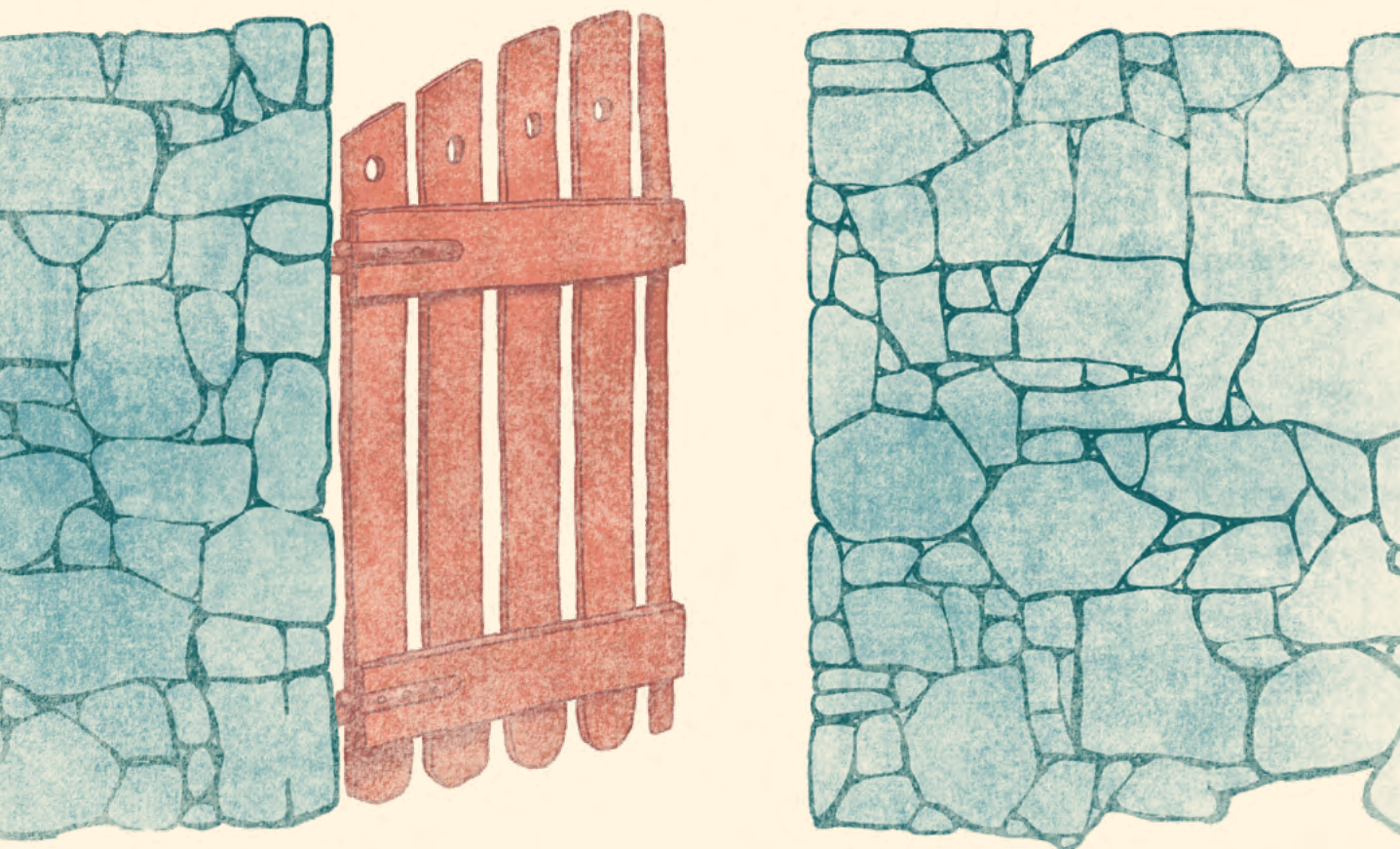
- We give jobs to handicapped graphic designers.
- We provide 8 months long job to creative people with handicap.

Why We Do It

- We promote work done by people with handicap, and the principles of social business.
- We help people with handicap to extend their scale of work opportunities..

#stronger

#silnější



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Česká spořitelna, a. s.

2022