



**GAZPROMBANK**

2021 BANK IMPACT REPORT

NEW OBJECTIVES

2021

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# ABOUT THE REPORT

## In 2022, Gazprombank is releasing its second report on activities in the field of sustainable development.

This year, the emphasis was placed on the environmental and social issues that require the support of big business. Consequently, it was decided that for the period from January 1, 2021, to December 31, 2021, the report would be released in the form of an Impact Report with the focus on the Bank's environmental and social responsibilities.

For many years, Gazprombank has been the partner of various public organizations, educational institutions, and sports associations. Furthermore, as part of its core business activities, the Bank has become the leader in the financing of major infrastructure projects, including public-private partnerships, such as the road and transport projects, educational, health, cultural and sports facilities, waste sorting and recycling facilities, and other projects focused on benefiting society and supporting the environment.

Additionally, the Bank is putting a lot of effort in environmental protection, combating climate change, and reducing its own negative impact on the environment. This was the first year when the volume of the Bank's own Scope 1 and Scope 2 greenhouse gas emissions has been calculated and verified.

The sustainable development data presented in the Report relates to the banking entity Bank GPB (JSC). The information contained in this report has been consolidated in accordance with the international principles of sustainable development and incorporates the current responsible investment and financing practices adopted by the Gazprombank.

*The Bank's own greenhouse gas emissions have been calculated and verified*



# ABOUT THE BANK

**Gazprombank (Joint Stock Company) is one of the largest multi-faceted financial institutions in Russia, providing a wide range of banking, financial, investment products and services to corporate and private customers, financial institutions, institutional and private investors. It is one of the three largest banks in Russia by all major indicators and ranks third in the list of banks in Central and Eastern Europe in terms of equity.**

The Bank serves the key sectors of the Russian economy and holds a strong position on the domestic and international financial markets, being one of Russia's leaders in organizing and underwriting corporate bond issues, asset management, private banking, corporate finance, and other areas of investment banking. Its retail business is also a strategically important activity for the Bank, and the one that keeps on growing steadily.

## The context of sustainable development in Russia

As one of the leading financial and credit organizations in the domestic market, Gazprombank takes an active part in all the important areas of the current ESG agenda. As a matter of fact, the principles of sustainable development are nothing new to us: throughout its history, the Bank has always factored such principles into its activities. The past two years have witnessed a very rapid development of the ESG agenda in Russia, facilitated not only by its increasing adoption abroad, but also, and to a greater extent, by the growing internal demand for transformation. As a result, in 2021, the major changes required for the introduction of ESG into national legislation were set into motion. The legislation was enacted to limit greenhouse gas emissions, the Taxonomy of Green and Adaptation (Transitional) Projects was created, and the Strategy for the Social and Economic Development of Russia with Low Greenhouse Gas Emissions until 2050 was adopted. This legal and regulatory documentation is intended to support the development of sustainable markets of the future, determine the infrastructure, and define the basic concepts and criteria for classifying projects as green. The priorities include a reduction of negative environmental impacts by lowering the levels of pollutant and greenhouse gas emissions, a more effective use of resources, and energy conservation.

# The Geographical Presence of Gazprombank

Gazprombank's regional network in Russia comprises 20 branches located in 68 regions, from Kaliningrad to Yuzhno-Sakhalinsk. To improve the Bank's accessibility and customer service quality, 17 new offices were opened in 2021.

*17 new offices for the convenience of the customers*

5

Gazprombank has Representative Offices in the capitals of five countries:

- Astana (Kazakhstan)
- Beijing (China)
- Ulaanbaatar (Mongolia)
- New Delhi (India)
- Tashkent (Uzbekistan)

As of December 31, 2021, the Bank's geographical presence was as follows:

- |   |                                     |
|---|-------------------------------------|
| <b>CENTRAL FEDERAL DISTRICT</b>         | <b>VOLGA FEDERAL DISTRICT</b>       |
| ● Krasnogorsk (Moscow Region)           | ● Nizhny Novgorod                   |
| ● Tula                                  | ● Ufa                               |
| ● Voronezh                              | ● Perm                              |
|   | ● Samara                            |
|   | ● Kazan                             |
| <b>NORTHWESTERN FEDERAL DISTRICT</b>    | <b>URAL FEDERAL DISTRICT</b>        |
| ● St. Petersburg                        | ● Yekaterinburg                     |
| ● Kaliningrad                           | ● Surgut                            |
|   | ● Novy Urengoy                      |
| <b>SOUTHERN FEDERAL DISTRICT</b>        | <b>SIBIRIAN FEDERAL DISTRICT</b>    |
| ● Krasnodar                             | ● Tomsk                             |
|   | ● Novosibirsk                       |
| <b>NORTH CAUCASIAN FEDERAL DISTRICT</b> | ● Krasnoyarsk                       |
| ● Stavropol                             | ● Kemerovo                          |
|   | <b>FAR EASTERN FEDERAL DISTRICT</b> |
|   | ● Vladivostok                       |

# Gazprombank's Corporate Values

Gazprombank believes in the development of the environment, corporate entities, and people, and is of the opinion that to confidently move forward, it must create a favorable working environment at all levels. The Bank is therefore engaged in the cultivation of people, their ideas, businesses and companies, society, and the country at large.

The main values, principles, standards, and norms of behavior of all Bank employees are defined in the Bank's Corporate Code of Ethics, which is authorized and approved by the Bank's Management Board. The Corporate Code of Ethics is drafted in accordance with the current legislation of the Russian Federation, all applicable provisions of the international law, the requirements of the national and international standards in respect to the corporate ethics, and the Bank's internal regulations.

The principles of sustainable development are incorporated by the Bank into the training and activities it provides for its staff. The Bank regularly organizes in-house events for its employees, which are aimed at increasing the levels of environmental and social awareness.

Prior to commencing their official duties, all new employees are familiarized with the values, principles, standards, and norms of conduct enshrined in the Bank's internal documents. The values, principles, standards, and norms of behavior expected of the Bank's employees are available for viewing on the Bank's official website and may be accessed by employees, business partners, the staff of regulatory bodies, and any interested third party.

## LEGALITY

- The Bank operates in strict compliance with the current legislation of the Russian Federation and international standards.

## PROACTIVITY

- The Bank monitors the development of companies from the business sectors it is willing to support and actively offers its services to them.
- The Bank strives to be one step ahead of the needs of its customers.

## OPENNESS

- The Bank values feedback from its customers, counterparties, and partners, takes it into account during its development and is open to dialog.
- The Bank quickly adapts to the changing external environment.
- The Bank is open to people.

*Enshrined in the Bank's Corporate Code of Ethics*

## RESPONSIBILITY

- The Bank contributes to the development of society, environment, and people's well-being.
- The Bank is liable for diligent work to its shareholders, employees, customers, and society.
- The Bank takes part in Sustainable Development projects and takes into account how its operation affects the environment.
- The Bank always fulfills its obligations.

## EMPATHY AND FOCUS ON PEOPLE

- The Bank is looking for various solutions to the arising issues and discusses the options with the parties involved.
- The Bank strives to find a solution that benefits all parties.
- It is important for the Bank to create an atmosphere of mutual respect, trust, and partnership within the team and during interactions with customers.
- Each person is important to the Bank.

# The Bank's Stakeholders

The Bank seeks to work closely with its stakeholders, and the creation of additional value for their benefit is one of Gazprombank's strategic goals.

Regular communication is established with the individuals or legal entities whose actions, interests, or security may be affected by the Bank's activities or whose activity may have a potential impact on the Bank.



# SUSTAINABLE DEVELOPMENT AT GAZPROMBANK IN 2021



CHAIRPERSON OF THE GAZPROMBANK COUNCIL FOR SUSTAINABLE DEVELOPMENT

"The principles of sustainable development are set to become an integral part of the long-term competitiveness of all companies — including financial organizations. Many of our customers have already made their ESG commitments, and they expect their financial partners to do the same. Gazprombank is already an active participant of the green finance market, and RES projects in particular; the Bank is the market leader in organization of ESG bonds' flotations, having so far participated in bond transactions equivalent to 3.3 billion US dollars."



NEW OBJECTIVES

No.1

No.1 ESG bond bookrunner in Russia (according to the Cbonds ranking for January-October 2021)

No.1 credit financing infrastructure investor (according to the National Association of Concessionaires and Long-Term Investors)

67%

The Bank's share in renewable energy investment in Russia is a portfolio of renewable energy projects in excess of 226 billion rubles

7

One of 7 Russian banks participating in the UNEP FI global financial initiative

TOP 10

Most attractive financial services employer (Randstad Award) and one of the Top 10 employers for women (Forbes Woman rating)

## Gazprombank — an Expert in the Field of ESG

The overall expertise gained by Gazprombank in the process of implementing the principles of sustainable development has enabled the Bank's representatives to participate in the national policy-making activities.

The Bank's ESG specialists played an expert role in the drafting of the main regulatory and legal documents in the field of sustainable development, in particular, the Taxonomy of Green and Adaptation (Transitional) Projects<sup>1</sup> and the Strategy for the Social and Economic Development of Russia with Low Greenhouse Gas Emissions until 2050<sup>2</sup>.

The Bank's sustainable development experts also took part in the educational and networking activities, with talks and lectures given at more than 50 events throughout 2021.

*The Bank is a signatory to the Principles for Responsible Banking*

## Ecumene 2021

Gazprombank helped stage the Ecumene 2021 congress — one of the key events in the field of sustainable development in 2021 and the first international event on sustainable development held in Russia.

The event, attended by the representatives of the Russian government, Russian business, international regulators, and the UN initiatives, prepared the ground for the 26th session of the Conference of the Parties to the UNFCCC in Glasgow (COP26).

About 108,000 people attended the conference. Ecumene 2021 was primarily intended to popularize the ESG agenda in Russia and shape the Russian position for COP26.

Among the key results agreed by the parties at COP26 was the gradual phasing-out of carbon fuels, the protection of land and forestry, the limiting of methane emissions by 2030, and most importantly, the recognition of the current climate situation as extremely dangerous and requiring immediate and decisive action. For Russia, the important moment of the Glasgow Conference was the recognition of nuclear energy's green status in the final Climate Pact.

However, the main achievement of the conference was not the signing of the Climate Pact, but the work done by all the participating countries in preparation for COP26, with a total of 137 countries setting goals for the future achievement of their carbon neutrality.

## UNEP FI. Principles for Responsible Banking

Since 2021, Gazprombank has been a signatory to the UNEP FI global financial initiative.

By signing the initiative, the Bank agrees to adhere to the principles for responsible banking, as formulated by the United Nations Environment Program Finance Initiative (UNEP FI).

Gazprombank's principles for responsible banking are based on UNEP FI Principles and form an integral part of all the Bank's activities. They are enshrined in the Bank's Sustainable Development Policy.

In accordance with the Principles, signatory banks measure the impact of their activities on the environment and society, set and implement sustainable development goals in the areas where they have the most significant impact, and regularly publish reports on their progress. The Principles help the banks understand the risks and take advantage of the opportunities arising from transition to a more sustainable economy. The first report within the framework of the initiative will be published by the Bank in 2023, as part of the annual Sustainability Report.

Business operations that are based on the principles of environmental, social, and managerial responsibility are Gazprombank's contribution to expanding the banks' positive impact on the environment and society.

<sup>1</sup> Decree No. 1587 of the Government of the Russian Federation dated September 21, 2021 "On Approving the Criteria for Sustainable (including Green) Development Projects in the Russian Federation and the Requirements of the Verification System for Sustainable (including Green) Development Projects in the Russian Federation."

<sup>2</sup> Decree No. 3052-r of the Government of the Russian Federation dated October 29, 2021.

## The UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet, and improve the lives and prospects of every human being.

A total of 17 goals were adopted by all the UN member states in 2015, as part of the 2030 Agenda for Sustainable Development, which also includes a 15-year plan for the goals' achievement.

Achievement of sustainable development requires harmonization of the three core elements: economic growth, social inclusion, and environmental protection. These elements are interconnected and all are crucial for the well-being of individuals and societies.

For some 30 years already, the Bank has been rigorously adhering to the principles of good business practices; the SDGs adopted by the UN in 2015 have made it possible to define the direction of our work with greater clarity. The Bank's Sustainable Development Policy, adopted in 2021, determines which of the SDGs are of the most importance to the Bank, and it is on these that its primary efforts will be focused. This Report describes how the Bank is implementing its stated SDG obligations: the initiatives and projects that contribute to achievement of the Goals have been marked with the relevant symbols.

The Bank is currently working to identify and evaluate its areas of greatest impact, using the UNEP FI Impact Assessment and Targeting Toolkit. Identifying areas of impact and addressing them actively and openly helps facilitate implementation of the global sustainable development agenda.

## The Bank's 2021 Awards in the Field of Sustainable Development



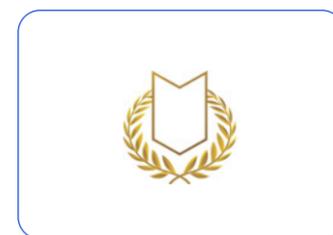
### RANDSTAD AWARD

In 2021, and for the fifth time, Gazprombank received the Randstad Award in the Most Attractive Financial Services Employer category.



### FORBES WOMAN

In 2021, Forbes Woman rated Gazprombank among the top ten Russian employers for women.



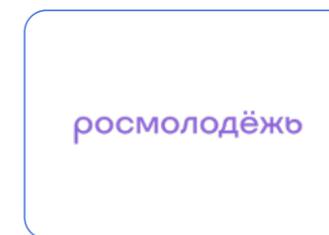
### NATIONAL ASSOCIATION OF CONCESSIONAIRES AND LONG-TERM INVESTORS

- No.1 credit financing infrastructure investor;
- No.2 concession project advisor;
- No.2 financing arranger.



### 5 NOMINATIONS IN THE 8<sup>TH</sup> NATIONAL AWARD LOYALTY AWARDS RUSSIA 2021

- Grand Prix based on the open voting results as the leader in loyalty marketing in Russia for the Smart Cashback program attached to the Smart Card;
- Best Co-branded Card of the Year for the virtual Autodrive Start card, a joint product of Gazprombank and GazpromNeft filling stations chain (for the second year in a row);
- Best Co-branded Card as collaboration between the bank and the gaming industry for the Facelt card for gamers;
- Best Loyalty Program of a telecommunications company;
- The award for efficient use of CRM in a loyalty program.



### AWARD FROM THE FEDERAL AGENCY FOR YOUTH AFFAIRS (ROSMOLODEZH)

Gazprombank received an award from the Federal Agency for Youth Affairs (Rosmolodezh) as the best company in the Mentoring and Youth Support category for its contribution to creating an empowering environment for the young generation.



### CBONDS RANKING OF RUSSIAN BOOKRUNNERS

Gazprombank took first place in two categories of the Cbonds Russian Bond Bookrunners Ranking for January-October 2021:

- Best ESG bond issues bookrunner in Russia;
- Best Russian bond bookrunner for operating companies.



### GAZPROMBANK WINS 2021 CX WORLD AWARDS

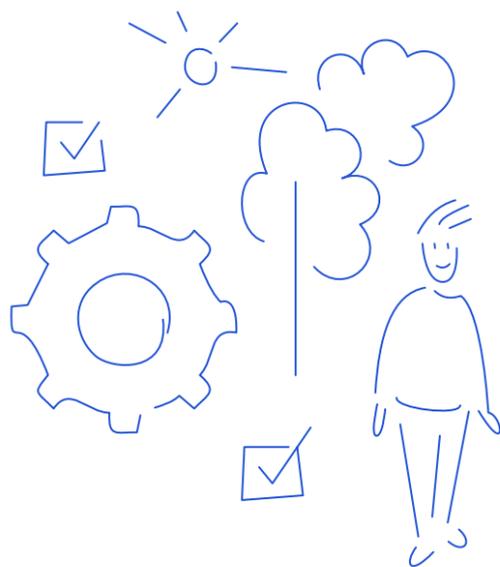
Customer-centered Corporate Culture award was given for implementation of initiatives shaping the new corporate culture, in which an excellent customer experience can be assured.



### HR IMPACT AWARD

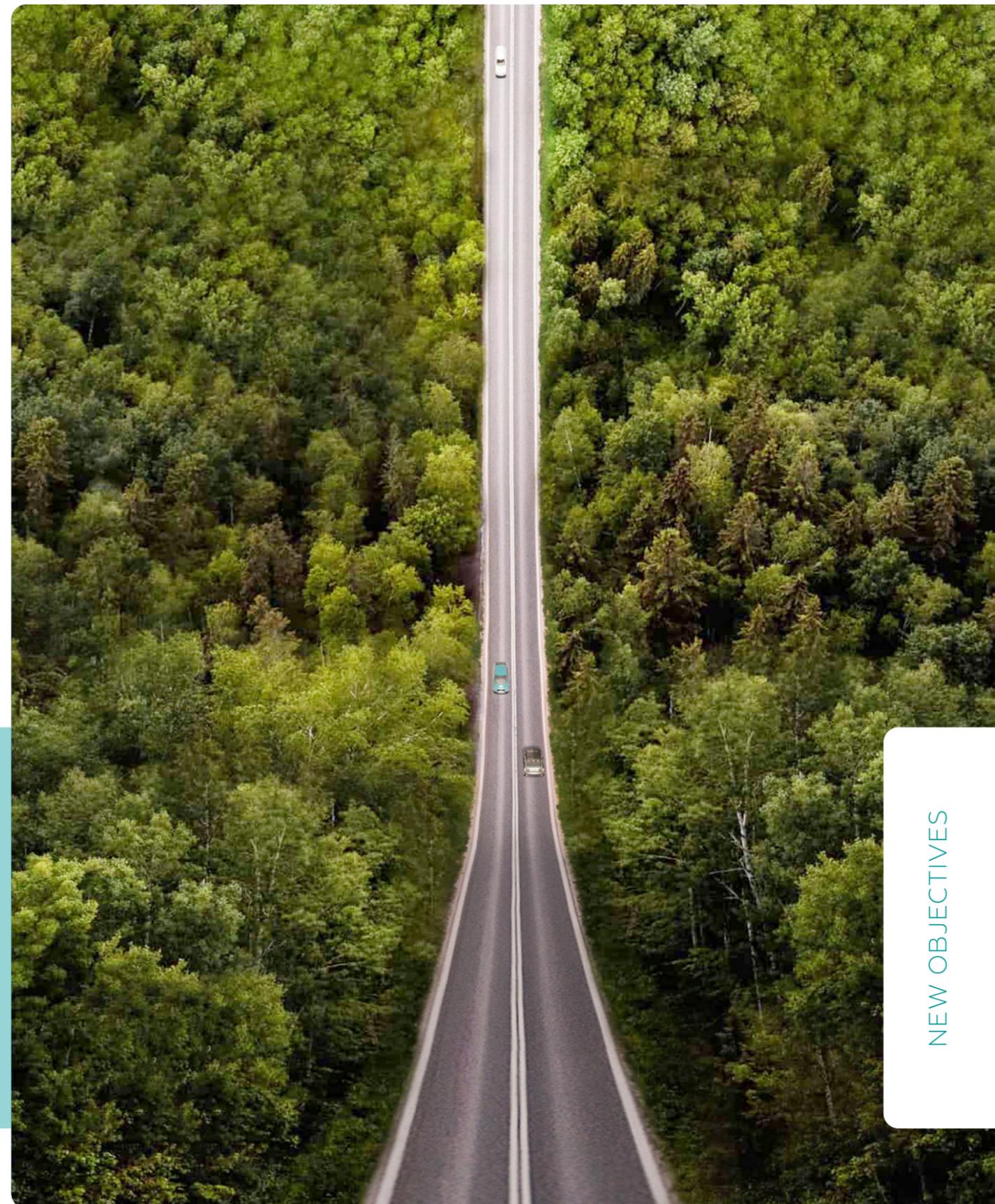
Gazprombank took the second place in the "Sustainable Mindset. Best Employee Engagement Project" category with its "Everything is Possible on the Bank's Birthday" grant competition for volunteer projects.

# IMPACT AREAS OF GAZPROMBANK'S ACTIVITY IN THE FIELD OF SUSTAINABLE DEVELOPMENT



## ENVIRONMENT. PEOPLE. SOCIETY

Gazprombank is focused on reducing its own negative impact on the environment and combatting climate change. The Bank's another important objective in the field of sustainable development is attention to its employees and showing concern for their personal and professional growth and well-being. People are the Bank's main asset, and we are equally attentive to employees, customers, and the whole of society.



NEW OBJECTIVES

## Environmental Responsibility

Gazprombank monitors the field and implements the best practices for management of environmental safety of its operating processes, including energy and resource conservation.

In terms of supply chain management, the Bank welcomes the aspiration of its partners and suppliers to maintain the same level of environmental standards.

The Bank is proactive on the issues of climate action and supports Russia's emerging carbon credits market among other things. The Bank's educational and consulting activities are aimed at encouraging its customers to comply with the environmental standards. Leading by example, Gazprombank helps its customers transition to sustainable strategies, deploy technologies with minimal environmental impact, introduce the best available technology (BAT) and use natural resources efficiently and frugally.

## Employee Care

The Bank's primary asset is its highly qualified workforce. Facilitating the professional and personal development of the Bank's employees and creating a favorable working environment are therefore defined as priority sustainable development goals.

The Bank provides its staff with excellent social benefits and has developed in-house corporate programs that guarantee standards and obligations in the field of health, work safety, environmental protection, and social development.

Priority areas of the Bank's social policy include promotion of gender equality and development of safety nets for employees who find themselves in difficult circumstances or in need of medical assistance.



## Customer Care

One of the Bank's priorities is the introduction of responsible financing instruments that meet the generally acknowledged standards into its range of traditional products; these include "green" bonds, "sustainable" bonds, SDG-linked loans, etc.

When it comes to its finance and investment activities, the Bank gives priority to projects that demonstrate high levels of environmental efficiency. Special attention is given to projects aimed at resolving global, national, and regional environmental problems, mitigating climate change, and preserving biological diversity.

The Bank intends to further pursue its practice of selecting and financing projects aimed at improving the environment, including:

- renewable energy projects (solar and wind power);
- investment projects in the production and other sectors, where state-of-the-art environmental protection technology is used, or where adverse environmental impacts are mitigated by deeper processing of raw materials and associated materials during production;
- investment projects for the sorting and recycling of solid household waste;
- investment projects for the purchase of rail vehicles powered by environmentally friendly energy sources or projects providing the necessary infrastructure for such vehicles;

- investment projects for the construction and modernization of the transport infrastructure, provided such projects contribute to the reduction of greenhouse gas emissions (by saving car travel time or reducing the distance covered).

The Bank plays a special role in financing social projects (especially those falling under the jurisdiction of the Federal Law No. 224-FZ "On Public-Private and Municipal-Private Partnerships in the Russian Federation"). Social projects financed by the Bank include those linked to the construction of medical, educational, cultural, or industrial infrastructure, large-scale transportation projects connecting remote areas to social infrastructure, and digital projects aimed at the safety, protection of life and health of the individual, legal forms of goods distribution, and consumer protection.

The Bank is actively developing consulting services in the field of sustainable development, which are intended to help corporate customers learn about the best global practices relevant to their businesses and give them the confidence to embark upon their own ESG transformation.

The Bank is extensively focused on the security of customer data. The Bank provides its customers with a developed payment infrastructure that ensures the safety of both the customer funds and personal information; information security is further protected by the Bank's use of the most up-to-date cash and non-cash payment technology.

In addition, Gazprombank continually strives to improve its methods of obtaining feedback to better respond to the needs of its customers.

IMPACT AREAS OF THE BANK'S ACTIVITIES IN THE FIELD OF SUSTAINABLE DEVELOPMENT

## Responsibility to Society

The Bank implements large-scale commercial and partnership projects aimed at resolving the major challenges in the field of socio-economic development in the various regions of the Russian Federation. The Bank also actively participates in the implementation of the priority projects of Russia, and the development and implementation of the programs of government support.

In particular, the Bank has set itself the task of increasing the availability of banking products, including responsible financing instruments, to the general population throughout the Russian Federation.

The Bank traditionally supports charity work and sponsors projects linked to the protection of the natural environment, education, science, sport, and the preservation of cultural heritage. In addition, the Bank provides annual financial support to environmental initiatives and projects.

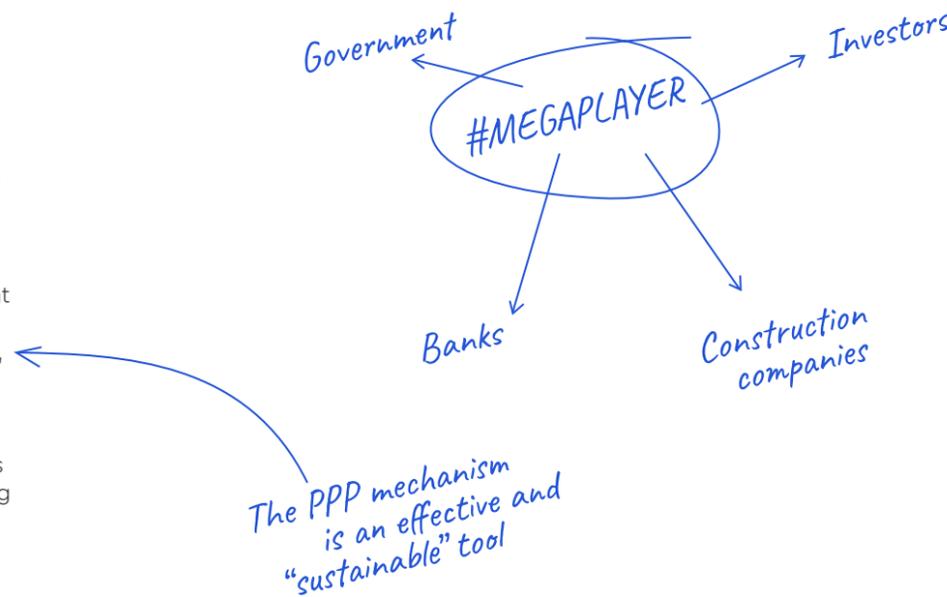
Financing and charity support is given by the Bank to projects in the following areas:

- projects with a social and/or cultural theme, such as supporting museums, theatres, and exhibition centers;
- financing programs relevant to the fields of science, education, and medicine;
- popularizing physical education, sports, and healthy lifestyle;
- helping people in difficult circumstances.

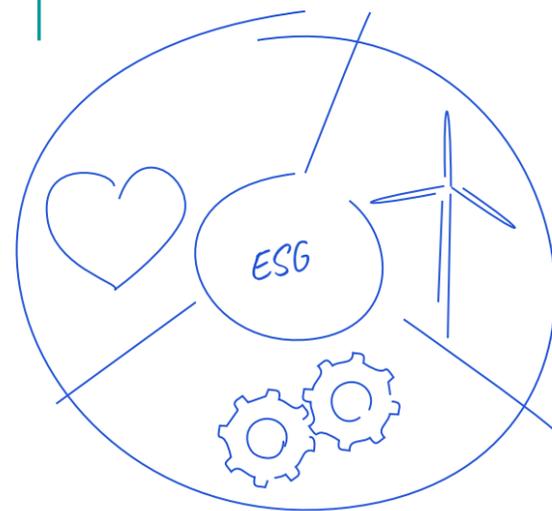
## Communication with Public Authorities and Regulators

The Bank's activities in the field of sustainable development involve active participation in the regulatory framework, and the search for new principles of interaction between business, government, and society in general.

The Bank acts as a platform for the development of alternative mechanisms of financing for social projects in the form of public-private partnerships, and for the creation of new banking instruments in the field of sustainable development. Development and implementation of the #MEGAPLAYER infrastructure strategy began in 2021, and the Bank's role in the strategy is that of an integrator. During implementation of large-scale, public-private partnership (PPP) infrastructure projects, the Bank acts as the link between the various project participants: government, investors, construction companies, operators, and banks. Implementation of this strategy is intended to accelerate the processes of initiating sustainable development projects, securing financing, approving design and construction, as well as ensuring that the progress of the projects is properly monitored, and the finished products are reliably operated. The aim of the strategy is to create an "infrastructure pipeline" capable of facilitating the effective implementation of established projects and the prompt release of funds for the creation of new projects in the field of sustainable development. The implementation of a steady stream of PPP projects will help mature the infrastructure market, contribute to Russia's economic growth, and consequently improve the well-being of the people.

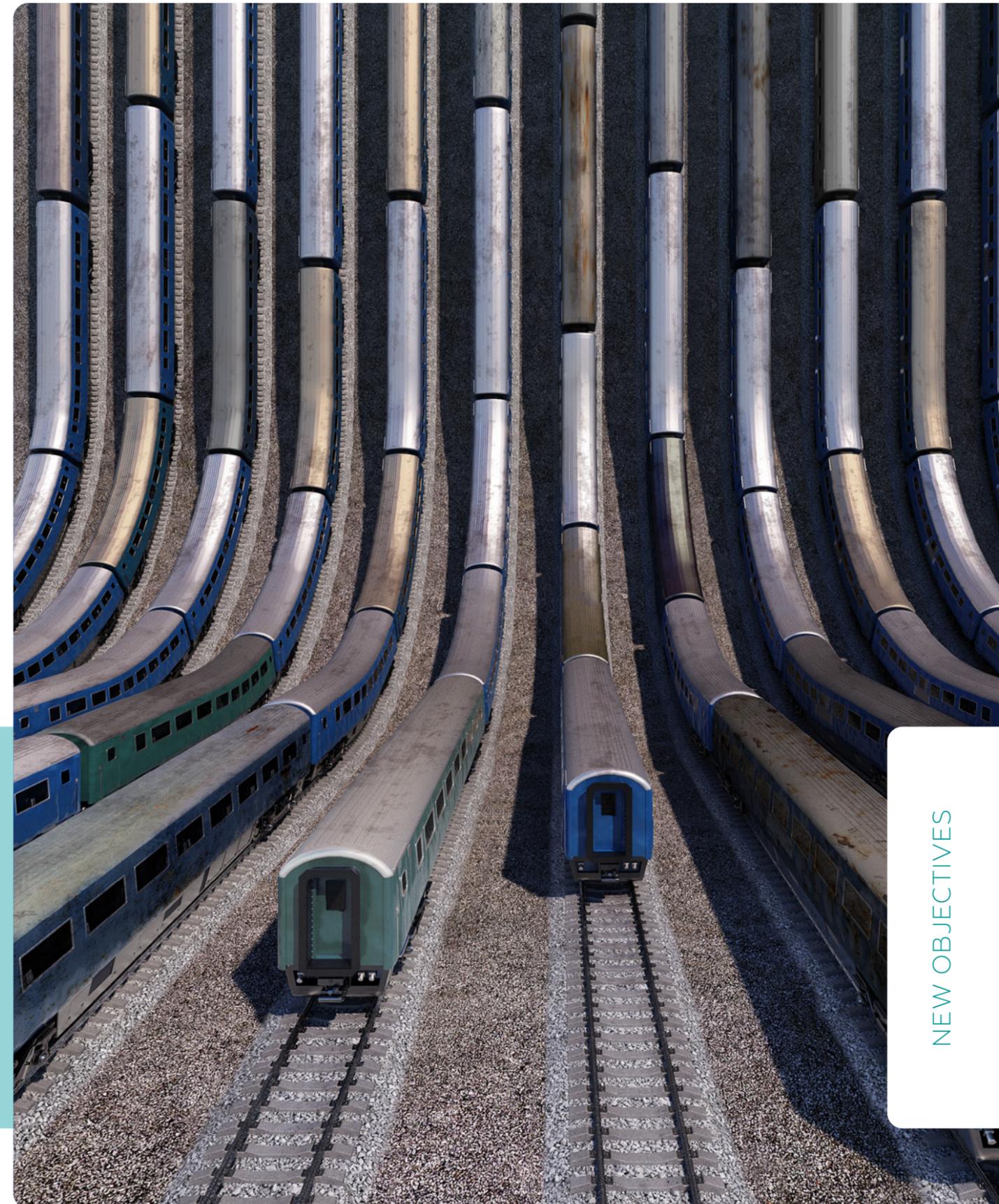


# IMPROVING THE SUSTAINABLE DEVELOPMENT MANAGEMENT SYSTEM



## EFFICIENT MANAGEMENT SYSTEM AS AN INDICATOR OF COMPANY MATURITY

If balancing the interests of various parties with the well-being of an individual is the main objective of a company, then sustainable development is just an instrument of achieving that objective. The level of a company's maturity is dependent on the stage of ESG processes' institutionalization within it. In 2021, Gazprombank continued the process of improving its internal management system that began at the end of 2019.



NEW OBJECTIVES

## Gazprombank's Council for Sustainable Development

In September 2020, seeking to improve the efficiency of its activities in the field of sustainable development, the Bank established the Council for Sustainable Development (hereinafter referred to as the Council).

It is the Council's task, among others, to systematize both the ESG projects implemented (with the Bank's support) by its partners and customers and the corporate initiatives in the social, environmental, and governance spheres. The Chief Executives tasked with supervising relevant work areas were invited to join the Council. The Council also includes independent members with extensive competencies in the field of sustainable development.

The Council's decisions, adopted in compliance with its competence and authority, are binding on the various independent structural subdivisions of the head office and branches of the Bank.

Three specialized Commissions have been established within the Council:

- Business Development and New ESG Products Introduction Commission.  
The Commission's objectives comprise:
  - creation and expansion of ESG products across the Bank in the areas of corporate business and retail;
  - provision of assistance to customers in implementation of sustainable development principles in their activity and generation of a database of projects that comply with sustainable development principles;
  - development of a system of monitoring and evaluation of the Bank's current portfolio for compliance with ESG principles.

- Government Relations and Sustainable Development Goals Promotion Commission. The Commission's representatives are members of 20 expert groups at such institutions as the Ministry of Economic Development, the Federal Assembly, the Government, the Presidential Executive Office, the Bank of Russia, the Association of Banks of Russia, and others. They submit proposals for the development of a legal framework in the field of sustainable development based on of the Bank's existing practices.
- Commission for Sustainable Development Policy Development and Implementation and International Best Practices Compliance Monitoring. The main goal of the Commission is to analyze internal regulatory and executive documents of the Bank for their compliance with the goals of sustainable development.

A special Working Group was established to address the current business issues of the Council's activity. At the meetings of the Working Group, matters are discussed with the Bank's subdivisions, whose interests are affected by the agenda. During such interaction, the Working Group collects proposals from the business representatives and coordinates approval for the prepared documents and data on the Bank's activity in the field of sustainable development.

### COUNCIL AND COMMISSIONS ACTIVITIES UNDERTAKEN IN 2021

#### 2 COUNCIL MEETINGS

The May meeting of the Council resulted in the Bank signing the Principles for Responsible Banking (UNEP FI's Principles for Responsible Banking) and starting work on joining the initiative. In addition, two new regulatory documents were considered and adopted — the Bank's Dedicated Policy on Environmental Responsibility and its Corporate Code of Ethics.

#### 6 MEETINGS

of the Business Development and New ESG Products Introduction Commission.

#### 4 MEETINGS

of the Commission for Sustainable Development Policy Development and Implementation and International Best Practices Compliance Monitoring.

#### 1 MEETING

of the Government Relations and Sustainable Development Goals Promotion Commission.

*Key decisions on the issues of sustainable development are made at the meetings of the Council*

## Sustainable Development Center

*The new specialized coordinating unit was created in 2021*

A dedicated center of expertise has been created by the Bank to coordinate the work of the Bank's various departments in the field of sustainable development. The Center also supports activities of the Bank's Council for Sustainable Development.

### Supporting activities of the Council for Sustainable Development

Organization of the meetings of the Council, the Commissions, and the Working Group. Responsibility for the drafting, updating, and implementation of the Road Map.

### Economics of sustainable development

Financial analysis and expertise in the development of the Russian Federation's regulatory framework on sustainable development markets.

### The drafting of internal regulatory documents in the field of sustainable development

Analysis of best practices, introduction of suggestions, and coordination of operations of the Bank's structural units. This includes development of the Bank's strategy in the field of sustainable development.

### Environmental assessment

The Center also has the necessary experience to provide analytics in the field of environmental protection and climate, together with the information on international environmental regulations and the best global practices. In particular, the Center is the repository of expertise on carbon regulation both in Russia and around the globe.

### Non-financial reporting

One of the Center's functions is the drafting of reports on the Bank's activities in the field of sustainable development.

### Working with international organizations and external initiatives

Information and analytical support, and drafting of reports as per the requirements of organizations and initiatives. Analysis of the best global practices and preparation of proposals for the management.

## Internal Control System

In accordance with the legislation of the Russian Federation, the Bank has put into place an internal control system.

The proper functioning of the internal control system ensures the Bank's timely response to any upcoming issue — such as a change in the competitive and regulatory environment — and therefore helps the Bank achieve its strategic goals. The internal control system affects all levels of the management, all areas of activity, all branches, and all subdivisions of the Bank.

The internal control system is an aggregate of internal control bodies and functions designed to ensure compliance with the procedures for implementing and achieving the goals established in the Bank's Articles of Association, its internal documentation, and the legislation of the Russian Federation.

The internal control system encompasses the following areas:

- control by the management bodies over the Bank's operations;
- control over the functioning of the Bank's risk management system and assessment of the risks;
- control over the distribution of authority when carrying out banking operations and other transactions;
- control over the management of information flows (the receipt and transmission of information) and the provision of information security;
- continuous monitoring of the functioning of the internal control system to assess its adequacy

to the various aspects of the Bank's activity, identify shortcomings, develop proposals, and monitor implementation of decisions on improvements to the Bank's internal control system (i.e., monitoring of the internal control system itself).

The Bank's internal control system includes:

- management bodies responsible for building the corporate control culture that emphasizes and demonstrates the significance of internal control and audit to personnel at all levels;
- the Bank's Revision Commission;
- the Bank's Chief Accountant and Deputy Chief Accountants;
- Branch Managers and Deputy Branch Managers;
- employees and structural units of the Bank responsible for internal control in accordance with the authority given to them by the provisions of the Bank's internal documents.

## Compliance Control

Implementation of compliance control is one of the main functions of the Bank's internal control system. The Bank makes every effort to ensure that the system of compliance control is effective and provides it with a competitive advantage.

The compliance control system affects all levels of the management, all areas of activity, all branches, and all subdivisions of the Bank. The introduction of the proper compliance control procedures helps reduce the Bank's susceptibility to compliance risks, which could result in significant financial losses for the Bank and damage its business reputation.

The central link in the compliance risk management system is the Internal Control Service (the compliance service) that continuously develops and implements compliance control procedures and regularly reports to the relevant management bodies on the work carried out.

## Combating Corruption

The Bank is committed to combating corruption of any kind. Combating corruption is one of the Bank's priorities and central to implementation and rigorous enforcement of applicable anti-corruption legislation.

The Bank always consults its anti-corruption experts when developing new products, services, and processes, making changes to the existing ones, and concluding contracts.

The members of the Bank's various management bodies set a personal example of conscientious and ethical behavior and demonstrate zero tolerance for any form of corruption.

The Bank's approved internal anti-corruption documents include the Bank's Anti-Corruption Policy, the Bank Group's Policy on Combating Corruption, and the Procedures for Preventing Conflicts of Interest. The Bank provides free and convenient access to information on the measures being implemented to combat corruption. The documents are available for viewing on the Bank's official website (under the "[Anti-Corruption](#)" tab) and are readily accessible to any interested party.

The basic anti-corruption document is the Bank's Anti-Corruption Policy, approved by the Management Board of the Bank. The Policy of the Bank GPB (JSC) Group on Combating Corruption applies to the member organizations of the Gazprombank group.

The Bank's Anti-Corruption Policy defines the goals, objectives, principles, and activities, which collectively shape the Bank's anti-corruption culture, as well as the rules and procedures that are followed to ensure that the Bank does not get involved in corruption-related violations of law.

The Bank's employees and members of the Bank's management bodies are expected to rigorously comply with requirements of the Anti-Corruption Policy. Employees of the Bank, regardless of their position, are personally accountable for compliance with requirements of the Anti-Corruption Policy. The principles and requirements of the Anti-Corruption Policy are incorporated whenever the Bank establishes contractual and other business relations with individuals and legal entities.

To ensure that the staff are fully cognizant with the Bank's anti-corruption standards, help improve the anti-corruption culture of the Bank and raise awareness of the measures employed by the Bank to combat corruption, the Bank familiarizes all employees with its Anti-Corruption Policy and instructs all employees to complete a mandatory online training course on measures used to combat corruption.

The Bank operates a hotline designed to enable employees and third parties to provide information on any illegal activity within the Bank (corruption, fraud, or any violation of law or the Bank's internal regulations), or any action carried out by employees or partners of the Bank that may result in risk of loss to the Bank and its customers.

In the reporting period, no corruption risks that could have a significant impact on the Bank's activities were identified. The following were also absent in the reporting period:

- any confirmed incident whereby employees were dismissed or disciplined for corruption-related offences;
- any confirmed incident linked to the termination of contracts with the business partners or to the non-renewal of contracts due to offences linked to corruption;
- any court case involving corruption that was initiated against the Bank or against the Banks' employees;
- any case of discrimination.

*Compulsory anti-corruption training for all employees*



## Internal Audit

The requirements for organization of internal control in credit institutions are established by the Regulations of the Bank of Russia No. 242-P "On Organization of Internal Control in Credit Institutions and Bank Groups" dated December 16, 2003.

In line with these requirements, the Internal Audit Department is independent of other divisions of the Bank, reports to and acts under the direct supervision of the supreme management bodies of the Bank.

The main functions of the Internal Audit Department are to:

- check the effectiveness of the banking risk assessment methodology (including checks for timely updates of the internal documents that establish the methods for risk assessment, and validation of quantitative risk assessment models by the Bank's structural units) and banking risk management procedures established by the Bank's internal documents (methods, programs, rules, and procedures for banking operations and transactions, banking risk management) as well as analyze compliance gaps in respect of these documents;
- check the reliability of the internal controls for automated information systems, including control of the integrity of databases and their protection against unauthorized access and/or use, taking into account any measures put in place for abnormal or emergency situations in accordance with the Bank's Business Continuity and/or Disaster Recovery Plan;
- check and test the accuracy, completeness, and timeliness of accounting and reporting, as well as reliability (including accuracy, completeness, and timeliness) of the collection and presentation of information and reports;
- check the methods (techniques) used to ensure the safety of the Bank's property;
- assess the economic feasibility and efficiency of the Bank's operations and other transactions;
- check the internal control processes and procedures;
- check the activities of the Bank's Internal Control Service and Risk Management Service;
- assess the methodology for determining the value of trading portfolio instruments and its efficiency;
- assess the efficiency of organization and functioning of the remuneration system;
- assess the corporate governance system;
- assess the efficiency of the Risk and Capital Management System, its adequacy for the operating conditions, the nature and the scale of the Bank's transactions, and the level and combination of risks assumed by the Bank;
- perform other functions assigned to the Internal Audit Department by the legislation of the Russian Federation, regulations of the Bank of Russia, internal documents of the Bank, and resolutions of the management bodies of the Bank to achieve the goals and objectives of the Internal Audit Department.

## Taxation

Gazprombank is a conscientious taxpayer committed to fulfilling its obligations to pay taxes and levies to the various budgets in a full and timely manner.

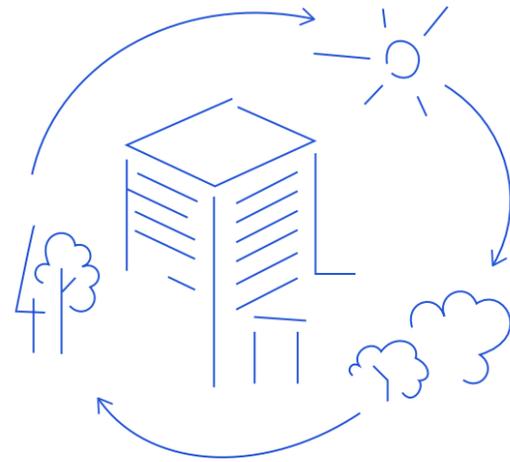
When calculating taxes and interpreting legislative provisions, the Bank adheres to its internal tax policy, and is guided by the established arbitration practice and position of the regulatory authorities. We do not expect the tax authorities to discover any hidden tax burden, since all transactions executed by the Bank are for business purposes only and no attempt is made to obtain unjustified tax benefits, erode the company's tax base and/or "shift" profits.

All tax issues, including the development of tax policy and methods of determining taxation procedures, are handled by the Bank's internal Taxation Unit. The Taxation Unit is briefed to take part in coordinating the various agreements concluded by the Bank with third parties, including foreign third parties, the performance of highly structured transactions, and the development of banking products.

The Bank's activities comply with the requirements of both the Russian and international tax legislation, as well as the laws of the other tax jurisdictions in which the Bank operates. Given the above, disputes with the tax authorities on issues relating to interpretation of legislative provisions, although possible, are unlikely to affect the Bank's financial situation, even if the court fails to adopt a judgement in favor of the Bank.

*Fair and responsible  
business conduct*

# SUSTAINABLE OFFICE



Goals established up to 2030



## COMPREHENSIVE OFFICE SPACE TRANSFORMATION

100%

The sustainable office concept is intended to involve all the Bank's staff, irrespective of where they are located.

KPI

Key performance indicators are defined for all areas of the Concept, and these constitute the specific, measurable goals that must be achieved.



NEW OBJECTIVES

SUSTAINABLE OFFICE

# Sustainable Office

The Sustainable Office Concept is one of the most recent documents to be developed and adopted by the Bank; its provisions unite the Bank's environmental and social initiatives in the office setting.

The Concept, which can be extended across the entire operating territory of the Bank, is aimed at minimizing negative impacts on the environment and creating a friendly, convenient, safe, and inclusive space for both the Bank's employees and customers.

The entire Concept is laid out in a single document, thus enabling both internal and external users to quickly familiarize themselves with information on the goals and achievements of the Bank in the field of sustainable development in the office environment.

*All necessary information can be located quickly and easily.*

## Environmental Responsibility

Protecting the atmosphere and water resources and taking steps to offset climate change

Reducing waste and promoting the circular economy

Working with suppliers

GREEN OFFICE

## Employee Care

Health and safety at work

Social benefits

Promoting a healthy lifestyle

Inclusion

FRIENDLY OFFICE

## Employee Training and Development

Educational programs

Activities designed to involve the Bank's staff and stakeholders in the "sustainable" agenda and thus improve the Bank's environmental culture

EDUCATION AND TRAINING

# Environmental Responsibility

GREEN OFFICE

## The Greenhouse Gas Emissions of the Bank

There are a multitude of ways in which a given company impacts the environment. Businesses in general have a negative impact on the atmosphere, due to the polluting gases emitted as result of company activity; these pollutants include greenhouse gases.

It has been shown that greenhouse gases are one of the key factors affecting global climate change. Businesses all over the world are coming to terms with the negative impact they are having on the environment and are seeking to minimize greenhouse gas emissions, and Gazprombank is no exception. The first step on the path to decarbonization is to measure the company's own emissions, a process that the Bank has carried out and had it verified by Kept this year for the very first time.

In 2021, the total volume of GHG emissions was 45,200 tons of CO<sub>2</sub>e. Direct emissions equaled 7,900 tons of CO<sub>2</sub>e, and indirect energy emissions equaled 37,300 tons of CO<sub>2</sub>e, respectively. Over the last three years, we have witnessed positive dynamics in terms of the total emissions. The relative growth of emissions in 2021 was 10.8% compared to 2019.

Figure 1. Total gross greenhouse gas emissions (Scope 1 + Scope 2) over a 3-year period, tons of CO<sub>2</sub> equivalent



The main source of direct GHG emissions is mobile combustion, which accounted for 76.7%, 74.2% and 74.0% of Scope 1 emissions in 2019, 2020 and 2021, respectively. The large share of this emission source in the overall emissions volume is explained by the operation of an extensive car fleet. The detailed Scope 1 emissions structure is shown in Figure 2.

Indirect energy emissions are predominantly attributable to third-party generation of electrical power consumed by the Bank. The share of such emissions corresponds to 65.6%, 63.6% and 60.0% of all Scope 2 emissions in 2019, 2020 and 2021, respectively. The detailed Scope 2 emissions structure is shown in Figure 3.

Figure 2. Structure of direct greenhouse gas emissions over a 3-year period, tons of CO<sub>2</sub> equivalent

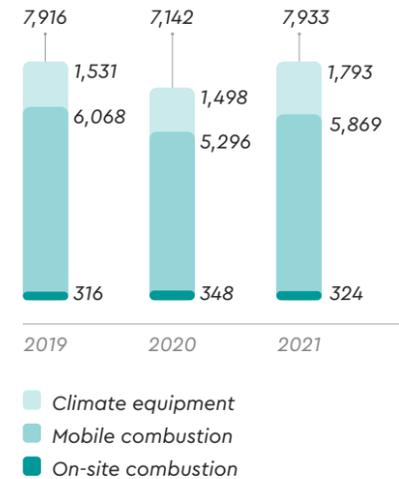
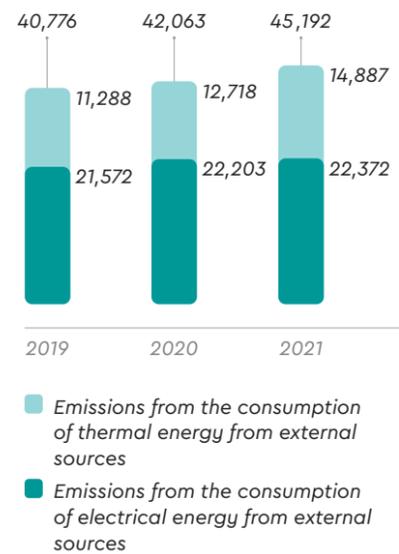
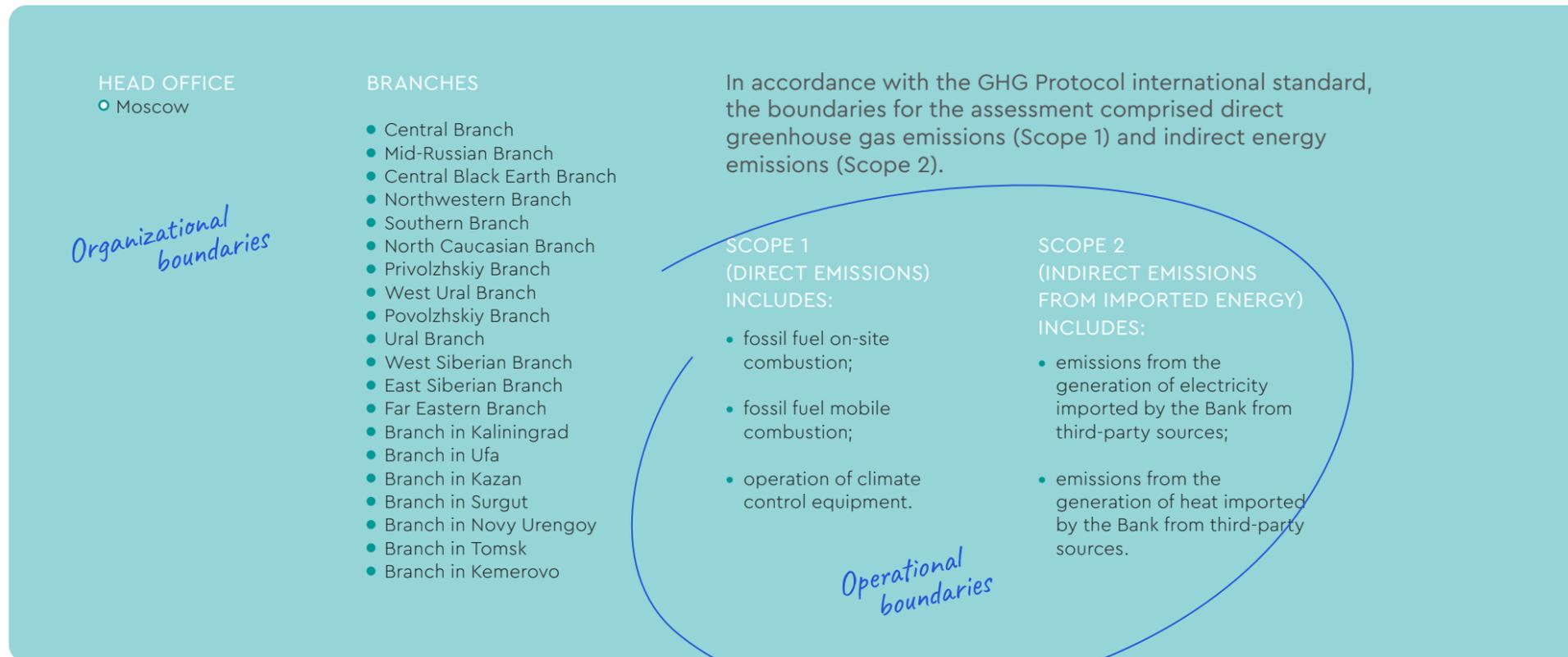


Figure 3. Structure of indirect energy emissions of greenhouse gases over a 3-year period, tons of CO<sub>2</sub> equivalent



ENVIRONMENTAL RESPONSIBILITY



## Environmental Projects Center

*Professional expertise by environmental experts*

The Environmental Projects Center employs professional environmental auditors and provides additional services in the following areas:

1. Information and consultancy in support of any project designed to offer significant environmental benefit (environmental consulting):
  - preliminary environmental assessment of the project, help and advice on preparation of the necessary documentation (including the design and cost estimate documentation), and assistance, if necessary, during implementation of an independent environmental audit;
  - assistance in establishing compliance of any documentation substantiating economic and other activities with federal environmental requirements. Support for the applicant in their engagement with the regional departments of Rosprirodnadzor during implementation of the federal environmental impact assessment;
  - preliminary analysis of the project in order to establish compliance with the requirements of the national "Ecology" project, and support for the regional application to the federal executive authorities;
  - communication with the regional authorities to establish possible means of financing the region's contribution to implementation of the national "Ecology" project.

The services are aimed at the companies implementing environmental projects and considering the possibility of attracting green financing, as well as the regional and federal executive authorities.

### Reporting boundaries

The organizational and operational boundaries for the quantitative emissions assessment were set in accordance with the GHG Protocol.

The organizational boundaries are defined as the list of entities, for which the data are consolidated and assessed. The operational boundaries are the categories of emissions subject to assessment.

### Methodological approach

The following international and national normative documents were used as guidance for the quantitative assessment:

- Order of the Ministry of Natural Resources and Environmental Protection of the Russian Federation No. 300 dated June 30, 2015 "On the Endorsement of Methodology Recommendations and Guide for Quantitative Determination of the Volume of Greenhouse Gas Emissions by Organizations Engaged in Economic and Other Activities in the Russian Federation";

- Order of the Ministry of Natural Resources and Environmental Protection of the Russian Federation No. 330 dated June 29, 2017 "On the Endorsement of Methodological Guidelines for the Quantitative Determination of the Volume of Indirect Energy Emissions of Greenhouse Gases";
- GOST R ISO 14064-1-2021 National Standard of the Russian Federation. Greenhouse Gases. Part 1. Specification with Guidance at the Organizational Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals (approved and enacted with Rosstandart Order No. 1029-st dated September 30, 2021);
- 2006 IPCC Guidelines for National Greenhouse Gas Inventories prepared by the National Greenhouse Gas Inventories Programme. Edited by S. Eggleston, L. Buendia, K. Miwa, T. Ngara, K. Tanabe, T 1-5-IGES, Japan, 2006.

The assessment of direct greenhouse gas emissions covered the emissions of carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrogen (I) oxide (N<sub>2</sub>O), hydrofluorocarbons (HFC), and hydrochlorofluorocarbons (HCFC), while the scope of indirect energy emissions assessment was limited to carbon dioxide (CO<sub>2</sub>) emissions only. The Global Warming Potentials (GWP) published in the IPCC's Fifth Assessment Report were used to convert CH<sub>4</sub>, N<sub>2</sub>O, HFC, and HCFC emission volumes into tons of CO<sub>2</sub> equivalent.

GHG emission factors for imported electrical and heat energy generation were calculated using Rosstat and International Energy Agency's data. Indirect energy emissions were calculated using the location-based method.

## Compliance with Environmental Regulations

2. Consulting on the issue of granting of state subsidies as partial reimbursement of the costs of investment projects linked to the introduction of best available technology within the framework of the Regulations approved by Decree No. 541 of the Government of the Russian Federation dated April 30, 2019 (as amended by Decree No. 2073 of the Government of the Russian Federation dated December 10, 2020):
- consulting in the matters pertaining to the rules and procedures related to the granting of state subsidies for implementation of investment projects linked to the introduction of the best available technology (BAT);
  - recommendations to the applicant regarding the choice of investment project and initial analysis thereof;
  - consulting support for the applicant in the preparation and execution of application documentation;
  - preliminary examination of the application documentation for compliance with the established requirements;
  - assistance in the applicant's engagement and communications with the Ministry of Industry and Trade of the Russian Federation during the period of the government's consideration and evaluation of the application;
  - consulting support for the applicant's reporting activities using the official form of the Ministry of Finance of Russia and other reporting.

The service is aimed at the companies implementing the best available technology and operating Category I facilities, as provisioned in Decree No. 2398 of the Government of the Russian Federation dated December 31, 2020. Subsequent to a favorable decision by the federal executive authorities, it is possible to extend the service to cover projects under Decree No. 1587 of the Government of the Russian Federation dated September 21, 2021.

### In June 2021, the Management Board of Bank GPB (JSC) approved Bank GBP (JSC) Dedicated Policy on Environmental Responsibility.

In accordance with the Policy, the Bank has set itself targets for efficient consumption of natural resources and reduction of its negative impact on the environment and climate and has made the relevant commitments.

The Bank's activities comply with the requirements of the Russian legislation in the field of environmental protection and incorporate recommendations of the international institutions in the field of environmental protection. Due to the nature of its activities, the Bank's environmental risks are rated as insignificant. No penalties for violation of requirements of environmental legislation have been recorded by the Bank's risk management system for the past 3 years.

Pursuant to its Dedicated Policy on Environmental Responsibility, the Bank is committed to reducing the environmental impact of its customers and suppliers.

To this end, the Bank has weighted its procurement procedures in favor of suppliers and contractors that have officially declared their support for the principles of environmental responsibility and provide the products and services with concomitant environmental benefits.

The Bank either refrains from providing funding, or significantly limits the amount of funding available to the projects in such areas as:

- the production of, or trade in, any goods, or the carrying out of any activities declared illegal in the national legislation or the provisions of international treaties, or subject to other forms of prohibition;
- the transportation of oil or other hazardous substances by tankers that do not meet the requirements of the UN International Maritime Organization (IMO);

- the production of, or trade in, pesticides, herbicides, and other toxic substances already listed as phase-out;
- the cross-border movement of wastes prohibited by the international law;
- fishing in the marine environment with drift nets greater than 2.5 km in length;
- the production of, or trade in, free asbestos fibers, products containing asbestos, or products containing polychlorinated biphenyls;
- the production of, or trade in, ozone-depleting substances;
- the trade in wild animals, plants, and any products derived therefrom, as listed in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

Commercial projects financed by the Bank for its corporate customers may be subject to environmental assessment as an integral part of the due diligence and project appraisal process. Such assessments are carried out to enable the Bank to make decisions on the financing of projects, not only based on their feasibility, but also with account to the environmental factors.

## Energy Efficiency

*We strive to reduce energy consumption*

By improving energy and fuel efficiency, the Bank strives to minimize its carbon footprint, as well as its release of other toxic emissions into the atmosphere.

To meet the Bank's production requirements and ensure comfortable working conditions for its staff and customers, the banking premises use heat and electricity supplied by the local municipal authorities.

The amount of energy used is metered and paid in accordance with the tariffs provisioned in the relevant contracts.

The amount of heat energy used by the Bank is given in the table<sup>3</sup> below.

Subdivisions of the Bank	2019	2020	2021
Heat, Gcal	41,945.46	47,341.73	55,322.91

The Bank is committed to reducing electricity consumption in its offices. The performance indicators established to measure the energy efficiency of the Bank are recorded in terms of relative energy intensity. Relative energy intensity is the amount of electrical energy consumed per 1 m<sup>2</sup> of the building's floor area, in premises owned or leased and equipped with the means of controlling the amount of electricity used. In accordance with its Dedicated Policy on Environmental Responsibility, the Bank has set itself energy efficiency targets of up to 20 % of the 2019 base year value for its Moscow Branch Offices (MBOs) and branch network.

<sup>3</sup> Some of the heat and electrical energy used by the Bank is not recorded in the Bank's accounting system, since it is provided under contractual conditions of the rented premises.

ENVIRONMENTAL RESPONSIBILITY

## Water Consumption

The relative energy intensity of the Bank is given in the following table, factoring in the KPIs of the Dedicated Policy on Environmental Responsibility.

Subdivisions of the Bank	2019	2020	2021
Administrative offices, kW-h/m <sup>2</sup>	226.32	209.25	228
MBOs and branch network, kW-h/m <sup>2</sup>	—	352.56	119.56

The increase in relative energy intensity at the Bank's head office in Moscow (Ozerkovskaya Embankment, 24) is linked to the extension of the Bank's working area at that location and the commissioning into service of energy-intensive technical equipment. However, analysis of the electricity consumed in the first and second quarters of 2022 shows that the average annual amount of electricity being used in the Bank's offices is falling.

Key measures aimed at improving the energy efficiency of the Bank's offices are being developed by the relevant administrative units of the Bank. The budget planning necessary for implementation of the efficiency measures is also performed. The measures include:

- optimization of the outdoor lighting system;
- maximizing the use of natural light;
- installing energy saving lamps and sensors;
- disconnecting from the network any devices and equipment that are not being used;
- setting equipment to energy-saving mode;
- using electrical equipment with energy saving ratings of "A" and "A+".

Types of fuel	2019	2020	2021
Diesel fuel, liters	7,060	8,015	10,007.5
Gas, m <sup>3</sup>	224,065.94	235,618.12	243,153.33

Some branches of the Bank are equipped with their own stationary installations, such as gas boilers and diesel generators, to ensure the uninterrupted supply of power, hot water, and heating. Standby diesel generators are installed in the Bank's administrative offices. The total volume of diesel fuel and gas consumed by this type of equipment is given in the table above.

The Bank's vehicle fleet includes both diesel and petrol vehicles. The Bank is committed to minimizing the amount of pollutant emitted into the atmosphere by its vehicles; none of the vehicles used by the Bank have engine emissions exceeding the established environmental standards. The Bank ensures that its corporate vehicle fleet is regularly maintained. Pollutant emissions are reduced through a combination of rational fuel consumption and route optimization, as provided by the individual vehicle movement documents.

The total amount of fuel purchased for the Bank's vehicle fleet is given in the following table.

Types of fuel	2019	2020	2021
Diesel fuel, liters	446,788.53	437,375.53	527,232.70
Petrol, liters	1,898,295.65	1,668,463.16	1,851,749.88

The Bank is committed to the concept of reasonable and efficient use of natural resources as well as to their conservation.

To meet its hot- and cold-water requirements, the Bank uses the local water supply networks of the municipalities in which its administrative offices, branch offices, and branches are located.

Water supplies are generally taken from fresh surface water sources, such as reservoirs, rivers, and canals.

The water supplied to the Bank's premises meets the hygiene standards provisioned in SanPiN 2.1.4.1074-01 "Drinking Water. Hygiene Requirements for the Water Quality of Centralized Drinking Water Systems." Water quality is monitored by the supplying utility. Supervision of the operation of the centralized water supply system is carried out on behalf of the state by Rospotrebnadzor, whose laboratories regularly test the quality of the drinking water, both at the water treatment plant take-off point and on the premises of the consumer.

The Bank's water consumption is shown in the following table.

Subdivisions of the Bank	2019	2020	2021
Administrative offices, m <sup>3</sup>	51,519.42	48,476.06	49,004.91
MBOs and branch network, m <sup>3</sup>	85,227.38	85,050.96	88,983.75

In accordance with provisions of its Dedicated Policy on Environmental Responsibility, the Bank is committed to reducing water consumption and conserving the water used in its production activities. Efficiency indicators have been established for reducing water consumption by up to 13% compared to the 2019 base year value in the Bank's MBOs and branch network,

and the minimum costs for implementing the necessary measures have been determined. Measures to reduce the Bank's water consumption are carried out at the business unit level and include the following:

- analysis of water meter readings to identify primary water consumers;
- provision of information to the staff;
- monitoring and adjustment of the water system and supply equipment;
- replacement and/or new installation of plumbing fixtures and fittings.

The Bank's wastewater is discharged into the local sewage networks of municipalities. The volume of wastewater discharged is directly related to the volume of water consumed.

The treatment of wastewater prior to discharge into reservoirs is carried out by the relevant public utility in accordance with Decree No. 644 of the Government of the Russian Federation dated July 29, 2013 (amended on November 30, 2021) "On Approval of the Regulations Governing the Supply and Sanitation of Cold Water and on the Amending of Associated Acts of the Government of the Russian Federation."

Storm water taken from premises owned by the Bank is discharged into the local sewage system or other water storage facilities based on an agreement with the receiving party.

The volume of storm water discharged annually is 20,984.57 m<sup>3</sup> for facilities in Moscow.

The Bank organizes regular quarterly monitoring, sampling and chemical analysis of its surface storm water by a certified laboratory.

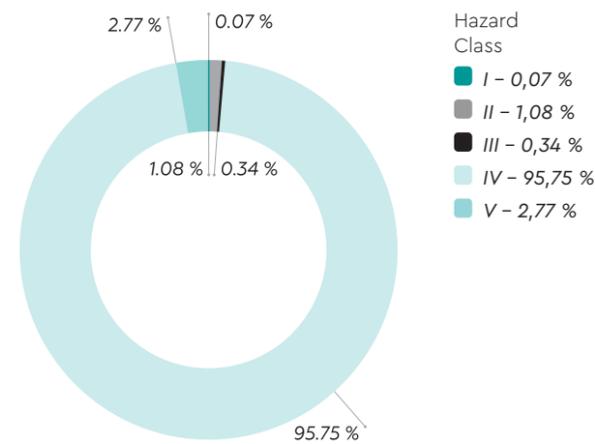
ENVIRONMENTAL RESPONSIBILITY

# Waste Management

The Bank is committed to making its contribution to waste reduction by cutting down on its use of materials and prioritizing the purchase of recycled products marked with an appropriate eco-label.

Bank GPB (JSC) has an extensive network of administrative and branch offices, and branches in various regions of the Russian Federation; collectively, the Bank's offices generate wastes in Categories I-V of the hazardous waste classification. The overall structure of the Bank's waste is shown in Diagram 1<sup>4</sup>.

Diagram 1. General waste structure of the Bank<sup>4</sup>



Hazard Class I waste (0.07%) includes mercury and fluorescent lamps; Hazard Class II (1.08%) — batteries, non-interruptible power supply units, galvanic batteries; Class III waste (0.34%) — cartridges; Class IV waste, which makes up the bulk of the waste, chiefly consists of office equipment, municipal solid waste, furniture, and products made of wood, as well as sweepings from the Bank's outdoor premises; Class V waste (2.8%) includes paper and cardboard.

<sup>4</sup>As evidenced by the administrative offices and MBOs in Moscow.

In accordance with requirements of the Federal Law No. 89-FZ "On Production and Consumption Waste," the Bank keeps the record of its waste management. The total amount of waste generated by the administrative offices, branch offices and branches of the Bank and transferred to third parties is shown in the table.

Volume of waste (tons) generated by the Bank's production and consumption activities and transferred to third parties

2019	2020	2021
1,157	856	1,219.1

The Bank disposes of its waste, in accordance with requirements of the Federal Law No. 89-FZ "On Production and Consumption Waste," with the waste being recycled, neutralized and/or buried based on long-term contracts with licensed third-party organizations. Consequently, the Bank sends mercury and fluorescent lamps for neutralization, whilst power cells and batteries, office equipment and cartridges, paper and cardboard are sent for recycling.

The Bank's offices are equipped with containers for separate collection of waste, including paper and cardboard, power cells and batteries.

The volume of office equipment and paper waste transferred for recycling in Moscow's administrative and branch offices is given in the following table.

Waste collected separately and sent for recycling

	2019	2020	2021
Office equipment, tons	18	2.51	11.4
Cardboard and paper, tons	75.6	47.3	33.8

Municipal solid waste (MSW), kitchen waste, sweepings from the banking outdoor premises, treated and coated wood are all buried at landfill sites. When concluding waste disposal contracts, the Bank's employees are entitled to conduct inspections of the contractor's landfill and waste management facilities.

The volume of MSW generated in the Moscow administrative and branch offices of the Bank is given in the table.

Volume of MSW generated during the course of the Bank's activities and transferred to third parties for disposal, tons

2019	2020	2021
760.56	452.98	548.41

In accordance with its Dedicated Policy on Environmental Responsibility, the Bank is committed to concluding all outstanding agreements in respect to waste management prior to the end of 2022, including agreements on municipal solid waste management signed with the licensed operators in the regions of the Bank's operations. In accordance with provisions of its Dedicated Policy on Environmental Responsibility, and to assess the prospects for cutting down on the generation of waste, the Bank monitors the volume of MSW it produces. During the reporting year, 548.41 tons of MSW were generated in the Bank's administrative and branch offices in Moscow; this amounts to 45% of the total amount of waste generated by the Bank.

The Bank is committed to improving its waste generation accounting system, ensuring efficient recycling, and reducing to a minimum the amount of waste sent to a landfill. The Bank holds the necessary permits issued by the regulatory government agencies in the field of waste management and provides the environmental protection agencies with regular annual statistical reports.

In 2021, the administrative and branch offices in Moscow transferred for recycling:

13 t  
OF POWER CELLS AND BATTERIES

480 kg  
OF SHREDDED PLASTIC CARDS

*We strive to maximize the amount of recycled waste*

## Resource Consumption

Due to the specifics of its production process, the Bank consumes a significant amount of paper.

In accordance with requirements of the Federal Law No. 89-FZ "On Production and Consumption Waste" and Decree No. 1589-r of the Government of the Russian Federation "On Approval of the List of Production and Consumption Wastes Containing Commercially-useful Components Banned from Disposal at Landfill Sites" dated July 25, 2017, the Bank disposes of its collected paper waste in an appropriate manner.

The Bank is committed to increasing its contribution to the circular economy by making a general reduction in the amount of materials it uses, increasing the amount of materials it recycles and the amount of recycled materials it purchases:

- To reduce the amount of paper consumed, the Bank is actively implementing an electronic document management system and has already introduced the BoardMaps automated system, enabling provision of the necessary documents for meetings of the Bank's collegiate organs in an electronic format.
- In accordance with its Dedicated Policy on Environmental Responsibility, the Bank is committed to increasing the volume of waste paper collected and sent for recycling. To achieve the targets it has set itself, the Bank has equipped all its offices with containers for separate collection of waste and instructed the staff on how to use them.
- To increase its share of recycled materials, the Bank is prioritizing the purchase of eco-labeled paper.

The share of recycled paper used in the Bank's production activities is shown in the following table.

Indicator	2019	2020	2021
Consumption of paper, tons	690	761	592
Waste paper intended for re-use, tons	149.4 (including 75.6 tons in Moscow)	124 (including 47.34 tons in Moscow)	65.9 (including 33.8 tons in Moscow)
<b>Share of recycled raw materials, %</b>	<b>21.7</b>	<b>16.3</b>	<b>11.1</b>

## Sustainable Supply Chain

In carrying out its procurement activities, Gazprombank is guided by the following goals and principles:

- honest and respectable business conduct;
- protection of its financial interests and corporate image;
- openness and transparency;
- fair competition between the suppliers of goods, service providers, and work contractors;
- equality, fairness, and absence of discrimination or any unreasonable restrictions on competition;
- widening the opportunities for individuals and legal entities to participate in the process and stimulating such participation;
- ensuring the Bank's employees are unable to make personal gain from their participation in the procurement process.

Following the progressive global trends, the Bank has developed a set of minimum standards of ethical conduct, based on compliance with social, legal, and environmental standards and a responsible attitude towards the supply of goods, works, and services. The standards are applicable to the Bank's suppliers, agents and contractors, their employees, agents, co-agents, and subcontractors who are engaged with the Bank during its procurement and contractual activities.

In accordance with its Dedicated Policy on Environmental Responsibility, in its procurement activities the Bank strives, wherever possible, to factor in the requirements established by the Bank's internal regulatory documents, to select suppliers, agents, and contractors who have officially signed up to the principles of environmental responsibility and who are themselves committed to high environmental standards.

The mandatory qualification requirements for participants in procurement procedures are specified in the Bank's procurement documentation, which is either posted on the Bank's website and electronic trading platform when the open procurement procedures are announced or circulated among groups of qualified participants during closed procurement procedures. The requirements set by the Bank when selecting suppliers, agents, and contractors apply to all participants in the procurement procedures, and equally to all and any co-agents and subcontractors engaged by them.

In 2021, goods, works and services with a prominent position on the market were purchased by the Bank on a competitive basis. In this context, more than 50% of the Bank's purchases were made following competitive procurement procedures, including administrative and household goods, various types of advertising, construction works, as well as IT products and services. At the same time, the Bank carried out 44 preliminary qualification-based selections of suppliers of goods, works, and services in the various constituents of the Russian Federation to select the qualified vendors that were included by the Bank in the Unified Register of Qualified Suppliers and who subsequently took part in the competitive procurement procedures, in their respective areas.

Suppliers, agents, and contractors found to have acted unethically, or who were deemed to have provided false information either during the Bank's procurement procedures or while performing the contract, have been included in the Bank's Register of Untrustworthy and Unreliable Suppliers and will have no further opportunity to participate in the Bank's procurement procedures.

In the interests of further developing its business infrastructure, the Bank is continuing with its plan to introduce social and environmental aspects into its procurement activities, thereby ensuring stability and reliability of the chains of supply implemented by its suppliers of goods, works, and services.

## Employee Care

# 62.7 %

OF EMPLOYEES ARE WOMEN

In 2021, Gazprombank was once again recognized as one of the best employers in the financial sector, as well as one of the most attractive employers for women. More than half of the Bank's management positions are held by women. The proportion of women in senior positions in the Bank is growing; currently, women represent well over a half of the Bank's total team (62.7%).

FRIENDLY OFFICE

### At the end of 2020, the Bank introduced its comprehensive Human Capital Management Program.

The key performance metrics of the Program are the increase of the net operating income per employee, the achievement of the best possible results in respect to brand development, keeping staff turnover at the recognized market minimum for organizations in the financial sector, increasing the number of employees working under key performance indicators, and automating the HR processes.

In early 2021, at the start of the Program, the following priorities were established:

- to update the integrated assessment of personnel as the basis for development of a new employee career matrix. The result was an improved career matrix for employees in the Retail Unit of the Bank and preparation for the introduction of career tracks in the group of independent structural units responsible for risk management;
- to launch an intra-corporate portal to support the horizontal rotation of personnel;
- to actively develop the skills and knowledge of the workforce through the introduction of new training programs.

To increase the speed and efficiency of decisions affecting its personnel, the Bank is committed to the development of analytical reporting, introduction of new services for both managers and workers, and creation of new channels of communication between the Bank and its employees.

In 2021, the Bank launched a new version of the corporate information portal. The new portal known as the Sphere, has made it possible to structure and combine information from various sources in one place and in a single style, create a convenient navigating system,

#### EMPLOYEE CARE

Age structure of the workforce	Years	Up to 30 years old, %	30–50 years old, %	Over 50 years old, %
Chief Executives	2019		68.59	31.41
	2020	0.56	63.28	36.16
	2021		60.56	39.44
Chief Accountant	2019		100.00	
	2020		100.00	
	2021		100.00	
Management Board	2019		47.06	52.94
	2020		41.18	58.82
	2021		44.44	55.56
Employees	2019	21.65	67.59	10.76
	2020	22.67	66.43	10.90
	2021	22.40	66.15	11.45
Branch Managers	2019		65.00	35.00
	2020		60.00	40.00
			60.87	39.13

Type of worker	Year	Women, %	Men, %
Chief Executives	2019	22.44	77.56
	2020	25.42	74.58
	2021	26.76	73.24
Chief Accountant	2019		100.00
	2020		100.00
	2021		100.00
Management Board	2019	11.76	88.24
	2020	11.76	88.24
	2021	16.67	83.33
Employees	2019	66.94	33.06
	2020	63.89	36.11
	2021	62.73	37.27
Branch Managers	2019	20.00	80.00
	2020	20.00	80.00
		21.74	78.26

provide a single point of entry to useful resources and services, and equip the management and workforce with a wide range of tools for managing teams and solving operational tasks.

A comprehensive employee engagement, loyalty, and satisfaction survey (covering over 11,500 respondents) was carried out in 2021 and made it possible to identify the areas of growth and draw up the road map

of work in key areas such as career building, self-realization, training, and mentoring. Suggestions have also been put forward for a better work-life balance of the Bank's employees and minimization of stress levels — factors that were particularly aggravated by the pandemic. As a result of studies undertaken to compare the Bank with an array of relevant market benchmarks, the Bank emerged as one of the leading companies in the field of banking and technology.

## Health and Safety at Work

For Gazprombank, workplace safety and attention to the health and well-being of its employees are matters of priority importance.

The Provisions on the Occupational Health and Safety Management System have been in place at the Bank since December 27, 2018; these were drawn up by the Bank in accordance with recommendations outlined in the current occupational health and safety legislation of the Russian Federation.

The Provisions apply to all buildings and structures of the Bank, including those assigned to the Bank on a leasehold basis, and across the entire territorial reach of the Bank. The Provisions are binding on all employees of the Bank, irrespective of whether they work at the head office or in a branch, and moreover, extend to all persons located on the territory, buildings, and structures of the Bank.

A Collective Agreement, valid until June 6, 2023, is currently in force at the Bank. The Collective Agreement's expiry date is established in an additional agreement made on May 29, 2020. The Collective Agreement applies to all employees of the head office and branches of the Bank, regardless of their trade union membership status. A further additional agreement dated December 30, 2021, introduced the necessary amendments and additions to the original text of the Collective Agreement.

In accordance with the requirements of employment legislation, the Bank is obliged to regularly carry out a Special Assessment of Working Conditions (SAWC). SAWC helps to identify the harmful factors in the production process and take measures to eliminate them. So far, 6,863 workstations have been assessed. Permissible working conditions (Class 2) were established at all workstations assessed so far, thus indicating the complete absence of any harmful production factors.

The Bank regularly arranges medical examinations for workers, who are required to undergo periodic medical and psychiatric examinations in accordance with requirements of the employment legislation. In 2021, 305 employees underwent a medical examination.



In accordance with requirements of Article 214 of the Labor Code of the Russian Federation, the Bank's management team and other employees are all trained in health and safety at work. In 2021, 236 people attended an occupational health and safety training course. The Bank regularly conducts occupational safety training courses for its employees. In 2021, 1,780 employees attended one of these courses.

The main types of work-related injuries affecting the Bank are injuries resulting from traffic accidents, injuries sustained by falling (e.g., from the steps of a ladder) and those caused by impact from falling objects.

According to the results of the Special Assessment of Working Conditions (SAWC), the Bank's workplaces are free from any harmful production factors.

The recording and subsequent investigation of all accidents taking place on the premises of Bank GPB (JSC) are carried out in strict accordance with requirements provisioned in the employment legislation of the Russian Federation.

## Whistleblowing Hotline

To maintain the high level of employee confidence in the Bank and enable employees to inform management of any breaches of normal practice, of which they have become aware, the Bank has installed a Whistleblowing Hotline.

The Whistleblowing Hotline is a tool for detecting and preventing wrongful behavior at the Bank (fraud, corruption, actual or suspected breaches of the law and the Bank's internal documents), as well as any unauthorized actions carried out by the Bank's employees or business partners, which may result in losses for the Bank and its customers.

Employees can either identify themselves or file a claim anonymously, report an incident, or ask a question

using one of the available options: make a phone call, send an email, or fill out a form on the corporate portal.

The Bank guarantees the protection of the employee's identity and confidentiality of the information provided.

Incoming information is analyzed, and if necessary, verified, by the authorized administrative units of the Bank.

In 2021, a total of 40 messages were recorded. Most of the messages received were HR-related (wages, incentives, relations with the management), with the remainder focused on organizational issues linked to the Bank's operations and matters of compliance with the measures put in place during the pandemic.

All the messages were reviewed, relevant actions were taken, and replies sent out.

Total number of messages recorded by the Bank's Whistleblowing Hotline during the reporting period

	2016	2017	2018	2019	2020	2021
Total	24	20	23	30	32	40
Of that:						
the number processed during the reporting period	24	20	23	30	32	40
the number resolved during the reporting period	24	20	23	30	32	40

*All the questions were answered*

## Promoting a Healthy Lifestyle

*Helping to maintain a work-life balance*

The introduction of COVID-19 restrictions and the subsequent transition, in March and April of 2020, of nearly 10,000 staff members to work-from-home (WFH) was stressful and led to frequent difficulties in balancing work obligations with personal life. These changes in lifestyle also had a negative effect on eating habits and the ability to maintain a healthy lifestyle.

In 2021, the Bank began working on a complex of measures designed to help employees come to terms with the new realities of everyday life. The measures were intended to increase employee engagement and productivity by creating an ecosystem of programs covering the different areas of human well-being.

### Physical well-being

1. Extension of the VMI (Voluntary Medical Insurance) package: VMI is now provided from the first day of employment at the Bank, tele-medicine services have been added to the VMI package.

A VMI contract, additional to the compulsory medical insurance program, is available to all the Bank's full-time staff; the VMI contract enables employees to take advantage of high-quality medical care, including in-patient and out-patient care, dental care, pre-natal and obstetric care, and emergency medical treatment in a range of medical institutions.

An accident insurance (AI) contract is also available to all full-time employees of the Bank. Under provisions of the accident insurance contract, employees are provided with insurance payouts in the event of the following: "temporary loss of earning capacity due to an accident," "disability resulting from

an accident," "loss of occupational earning capacity due to an accident," or "death resulting from an accident." The period of coverage is 24 hours per day within the Russian Federation.

2. Support for the families of employees: the VMI contract is available at preferential rates to the relatives of the Bank's full-time employees.
3. Protection of employees when working under conditions of increased epidemiological threat: the regular cost-free PCR testing of office workers and the provision of personal protective equipment for employees and their families. The Bank has developed a system of color coding that defines the rules of the Bank's operations depending on the epidemiological status. Employees were offered vaccinations (including the CoviVac vaccine) twice per year on the Bank's premises. To enable employees to sign up for PCR testing and vaccination and to inform them about changes to the working schedule and operating regulations, a special landing page was created on the "Working During the Pandemic" Intranet portal.
4. Ensuring physical security: all new employees are provided with the phone number of the Bank Duty Officer, who can be contacted for a consultation or to summon the Duty Emergency Team in the event of an emergency or any occurrence deemed to pose a threat to the well-being of any of the Bank's employees or their relatives, to receive assistance in case of a road traffic accident, etc.

### Power Transformation

"Power Transformation — Together we create the best" is a sports video project with participation of 21 teams from the head office and the Bank's entire branch network (147 participants in total).

The project's athletic mentors are Irina Turchinskaya (a personal trainer, nutritionist, and Moscow vice-champion in body fitness) and Vladimir Laptev (international

master of sports, vice world champion and three times all-Russian champion in weightlifting). The program includes an online weight-loss training course given by the project mentors, a strict diet, a culinary duel, and a variety of athletic challenges. After 10 weeks of active online training and based on the total weight loss of the team, the 5 best-performing teams went on to compete in the final round of the project held in Moscow. In 2021, the project's participants lost a combined total of 1,200 kg in weight.

### The GPBrun running club — the Bank's running community

In 2021, the Bank's running community numbered 210 active members. They were divided into 6 groups serving 3 separate levels of running ability: beginner, intermediate, and advanced. Last year's program included 6 months of training; weekly running challenges with a bonus prize program aimed at improving the level of training and strengthening of business communications; 1 kilometer test race, and talks given by nutritionists and athletes on the best ways to quickly get back on the fitness track following the quarantine.

### Vladimir Laptev's "Healthy Season" seminar

An annual webinar given by the international master of sports, vice world champion, and three times all-Russian champion in weightlifting Vladimir Laptev on topics such as leading a healthy lifestyle, proper nutrition, and sport.

### "Race of Heroes" sports project

The Bank has been represented in the popular "Race of Heroes" sports competition since 2017. In 2021, more than 60 of the Bank employees took part in the "Race of Heroes" project. The program includes a series of races, cross-country hurdling, 2–3 workouts per week (CrossFit, hurdling, and running).

## Mental Well-being

### The GPBcare service/consultation with a psychologist

The Bank offers its employees free confidential consultations with a psychologist (a partner program run in conjunction with the European Legal Service "Dobroservice"). To help remove the barriers and motivate staff to be more attentive to their mental health issues, the Bank ran a series of 3 webinars, "A Week of Wellbeing" campaign and the 3-week long "Relationship-building Marathon," attendance at which was open to all employees. During the first 3 months of the GPBcare service, more than 500 individual consultations took place.

### Training in burnout prevention and stress management

These training sessions are conducted on a regular basis and employees are free to enroll themselves on the training portal at any time. In 2021, more than 1,000 employees took part.

### The Wikium platform

The Wikium platform provides exercises designed by the largest developer of interactive games and exercises in Russia and the CIS to help improve the cognitive functions of the brain with special attention given to the processes of thinking, memory, logic, and broadening attention span. The platform is advertised on the Bank's training and Intranet portal; access is open to all employees of the Bank and the course format requires participants to undertake 15-minute training sessions for a month.

## COVID-19

By the year 2020, Gazprombank had already launched 18 digital transformation programs; these enabled the Bank to quickly reorganize following the onset of the pandemic, form a business continuity plan of action, ensure the safety of its personnel, and continue to implement its ambitious development strategy.

Moreover, Gazprombank continued with implementation of all its stated goals in the field of social responsibility and sustainable development.

In view of how quickly the virus spread, all the Bank's initiatives were developed as a matter of priority to effectively respond to the challenges posed by the pandemic.

A new mechanism of staff management was developed, focused on preventing the spread of the virus and, where that failed, a rapid response to infection.

- To continue the hiring and adaptation of the new employees, an online program was organized.
- An automated staff accounting system was developed to record the infection status of employees, track the situation in respect to new infection and quarantine and, where necessary, ensure that reserve staff were quickly brought in to enable the work to continue at affected locations.
- PCR testing stations were set up in the Bank's offices and all employee test results were filed in the Bank's computer system, in full compliance with all statutory provisions in respect to confidentiality.

- Training sessions were organized to enable managers to work with geographically distributed teams and employees forced to work from home.
- A 24-hour human resources hotline was put into place.
- A gamification pilot was created for the Bank's Contact Center staff. In addition to making the work interesting and enjoyable, the project was aimed at improving Contact Center KPIs. The game focused on three Contact Center KPIs. Over the 9 months of the project, two of the Contact Center KPIs showed a 30% improvement, while the third indicator almost doubled. 65% of the Bank's employees took part in the game.

The Bank regularly conducts employee surveys, the main one being the engagement survey based on the Happy Job methodology. A few months after the employees were transferred to the WFH regime, the Bank carried out a major survey of employee satisfaction with the remote working regime; the "Voice of the Internal Client" survey is conducted by the Bank on an annual basis. It is important that we, the management of the Bank, listen to what our employees are saying, identify their "pain points," and develop services that can help relieve them.

- The leaflet "All You Need to Know about Working During the Pandemic" was designed, distributed to all employees, and posted on the Bank's portal.
- An HR hotline (served 24/7 by both an internal number and a landline) was set up to answer questions related to working during the pandemic.
- The Bank's Intranet portal launched an HR Assistant AI chatbot programmed to answer questions related to all HR topics, including questions about working during the pandemic. The chatbot database is constantly being updated; currently, the bot can automatically process some 75% of all questions asked, while the remainder are answered by the bot

operators, who, having answered the employee, then update the database.

- All intra-corporate events — irrespective of whether they were educational, organized as an exercise in team building, or purely for entertainment purposes — were shifted to the #StayHome online format.

Measures were developed to ensure safe working conditions and prevent the spread of the virus among those employees who were still coming into the office.

- To further ensure safety of the working environment, the Bank organized the disinfection of all workplaces and public premises, in accordance with the hygiene requirements of the relevant health authorities.
- Memos containing instructions on self-protection were drafted and sent out to employees to increase awareness of the safety issues and help reduce the risk of infection.
- Thermometers were made available at the entrances to all offices and a mask and glove regime was made obligatory not only on the Bank's premises, but also while traveling to and from work; chessboard seating was provided in all working areas of the Bank.
- The Bank organized the procurement and subsequent distribution of personal protective equipment (masks, gloves) to all employees and their family members (this was seen as especially important in the first months of the pandemic, when the cost of PPE was high and there were interruptions to its supply).
- A flexible work schedule was created, in which the beginning and the end of the working day were staggered to avoid staff crowding at the entrances and exits of the Bank's working premises).

*We teamed up fellow travelers and reduced our carbon footprint*

- In order to minimize the need for employees to travel to and from work using public transport:
  - all expenses incurred for taxis and car sharing were compensated (a free car sharing service was organized under an agreement with BelkaCar with the vehicles being assigned to individual employees for an "indefinite" period);
  - the automated intra-corporate carpooling service "Going the Same Way" was created on the Intranet portal enabling employees to search for car-sharing options within their town or city;
  - a mathematical model was developed to optimize organization of corporate transportation for those employees who did not drive and were unable to find traveling companions.
- The list of reserve staff was drawn up, enabling the Bank to quickly replace employees who had fallen ill.
- PCR testing stations were made available on the Bank's premises; a regular testing facility was therefore available free-of-charge to all office workers.

# Employee Training and Development

EDUCATION AND TRAINING

## The Bank traditionally puts a lot of emphasis on personnel development.

In 2021, "Flagships" — the program of development aimed at the leaders of the digital transformation that was completely unique for the business education market — was implemented. The learning concept is based on practice-oriented work on real projects — in other words, learning by doing. The training module was successfully completed by 93% of participants: these participants have been rewarded with internationally recognized Agile certification. The program secured first places and Grand Prix in a number of prestigious competitions, including the IT HR Awards, Creating the Future, the Team Awards, and SMART Pyramid 2021.

In 2021, the Bank implemented more than 1,800 training programs, in which more than 25,500 employees took part. The Bank's training programs are intended to develop a range of important contemporary professional skills, strengthen the leadership potential of managers, and improve the sales and service skills of employees working in the Bank's front offices.

The Bank is equipped with an arsenal of tools and training options, which can be used to unlock individual potential of each and every employee: corporate training on the "Impulse" and "Outbox" platforms (a repository for courses on the skills of the future); the corporate libraries of Alpina and MIF publishing houses, the Wikium cognitive skills development platform, and lecturing facilities at which eloquent speakers from a range of relevant backgrounds are invited to speak. Much attention is given to the well-being of the Bank's human resources, and staff are encouraged to participate in practical workshops and marathons designed to improve their physical and emotional state. The Bank is committed to implementing the "Share and Multiply" project — a specialized community, in which employees can ask questions of the experts or share their experiences.

In 2021, special attention was paid to the issue of feedback, the need for objectivity and impartiality, the importance of dialogue and the culture of openness, in which mistakes can be discussed. During the year, 10 episodes of the Bank's interactive training series were released. In addition, during the Month of Feedback project, the staff were invited to participate in at least 10 individual training activities, such as modular programs, webinars, and a Telegram marathon. Based on the activities undertaken during the year, a Welcome Pack containing a user-friendly manual and Wikibase was released, which is intended to help new employees get acquainted with the corporate culture of the Bank.

Since 2021, the Bank, together with RANEP, has been implementing a Russian program of acquiring knowledge and skills in a new profession for employees aged 50 and over. More than 500 of the Bank's employees attended advanced training courses offered by the Employment Assistance Federal Project on no less than 154 different subjects.

Average number of hours of training completed by employees of the Bank

	31/12/2019	31/12/2020	31/12/2021
Manager	53	21	27
Specialist	41	8	27
Women	64	15	44
Men	111	23	68

Total number of hours of training completed by the organization's employees in different formats

	31/12/2019	31/12/2020	31/12/2021
Online	221,069	172,726	630,121
Classroom-based	621,200	37,846	38,819

*The popularity of online training courses grew exponentially during the pandemic*

## Corporate Activities

### The Bank provides staff training and engages its employees in activities that are mindful of the Sustainable Development factors.

In-house events are regularly put on by the Bank for the purposes of raising the level of environmental and social awareness of its staff.

#### Mind Transformation

- #GPBIntellectorium (lectures on 30 separate subjects, online format, more than 6,000 employees took part).
- GPBquiz (4 online games, 74 teams).
- Intellectual club "What? Where? When?" (3 seasons)
- The GPBecooffice project: to educate, train, and involve employees in the ESG agenda, the Bank, together with the Separate Collection eco-movement, organized a series of 7 eco-lectures.

#### Spirit Transformation

In 2021, the Bank organized activities in the fields of Fine Arts and Photography. Master classes in Zoom format were held twice a week. With the help of the academic experts and course tutors, as well as the opportunity to chat online with colleagues who share their interests, the course participants were plunged into the world of creativity and were able to improve their skills in drawing and photography. Participants were given homework (18 assignments in all) on the topics covered and received feedback from their mentors. A total of 369 employees participated in the Photography course, 142 employees in the Fine Arts classes.

### The GPBgame cyber sports tournament

The first #GPBgame cyber sports tournament took place at Gazprombank in 2020 and for two consecutive years it has captured the attention of the Bank employees for the several weeks of its duration. Employees from places as far removed from each other as Yuzhno-Sakhalinsk and Kaliningrad took part in the tournament. The tournament enables experienced professionals, promising young cyber sportsmen, and complete novices to meet in cyberspace and face off on playing fields provided by FIFA, CS:GO, DOTA2, and Hearthstone. In 2021, a total of more than 200 employees took part in the #GPBgame tournament.

In addition to the awarded trophies following success in the #GPBgame's grand finale, the participants were given a series of useful gifts, including backpacks, bombers, t-shirts, and hoodies branded with the Bank's visual identity.

### ProMan/ProWoman

The ProMan/ProWoman project is intended to help employees maintain a healthy mind in a healthy body. The project's tutors are Irina Turchinskaya, Moscow bodybuilding fitness vice champion and medalist in the Russian fitness championships, and Vladimir Laptev, vice world champion in track and field athletics. The ProMan/ProWoman project includes training sessions, yoga, classes on healthy lifestyle and dietary nutrition, lectures by celebrities from completely different backgrounds, lectures on investments, and culinary master classes. The project, which ran for 3 seasons, attracted an average of 550 participants per season.

### GPBkindnessteam

Beginning in 2020, the Bank has been actively developing a charity and volunteer movement. Charity fundraisers are supported exclusively by the voluntary donations of employees. A dedicated landing page "Kindred spirits," created on the Intranet portal, enables employees to make donations to the listed

charities of their choice, participate in volunteer initiatives, and meet like-minded colleagues. In 2021, In the Language of Kindness installation — a photo project about the Bank's volunteers — was set up at the Bank's flagship office. A total of 14 employees from the Bank's head office took part in the project. Working together with three charitable foundations and the Children's Villages — SOS project, the Bank regularly organizes fundraising campaigns, the proceeds of which are used to support the activities of the foundations and provide help to employees (and their relatives) in need of financial assistance for the purposes of obtaining medical treatment; a total of 14 requests for help were received during 2020 and 2021.

### The volunteer project competition

In 2021, Gazprombank launched its "Everything is Possible on the Bank's Birthday" grant competition for volunteer projects, open to any staff member of the head office and the Bank's branch network. The "Everything is Possible on the Bank's Birthday" project is unique in that the Bank both initiates the employees' participation in the competition and invests in their volunteer projects, thus providing all-round support.

To participate in the competition, employees had to create a working group and submit a socially significant project in one of three areas to the competition commission: social protection, the environment, or intellectual volunteering.

11 PROJECTS

The competition produced 11 winning projects, and the employees who authored them received grants totaling 870,000 rubles in addition to accompanying expert support. There were 5 project winners in the Social Protection category, 4 in the Environment category, and 2 in the Intellectual Volunteering category.

*Volunteer movements are actively growing at the Bank*

# CUSTOMER CARE



13 ESG bond issues



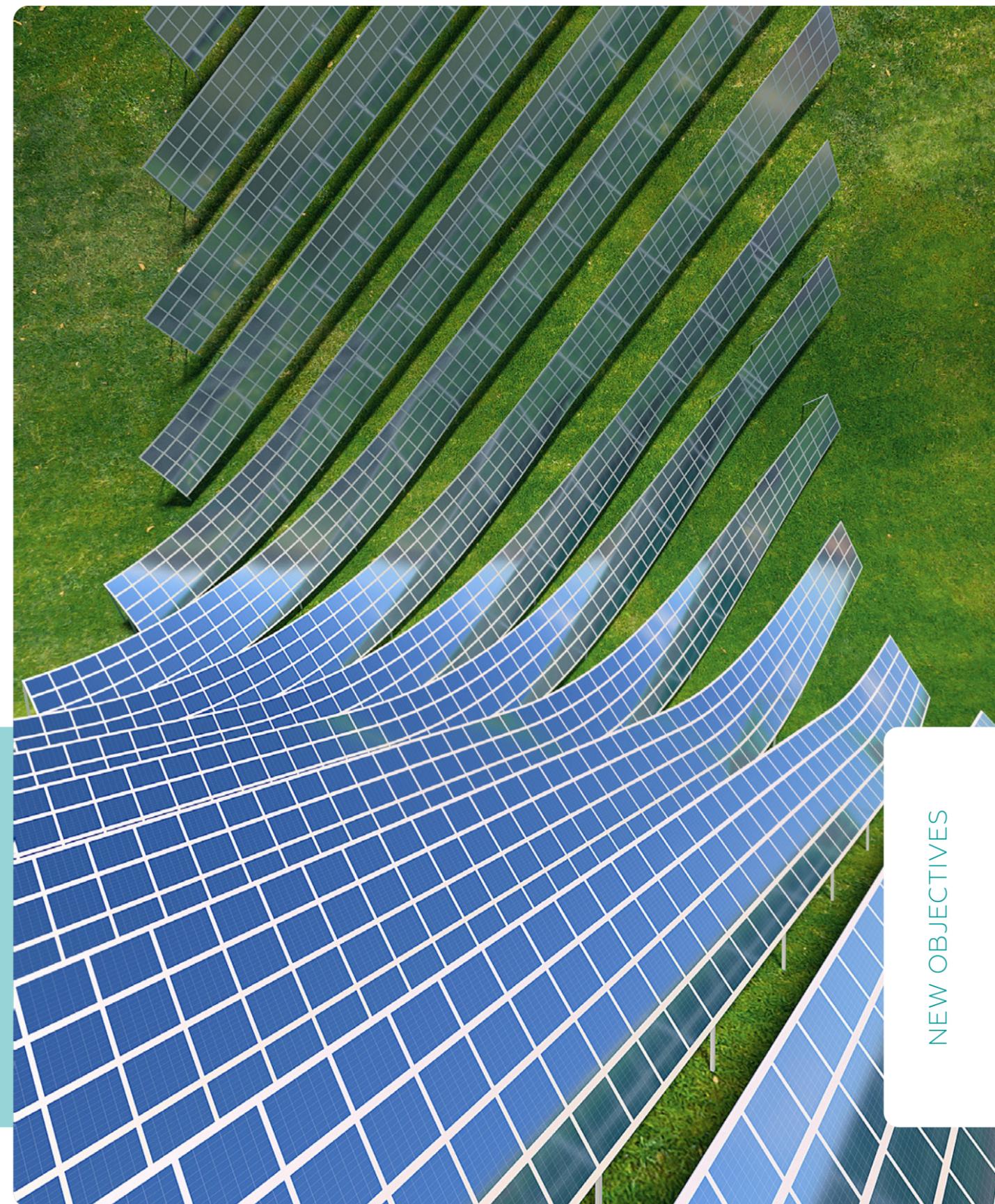
LEADERS IN INFRASTRUCTURE FINANCE AND BOND ISSUE ORGANIZATION

30

largest infrastructure PPP projects in which Gazprombank participates.

\$ 3.3 billion

The total worth of the bond and Eurobond issues organized by Gazprombank in the ESG format.



NEW OBJECTIVES

## Investment in Infrastructure through Project and PPP Financing

**In 2021, the green energy project financing portfolio increased by 38% to a total of 226 billion rubles. Gazprombank's share of the Russian renewable energy market increased from 63% to over 67%.**

Gazprombank's credit limits in energy sector projects complying with ESG principles currently exceed 360 billion rubles. Since 2015, Gazprombank has financed the construction of some 40 individual solar-powered plants in 12 regions of Russia. The total capacity of the solar-powered plants constructed amounts to 1,070 MW. Support of the projects involving the sorting and processing of municipal solid waste remains a priority.

Implementation of the #MEGAPLAYER infrastructure strategy has allowed the total budget for PPP projects, in which the Bank participates and for which private initiatives were submitted, to grow by 34% to a total of 1.6 trillion rubles. This volume is fully represented by projects focused on implementation of the UN Sustainable Development Goals.

The Bank has definitively established itself as the leading provider of financing to the road construction industry: by the end of 2021, 60% of all commercial deals relating to PPP projects on the transport infrastructure market were projects in which the Bank participated. The total budget for road projects (those already in receipt of funding and those for which private initiatives have been submitted) amounts to almost 1 trillion rubles.

Implementation of these projects will provide the population with a modern, convenient, and environmentally friendly transport infrastructure, improve road safety, facilitate population's mobility and social activity by improving accessibility, help ensure the prompt provision of medical assistance, in addition to having a positive effect on the environment and helping to reduce greenhouse gas emissions (by curtailing journey times and/or reducing the distance covered).

In addition, 2021 saw the Bank's loan portfolio supplemented by PPP projects with a total budget of 46 billion rubles. Of particular note is the Bank's key role in financing medical projects that are being implemented on the basis of the Law on public-private partnership (Law No. 224-FZ). These projects collectively accounted for half of the budget for newly funded projects during that year.

The Bank is currently involved in financing more than 30 major infrastructure PPP projects, over half of which have a pronounced social focus: the building of pre-school, school, and higher educational infrastructure; medical, educational, cultural, and industrial infrastructure; and digital infrastructure linked to security, protection of life and health of the individual, the legal circulation of goods, and the protection of consumer rights.

## ESG Financing in Debt Capital Markets

**In 2021, Gazprombank was No. 1 ESG bond bookrunner for issuers based in Russia and the CIS<sup>5</sup>.**

Based on the analysis of the needs of more than 80 customers from a range of industries and with varying degrees of ESG agenda development, the Bank expanded its list of services in the debt capital markets by offering:

- advice on the choice of strategy and responsible financing instrument for sovereign, municipal, corporate bond issuers and financial institutions on the debt capital markets;
- organization of the floatation of ESG bonds on the Russian and international markets, including an exclusive listing option on the Luxembourg Green Exchange, in the following formats:
  - Green bonds;
  - Social bonds;
  - Sustainability bonds (incl. SDG Impact);
  - Sustainability-linked bonds;
  - Climate transition bonds;
  - Transition bonds.

Gazprombank organized 13 issues of bonds and Eurobonds in the ESG format for a total of USD 3.3 billion equivalent: 11 issues worth USD 2.8 billion equivalent in 2021, and 2 issues worth USD 0.5 billion equivalent in the year 2020.

In 2021, the ESG market in Russia and the CIS was marked by the record number of issuers with a high level of industry diversification when compared to the previous year's figures.

Flotations on the Russian market in the responsible financing format were made by issuers from both the public (municipalities) and corporate sectors (including financial institutions and companies in the engineering, telecommunications, and chemical fertilizer sectors).

The proceeds from bond flotations organized by the Bank were used by the customers for the financing and refinancing of projects related to the production and purchase of environmentally-friendly means of transportation (electric buses, locomotives, and trains), urban infrastructure, the development of renewable energy sources (RES), increasing the availability of the Internet and communication networks, and the development of a line of socially-significant financial products for the benefit of the general population.

The Republic of Uzbekistan continued to build on its successes of the year 2020 by issuing national currency Eurobonds in the SDG Impact format; Uzbekistan thus became the first of the CIS countries to issue sovereign currency Eurobonds in the ESG format—a bond issue for which Gazprombank was bookrunner.

<sup>5</sup> According to the Cbonds rankings for January–October 2021.

ATOMENERGOPROM  
GREEN EXCHANGE-TRADED  
BONDS SERIES 001P-01

This is a bond issue that fully complies with the Green Bond Principles (GBP) of the International Capital Markets Association (ICMA), VEB.RF Taxonomy, and is also green pursuant to the Regulation No. 706-P of the Bank of Russia. The bonds were included in the sustainable development sector of the Moscow Exchange and the ICMA Sustainable Bonds Database.

660 MW

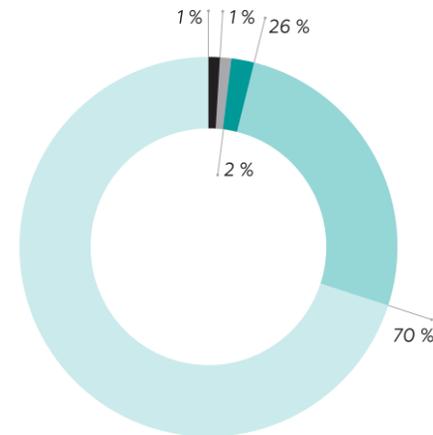
The funds received as a result of the floatation were used to refinance a project for the construction of a wind farm (wind power plant) with a capacity of 660 MW as part of the Wind Energy strategic program.

80 billion rubles

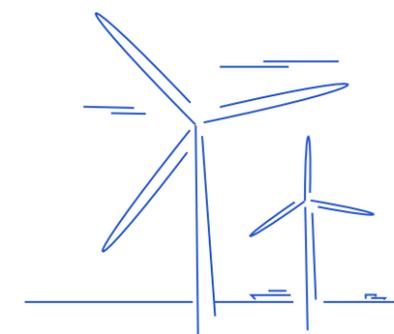
The extremely high interest of investors in the issue (an 8-fold over-subscription) led to 4 successive downward revisions of the marketing range and made it possible to close the order book at the lower limit of the final target (7.50% per annum).

The book received more than 60 applications totaling 80 billion rubles from all categories of investors (banks, asset managers, insurance and investment companies, as well as individuals).

Distribution of investors by category



- Individuals
- Investment companies
- Insurance companies
- Management companies
- Banks



REPUBLIC OF UZBEKISTAN,  
SDG IMPACT EUROBONDS  
IN UZBEK SUMS

870 million

Gazprombank acted as the lead manager and bookrunner for two tranches of Eurobonds of the Republic of Uzbekistan: USD Eurobonds in the amount of USD 635 million with a maturity of 10.25 years and a coupon rate of 3.9% and SDG Eurobonds in the amount of UZS 2.5 trillion with a maturity of 3 years and a coupon rate of 14.0%. The total floatation volume of the two tranches amounted to ~ 870 million in USD equivalent.

ICMA

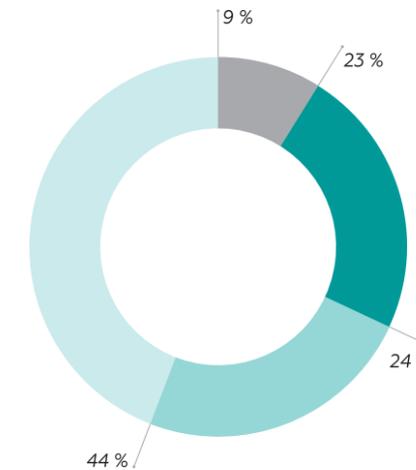
The issue in the national currency was prepared in the SDG Impact format with the support of UNDP and complies with the internationally recognized ICMA principles — Green & Social Bond Principles, Sustainable Bond Guidelines.

It is the first floatation of sovereign Eurobonds in the generally recognized format of responsible financing among the CIS countries.

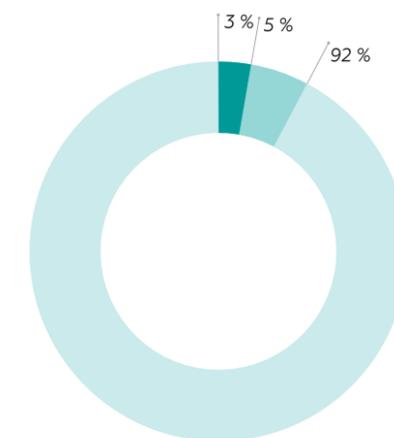
14%

The Ministry of Finance of the Republic of Uzbekistan fixed the yield and coupon rate on the UZS tranche at 14.0%, i.e. 50 basis points less than the yield on the UZS tranche of November 2020.

Distribution of investors  
(SDG tranche in Uzbek sums)



- Asia and the Middle East, North Africa
- USA
- Continental Europe
- United Kingdom



- Insurance and pension funds
- Banks and private banks
- Fund managers

Landmark ESG deals  
relating to organization of ESG  
Bond Issues in 2021



**Coupon 7.38 %**  
7 years  
RUB 70 bln  
May 2021  
GREEN



**Coupon 7.5 %**  
5 years  
RUB 10 bln  
June 2021  
GREEN



**Coupon 8.7 %**  
5 years  
RUB 10 bln  
July 2021  
GREEN



**Coupon 6.5 %**  
3 years  
RUB 4.5 bln  
March 2021  
SOCIAL



**Coupon 6.5 %**  
3 years  
UZS 2.5 trln.  
July 2021  
SDG-LINKED

## ESG Consulting

In addition to responsible investing, the Bank offers its corporate customers a range of environmental and ESG consulting services.

In particular, the Credit Rating and Sustainable Development Advisory Department provides a range of services in the area of ESG consultancy.

### Analysis and diagnostics

- Analysis of ESG best practices in the sector.
- Analysis of external ESG requirements (including legislative, ESG agency, and investor requirements).
- Gap analysis of the company's current ESG practices.
- Advice on the assessment of greenhouse gas emissions.

### Development of recommendations

- Development of recommendations and drawing up a road map for improving the ESG profile in light of the best practices and any external requirements.
- Development of a methodological approach and the quantification of GHG emissions from the technological processes.
- Recommendations in respect of information disclosure.

### Obtaining and improving ESG assessments (ratings)

- Comprehensive consulting and methodological support for the obtaining of an ESG assessment (rating) by a company from a rating agency (RA), including assistance with the completion of questionnaires, provision of the necessary documentation, and communication with representatives of the RA.

### ESG consulting services for the verification of projects and goals

The work is carried out using both the local and international market tools.

- Analysis of project compliance with the chosen standards (ICMA/LMA, EU taxonomy, RF taxonomy).
- Development of suggestions related to the choice of the verifier and the funding format.
- Consulting support in the process of completing the verification questionnaire.
- Preparation of the project concept.
- Support during communications with the verifier.
- Monitoring compliance with the principles of responsible financing during implementation of the project.

## Customer Experience and Service

In 2021, the Bank actively continued its efforts to improve the quality of customer service and to develop its services in the area of customer experience.

The Bank regularly collects customer feedback regarding all its products and channels and has launched a new range of tools for studying the customer experience.

The Bank uses a multi-faceted approach to the measuring of customer experience, which comprises 5 key areas:

1. The CJM (Customer Journey Map) describes a customer's interaction with the Bank.

CJMs have been drawn up for all key products and processes.

2. VOC (Voice of the Customer) measures customer satisfaction.

The Bank regularly measures customer satisfaction using the following metrics:

- CSI (Customer Satisfaction Index) — an indicator of the customer's satisfaction with a particular product or channel;
- CES (Customer Effort Score) — an indicator of the amount of effort expended by the customer (how easy it is for the customer to perform a particular action);
- CSAT (Customer Satisfaction Score) — an indicator of the percentage of satisfied customers;
- CDSAT (Customer Dissatisfaction Score) — an indicator of the percentage of dissatisfied customers.

The surveys help to identify and record assessment drivers for use in subsequent analysis and work on performance indicators.

3. VOP (Voice of the Process) monitors the main indicators affecting customer experience:
  - FCR (First Contact Resolution) — the share of customers whose problem is solved during their first contact with the Bank;
  - AHT (Average Handling Time) — the average service time in each channel;
  - waiting times at the Bank's branch offices and the contact center;
  - the time taken to process a customer's inquiry;
  - the percentage of operational errors made by the employees.
4. CR (Claim Rate) — the ratio of the number of claims and complaints made per 1,000 active customers. The Claim Rate is used both as a general indicator and as the means of evaluating specific points of contact.

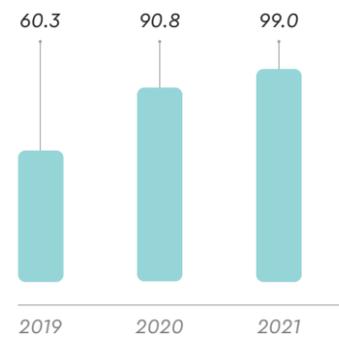
The Claim Rate is critical to areas with large numbers of inquiries because it most clearly reflects the problems a customer faces when interacting with the Bank. The Claim Rate has been incorporated into the KPIs (Key Performance Indicators) of all product teams.

The Bank is committed to improving its customer experience indicators:

- analysis of the customer experience indicators enables identification of key problems;
- lists of tasks to improve the Bank's processes are drawn up and subsequently implemented;
- assessment of the quality of customer service in communication channels is carried out on a regular basis;
- the customer satisfaction indicators are used as motivators for employees working in the customer service departments.

In 2021, the Bank completed the centralization of its customer claim processing facilities. Today, a single dedicated structural unit processes 99% of all customer complaints, all processes are recorded, and a unified KPI system has been introduced (Fig. 1).

Figure 1. Percentage of centralization, %



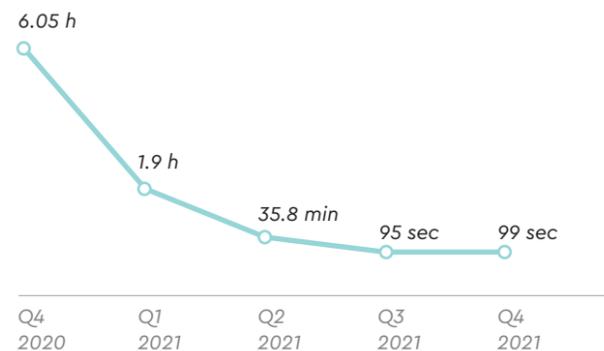
2021 also witnessed the launch of an integrated module for the receipt and processing of customer claims; the new module made it possible to:

- receive and process the claims from different channels on a single platform;
- reduce the customer claim processing times thanks to the system's automation;
- automate the claim consideration process control with the subsequent production of reports;
- save the history of the customer's claims in a single dedicated system;
- save the details of all claims for subsequent study and improvements to the customer experience;
- automate the process of informing customers of the changes to the claim consideration time, in cases where the processing of the claim has not been completed.

The centralization, launch of the new module, and implementation of other measures to optimize the claim consideration process have reduced claim processing times by 10 days in 2021 as compared to 2020 figures, while the average processing time for financial claims was 1.9 times lower. In 2021, 55% of claims were closed within 1 working day (in 2020, the figure was 31%).

The response time to the claims made on social media has fallen from 6 hours in Q4 2020 to just 99 seconds in Q4 2021 (Fig. 2).

Figure 2. Social media reaction time



In 2021, the efficiency of the service that was launched in 2020 to provide support for the office staff handling the retail customers was awarded 4.5 points out of a possible 5 by the Bank's employees. The service also provides customer support and aims to resolve any problems relating to the products and services provided by the Bank as quickly as possible.

Based on the sravni.ru portal's results for the year 2021, Gazprombank was declared a winner in the two categories: the Bank took first place in the Best Solution category, and third place in the People's Love category. In addition, and according to the results of an independent study conducted by NAUMEN, Gazprombank came first (and was awarded a diploma) in the Accessibility and Quality of Service on Social Media category and was named among the top three in the sravni.ru portal's Most Approachable Bank category for the first half of 2021.

### The Bank's Contact Center secures ISO 18295 certification

Things are moving fast in the contact center industry: the dynamically changing realities are dictating new terms and posing new challenges. It is important today to be a few steps ahead of the competition, to innovate, and to be the best of the best. Since January 2021, the Customer Service Department of Gazprombank had been actively preparing for the certification of compliance with the international ISO 18295 standard. The process of preparing the Bank for certification had taken 18 months. During that period, managerial staff and line specialists received training in the ISO certification standards, and new approaches and processes were introduced. The final audit was carried out at Gazprombank by the International Contact Center Certification Institute, whose experienced auditors have themselves undergone international training in the ISO standards and certification by Austrian Standards plus GmbH (the official certifying organ of ISO 18295). Based on the results of the audit, which was carried out on April 25, 2022, the Customer Service Department became a well-deserved holder of the ISO certificate, which is valid for a period of 6 years.

The Gazprombank Contact Center is now the third contact center in the banking sector, which has confirmed its compliance with the international standard. The ISO certificate is the direct confirmation that all the Bank's processes comply with the best international standards and industry practices, and the award testifies to the highest levels of customer service and a commitment to continuous development.

>100 CRITERIA

An independent and objective assessment of the compliance of the Contact Center's activities with a list of more than 100 criteria has been carried out. The key assessment criteria were:

- management strategy;
- operating processes;
- technological development;
- customer interaction;
- human resources;
- use of KPIs in all processes;
- service infrastructure.

## Corporate Customer Care

To care for its corporate customers, the Bank has implemented a customer experience management system, based on the results of the VOC surveys.

The system relies on customer satisfaction and loyalty surveys are carried out on a regular basis. The results of these surveys are actively used by the Bank's various departments to update and improve its products and services. Regular monitoring of satisfaction and loyalty indicators helps the Bank assess its level of its customer focus and, if necessary, set targets to improve it.

The VOC survey helps the Bank to adjust its services to the needs of its corporate customers. In 2021, optimization of the customer experience management system enabled the Bank to achieve a reduction in the average response times and increase customer satisfaction. Work has also begun on upgrading the system with the purpose of automating the customer claims process.

## Data Security

The Bank is committed to continuously improving all the applicable legal, organizational, and technical measures that have been adopted to guarantee security and protection of personal data from unauthorized or accidental access, destruction, modification, blocking, copying, provision, distribution, and any other form of unlawful action.

In accordance with the changes in the Russian Federation legislation pertaining to personal data, a new 2021 edition of the Bank's Dedicated Policy on Processing and Protection of Personal Data was adopted, and consent to the distribution of personal data obtained from all individuals, whose personal information is published on the Bank's website.

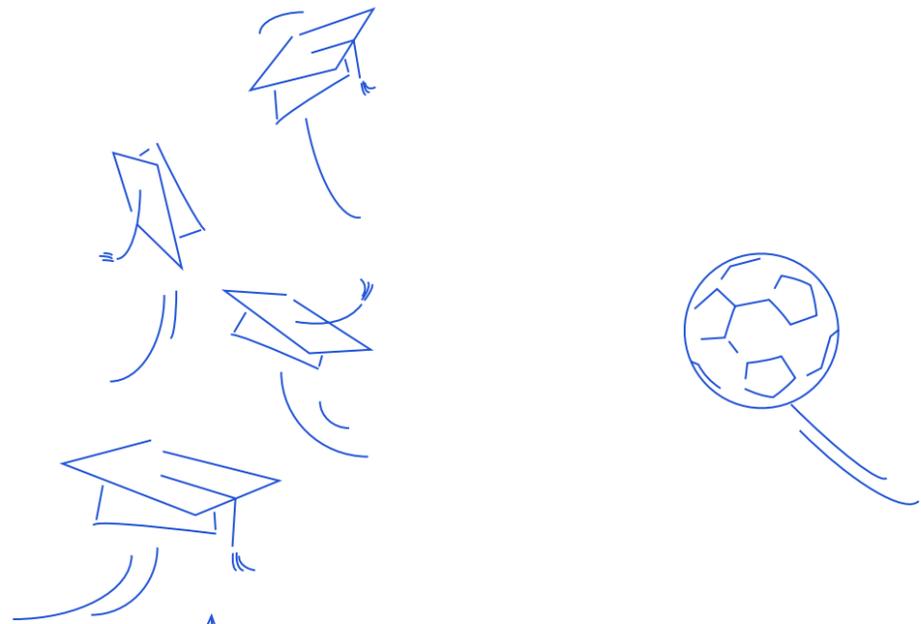
To inhibit the promotion of goods, works, and services by direct contact with potential customers using unauthorized means of communication, the Bank is currently working to improve the way it obtains consent from the customer for the processing of their personal data.

To protect its customers' personal data, the Bank uses a variety of software solutions that not only provide access to the information within the scope of employee's competence, but also act to control potential leaks of information brought about either by the onset of a computer virus or the ill-considered actions of a member of the banking staff.

Training courses for new employees are conducted in compliance with the principles of information confidentiality; the Bank is committed to cultivating the attitude of care and attention regarding the personal data of its customers to prevent any unintentional loss or disclosure.

*Research  
and feedback  
help us to improve*

# SOCIAL INVESTMENT



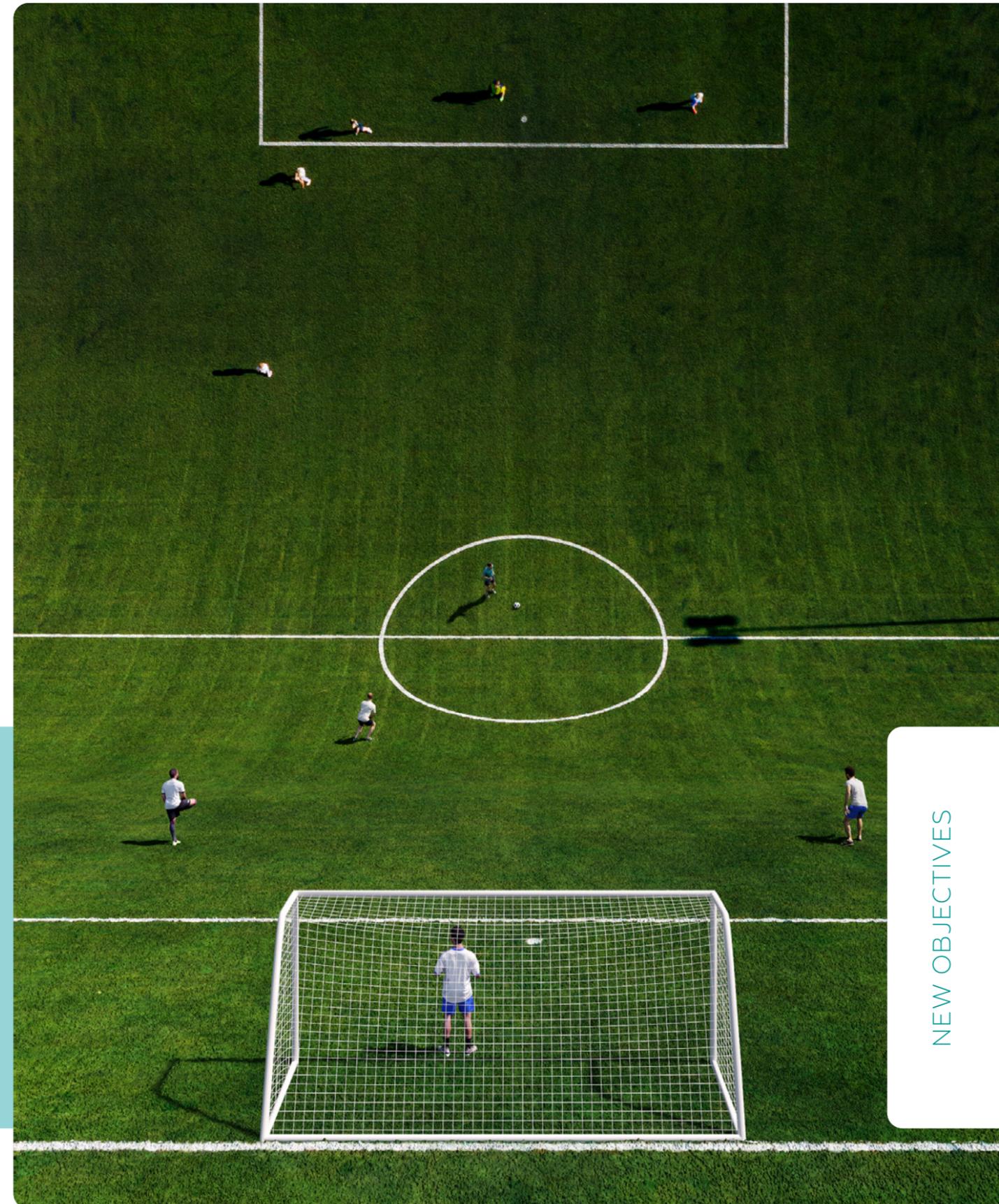
WE ARE HELPING TO BUILD A COMMON FUTURE FOR EVERYONE

>150

universities and institutes of higher education are partners of the Bank. An interaction of this magnitude not only provides an exchange of experience and expertise, but also helps young professionals in their search for suitable employment.

>300

charity and sponsorship projects in widely differing areas are implemented every year with the help and participation of the Bank.



NEW OBJECTIVES

## Support of the Youth and Students and University Collaboration

Gazprombank is increasingly mindful of its work with the youth. The Bank interacts directly with the students utilizing the channels and tools of communication that are most familiar to them: social media, career-related public pages, and youth communities.

Over 150 Russian institutes of higher education are currently in partnership with the Bank. The Bank cooperates with 16 research universities and 8 federal universities. The funds of 38 university endowments are in trust management with the Bank.

The total sum under trust management amounts to around 3.5 billion rubles. The Bank aims to support and provide long-term assistance to the development of university endowments, and to popularize the culture of mass fundraising in Russia.

More than 170,000 students and 30,000 university employees use the Bank's cards and products. One of the most popular services among educational institutions is the campus project. The implementation of the campus project contributes to the economic efficiency of the institutions and reduces the cost of their IT operations.

The Bank integrates the technology that provides access to the digital environment of the institutions (pass entry system, electronic library, personal account, etc.) with the stipend or payroll bank cards. When implementing campus projects, the Bank may provide charity support to educational institutions to develop their infrastructure. Additional benefits of the Bank's Campus Card are realized in partnership with the Russian Union of Youth and include the membership in the RUY International Privilege Club, members' access to loyalty programs and discounts, and the RZD-Bonus loyalty program. The project promotes youth tourism and the academic mobility of students both in Russia and abroad.

To support students and young professionals, the Bank implements more than 25 scholarship programs (including those run jointly with the Legal Education Association for law school students) for the winners of the Student of the Year award and the Russian Student Spring competition. Each year, around 100 students become scholarship recipients.

The Bank implements internship programs and promotes the employment of graduates from the partner universities. In 2021, the GPB.Experience internship program was launched with a total of 30 participating students. Participants were offered internships in one of eight business areas at the various subdivisions of the Bank. The GPB.Level Up development program for young professionals was also developed for three different business areas working in Agile teams. The emphasis is placed on the IT sphere: a learning unit was set up to teach Java and Frontend development, and a total of 40 participants attended the Bank's TechnoCamp in 2020 and 2021.

The Bank supports the running of a master's program at the Moscow State Institute of International Relations. The Gazprombank Department of Economics and Banking Business has been opened at the International Institute of Energy Policy and Diplomacy at MGIMO. In the Department, and on the Bank's initiative, a master's program in International Banking Business has been running since 2012. Since the very start of the program, its students are offered internships at Gazprombank's most important departments with a view to their future employment. Since the founding of the Department of Economics and Banking Business, 46 of the program's 105 graduates have taken up employment with the Bank.

Strategic cooperation between the Bank and RANEPА began in 2015. Every year, the Bank allocates 2 scholarships to RANEPА's best students.

Gazprombank's Digital Technology and Data Analysis Department has been in operation at RANEPА since 2018. The department runs master's courses in the area of IT and has an annual enrollment of around 10 students. The Bank steps in as the general partner and

sponsor of the Academy's Gaidar Forum on an annual basis.

The Academy often acts as the Bank's partner when scientific assessments are being prepared for implementation of the infrastructure projects based on PPP principles in the various regions of Russia.

The Bank participates in several federal projects involving the construction of university infrastructure. Under provisions of the Decree No. 1268 of the Government of the Russian Federation, agreements were reached for several PPP projects involving construction of inter-university campuses; the projects were supported by the Bank in several regions of the country.

## Support of Cultural Events

In 2021, a new metric — Support of Cultural Events — was added to the set of metrics already being used to monitor the public perception of the Bank's image.

The dynamics of this metric were analyzed monthly and demonstrated steady improvement during 2021. Starting at 16% in February, the metric increased during the year to its September value of 18%. This brought the Bank into the top four in Russia.

Gazprombank is especially proud of its collaboration with the State Academic Ensemble of Folk Dance. The pandemic brought many restrictions and severely reduced the staging of concerts and similar forms of entertainment. Despite the limitations, the Ensemble managed not only to maintain its carefully preserved dance repertoire, but also adapted its activities to the online format, gave a performance for the doctors who were working overtime to save the victims of the virus, and arranged for its rehearsals to be held remotely.

The Bank's loan portfolio contains, among other things, several PPP projects linked to the construction of large cultural facilities, which, upon completion, will become centers of attraction for the populations of the regions where the projects are implemented.

*We help in the employment and development of young professionals*

## Support of Sport

**In 2021, the Bank continued the development of its partnership with the Russian Football Union, playing a role in the elite group round of the Russian Football Cup and the annual Russian Super Cup football match.**

During all home matches of the Russian national team, activities were staged for the entertainment of football fans at the stadium and streamed online for the benefit of a wider audience of Internet users and radio listeners.

The Bank devotes considerable attention to its support for children's sport. In 2021, the Bank supported several Russian and international tournaments for children and adults within the framework of its partnership with the Belokamennaya Children's Tennis School:

- WTA St. Petersburg Ladies Trophy 2021;
- Moscow Open Winter Tennis Championship;
- Moscow Open International Summer Tennis Championship;
- WTA St. Petersburg Open 2021;
- tournaments held at the school on both the outdoor and indoor courts.

The Bank was a partner of the Junior Figure Skating Grand Prix held in Krasnoyarsk on September 16–18, 2021.

- Participants from 28 countries — 81 athletes in total.
- 3,000 spectators.
- A television audience of more than 5,000 viewers.

## Sponsorship and Charity

**Gazprombank is traditionally focused on the social aspects of its work.**

Every year, the Bank organizes more than 300 charity and sponsorship projects in the following areas: support for low-income groups, cultural, scientific, artistic, and educational institutions, public organizations, including those working in the field of environmental protection, sports organizations, teams, and clubs, as well as the scientific research forums and conferences.

With a view to encouraging a healthy lifestyle, Gazprombank provides sponsorship to organizations promoting sports such as football, hockey, rowing, tennis, dance sport and acrobatic rock'n'roll, and particularly to those organizations focused on participation of children and teenagers.

With the help of its co-branded card, the Bank is implementing a special charity program, in which the Bank's own funds are allocated to the sports school for children and youth to help with the training of promising young football players. The Bank is also a partner of the Avtomobilist Hockey Club.

Gazprombank provides annual support to the Land of the Leopard Foundation and the Amur Tiger Center, both focused on protecting the environment and saving these unique and endangered species.

A large part of the Bank's charity activities is devoted to helping low-income groups, such as the veterans' organizations, orphanages, and residential schools. One of the most important objectives in this area is to support the orphaned children. For many years, the Bank has been a donor of the Interregional Charitable Public Organization "Children's Villages — SOS." The organization offers children an alternative to life in an orphanage. The villages provide children with living conditions as close as possible to those found in an ordinary family.

The Bank regularly allocates funding to help seriously ill children, targeting funds both at individuals and entire medical institutions; it also funds the purchase of medical supplies and special medical equipment.

