



*Look to the future.  
Act now.*



Key facts about  
**Sber's ESG**  
and **Sustainability Policy**

**The ESG transformation** is a strategic choice for Sber and is essential for long-term sustainability and competitiveness of the business.

## Sber's ESG Policy

### Takes account of:

- applicable Russian legislation
- 10 international sustainability documents, standards and initiatives
- 3 guidelines on international principles for responsible finance
- 3 ESG ratings requirements

**First**  
of a kind  
**in Russia**

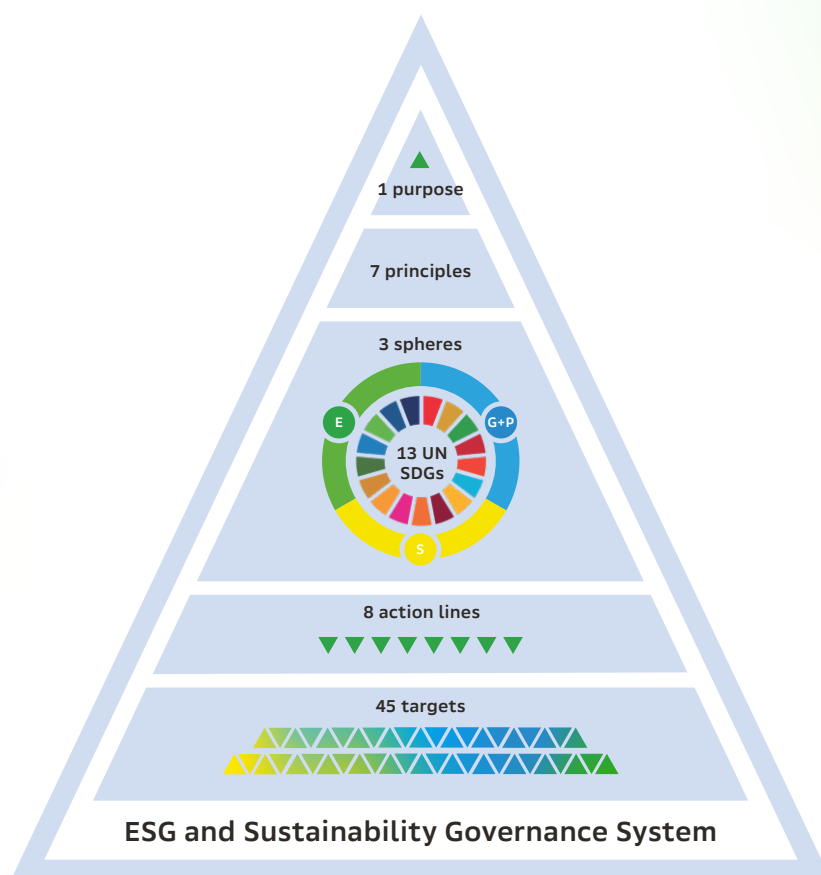
**Defines the goal,**  
principles, action lines  
and objectives in ESG  
and sustainability

**Describes Sber's**  
**contribution**  
to UN SDGs



# Architecture of Sber's ESG and Sustainability Activity

**Sber's systemic approach** to the integration of ESG factors and sustainability aspects in all operating areas is reflected in a multi-tier architecture covering all the components required **for the effective attainment of the goals** and commitments in **long-term sustainability** and improvement in the ESG aspects.

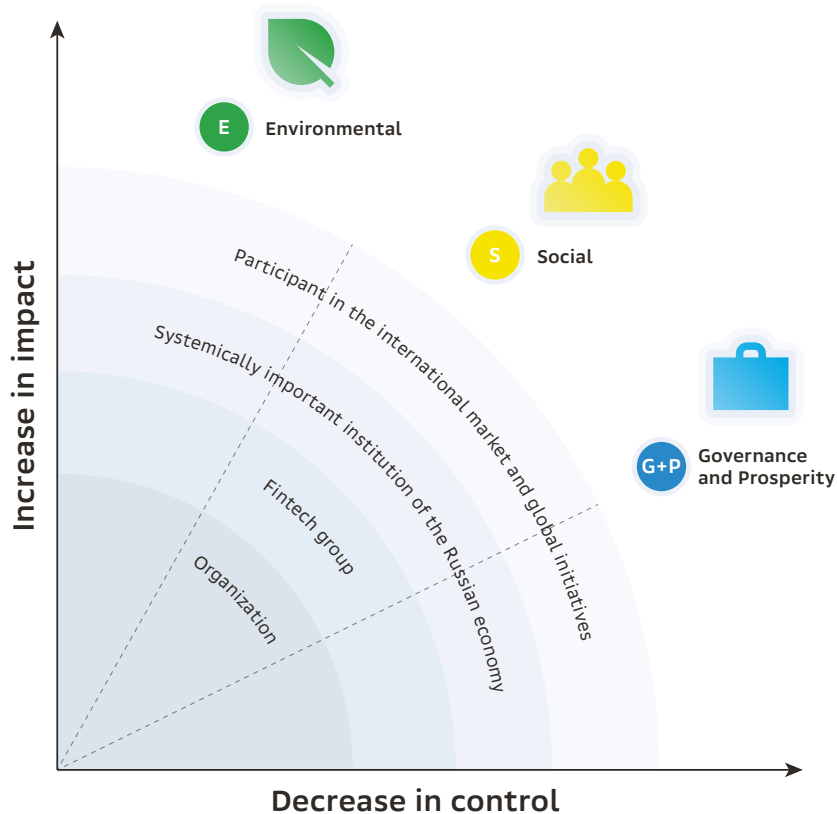


To structure its activity, Sber assigns **three spheres** which comply with the sustainable development and ESG framework:

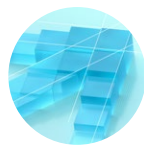


# Levels of Impact and Roles

Sber has identified four levels of impact and roles in which it operates from the perspective of ESG and sustainability



**Role 1**  
Sber as an organization



**Role 3**  
Sber as a systemically important institution of the Russian economy



**Role 2**  
Sber as a fintech group



**Role 4**  
Sber as a participant in the international market and global initiatives

# The Key Purpose of Sber's ESG and Sustainable Development Activity is

to become the leader of systemic ESG changes at the national and international levels in order to create an economy of prosperity which is effective for society and environment, based on the interest, cooperation and creativity of our employees, clients, investors, shareholders, partners, and the state.



# Seven Principles

Sber adheres to **seven principles** in its ESG and sustainability operations

01

Sber is guided by the priority of creating long-term economic value for all stakeholders

02

Sber ensures respect for human rights, inclusivity, diversity, fair and equitable treatment of everyone

03

Sber takes care of the environment

04

Sber develops responsible financing practices and effectively manages ESG risks

05

Sber is responsible for its impact, complies with all applicable laws and meets commitments

06

Sber follows ethical business approaches and introduces best corporate governance practices

07

Sber improves information openness and transparency

# Integration of the UN SDGs: priority goals

To improve the effectiveness of its contribution to the UN Sustainable Development Goals (SDGs), Sber highlighted **13 priority goals** which are most relevant for its operations



## SDG 1 – No Poverty



Sber expands access to financial services for vulnerable groups, increases financial literacy, supports service channels in remote areas, develops socially significant products and services, increases inclusivity along its entire supply chain and among clients, supports the effective long-term development of business and the prosperity of clients and contributes to the economic development of Russian regions.



## SDG 8 – Decent Work and Economic Growth



The creation of jobs, support of decent working conditions for employees and the provision of development opportunities are priorities for Sber. The company also facilitates the economic development and prosperity of clients, big business, small and medium-sized enterprises, microbusinesses and the self-employed, helps to expand the economic opportunities of the communities and facilitates the economic development of Russia's regions.



## SDG 9 – Industry, Innovation and Infrastructure



Sber develops and supports best-practice R&D, among others, artificial intelligence to achieve significant sustainable development objectives. The financing of green projects and facilitation of the development of regional transport and engineering infrastructure also contribute to SDG 9.



## SDG 10 – Reduced Inequalities



Expansion of access to financing and the creation of socially significant and sound financial products and services, as well as the implementation of social and charitable projects are aimed at reducing socio-economic inequalities and are Sber's important strategic objectives.



## SDG 13 – Climate Action



Sber drafts and implements its own climate action strategy, contributes to the dissemination of renewable sources of energy, finances projects for the transition to a low-carbon economy, and participates in the creation of a national climate risk management system and adaptation to climate change. Sber actively engages in cooperation on the climate agenda with Russian and foreign market.

# Integration of the UN SDGs:

## extra goals

The Policy includes the SDGs that Sber could measurably influence and for which applicable indicators were determined. Moreover, as a large-scale lender, Sberbank can also have an indirect influence on other topics of importance to society and the environment.



### SDG 3 – Good Health and Well-being

1 6 8 13 25 26 28

Sber supports the health and promotes a healthy lifestyle among its employees and their families; contributes to healthcare services accessibility by developing and implementing technologies; contributes to the spread of a healthy lifestyle and strengthening the health and longevity of general population.



### SDG 4 – Quality Education

13 27 28

Sber provides its employees with extensive opportunities for professional and personal growth; contributes to the promotion of inclusive and quality education; develops technologies which increase the accessibility of a professional education for the communities.



### SDG 5 – Gender Equality

13 27 28 44

Inclusivity is one of Sber’s operating principles. The company creates equal opportunities, seeks to ensure an equitable attitude to everyone, and strives to achieve gender equality among employees and in management bodies.



### SDG 7 – Affordable and Clean Energy

1 8

Sber finances renewable energy development projects, and also increases green energy procurements for its own needs.



### SDG 11 – Sustainable Cities and Communities

24 44

Sber’s activity contributes to modernization of infrastructure in the regions to reduce its environmental impact, increase the accessibility of clean energy for the local communities.



### SDG 12 – Responsible Consumption and Production

1 2 4 28

Sber implements programs to increase the effective use of materials, energy and water, and also sustainable waste management, provides funding to reduce environmental impact to its clients.



### SDG 16 – Peace, Justice and Strong Institutions

16 27 28 29 30 31

Sber complies stringently with the requirements of applicable legislation and international norms, adheres to high standards of corporate governance and business ethics, combats corruption and financial crimes.



### SDG 17 – Partnership for the Goals

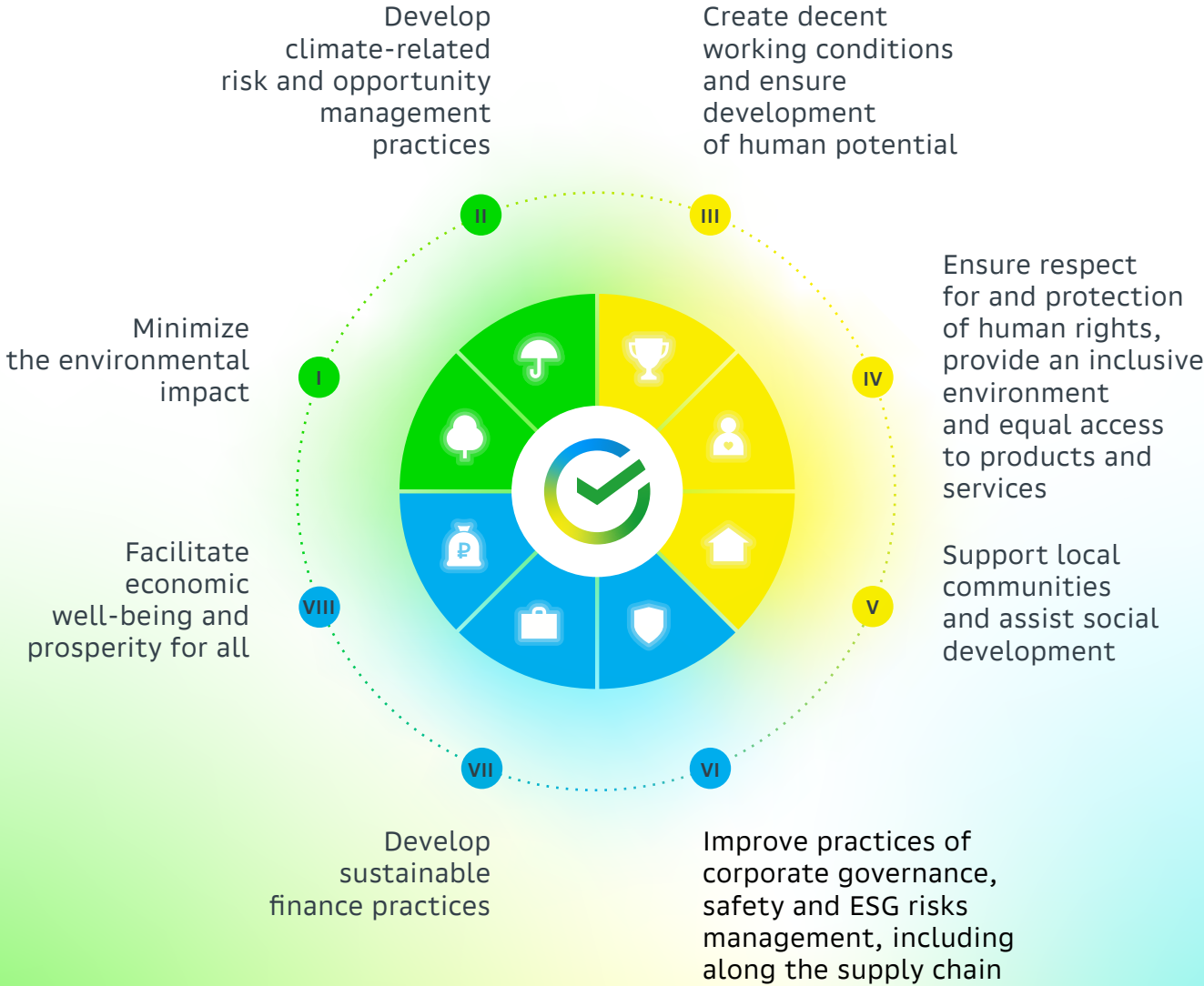
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Sber implements ESG and sustainable development activity in close cooperation with stakeholders, develops partnerships with the government, businesses and international institutions.



# Key Action Lines in ESG and Sustainability

Implementation of the Policy implies activity in **8 key action lines** focused on the **resolution of 45 targets** and using three cross-cutting approaches.



# **Key action lines and objectives of Sber ESG and Sustainability Policy:** facts and figures

July, 2021



# I. Minimize the environmental impact

Sber **reduces its carbon footprint**, pursues the effective use of materials and rational waste management, **contributes to the development of innovative green technology** and distribution of high environmental standards among clients and partners, **finances green projects** and adoption of best available technologies, and assists with the achievement of environmental protection goals at the national level

**1** Increase the effective use of materials, energy, water, and waste management

**2** Ensure the compliance of Sber buildings and offices with green standards

**3** Contribute to the distribution of high environmental standards among clients and partners

**4** Finance green projects and the implementation of best available technologies

**5** Contribute, including on the international level, to the development of innovative technologies aimed at improving the quality of the environment

**6** Assist with the achievement of environmental protection goals at the national level

## What we do?



**51,000 trees**

saved due to efficient resource management in 2020



**1,100+ Sber offices**

practice separate waste collection



**60 train cars**

of paper saved in 2020



**Certification framework introduced**

ensuring all newly built facilities meet green standards



**Blockchain platform launched**

to control shipments of certified materials



**Over 10 tons of plastic**

recycled. Expired cards can be disposed of using special Sber ATMs, with **10,000+** ATMs like that available throughout Russia



**15 SberBank offices**

switched to alternative energy supply



**12 more SberBank facilities to be powered by green energy**

starting August 2021



## II. Develop climate-related risk and opportunity management practices

Sber designs and **implements a climate strategy** to reduce and offset greenhouse gas emissions, including carbon footprint of the portfolio, **creates a climate risk management system** and supports clients in doing that, provides financial products and services to facilitate the low-carbon transition, **assists with the establishment of a climate risk management and climate change adaptation system** at the national and international level

**7** Develop a climate strategy for the effective management of climate risks and opportunities

**10** Support clients with the development of a climate risk and opportunity management system

**12** Assist with the establishment of a climate risk management and climate change adaptation system at the national and international level

**8** Implement a plan for the assessment, reduction and offsetting of greenhouse gas emissions, including carbon footprint of the portfolio

**11** Provide financial products and services to facilitate the low-carbon transition, adapt to climate change and implement innovative technologies and projects

**9** Create an effective climate change risk management system

## What we do?



**320,000 MWh –**

amount of green certificate deals on the blockchain platform



**Customer scoring launched**

based on their environmental impact



**3 stress tests ran**

to evaluate the impact of decarbonization and trans border carbon regulation across Sber and Russia in general



**Company’s carbon footprint calculator and Climate strategy design**

to be completed by the end of 2021



**1 million trees to be planted**

in Russia by 2023

**Sber will achieve carbon neutrality (Scope 1 and Scope 2) by 2030**



## III. Create decent working conditions and ensure development of human potential

Sber **ensures decent working conditions and professional growth** of employees, supports their health, and **facilitates the distribution of high standards in labor** and human potential development among clients, partners, and nationally

**13** Ensure decent working conditions, professional and personal growth, support the health and promote the healthy lifestyle among employees

**14** Contribute to the development of high standards in the area of decent working conditions and human potential development among clients and partners

**15** Assist with the development and promotion of national standards and best practices in the area of labor relations and human potential development

## What we do?



### Sber is No.1

employer in Russia among banks, according to HeadHunter ranking



### 230,000+ employees

participated in different training activities



### 84% of employees

like working at Sber due to its corporate culture and positive working environment



### Compliance with standards

of decent working conditions is part of customer scoring and supplier code



### Recruiting service for startups

launched with support from Sber Accelerator



### Platform for employees

personal development and self-realization was launched



## IV. Ensure respect for and protection of human rights, provide an inclusive environment and equal access to products and services

Sber **guarantees and protects human rights, ensures inclusivity and equal opportunities**, including gender equality, for all the employees; creates a barrier-free environment in Sberbank branches, **improves access to products and services** for vulnerable groups, **improves the financial literacy of the general population**, and **assists the implementation of best practices** aimed at guaranteeing and protecting human rights, providing an inclusive environment and equal access among clients, partners, and nationally

**16** Guarantee and protect human rights, ensure inclusivity and equal opportunities, including gender equality, for all the employees

**17** Create a barrier-free environment in Sberbank branches

**18** Assist the implementation of best practices aimed at guaranteeing and protecting human rights, providing an inclusive environment and equal access to products and services among clients and partners

**19** Improve access to financial and non-financial products and services, including socially significant products and services for vulnerable groups

**21** Contribute to an improvement in the financial literacy of the general population

**22** Participate in the development of national standards and best practices in inclusivity, guaranteeing and protecting human rights

## What we do?



**34% of women in Sber's highest governance bodies**



**SberBank Online is No.1**

most accessible mobile banking app



**Sber leads the Bank of Russia ranking**

in terms of quality of services for people with disabilities



**56% of ATMs adapted for blind clients**



**6,200 (46%) offices accessible for people with disabilities**



**6,000 offices provide free remote interpretation into Russian Sign Language**



**SberBusiness corporate online banking for blind users**

received a Banking Technology award in the Diversity & Inclusion Excellence category



**Job search service launched for people with disabilities**



**Over 20 million pensioners**

in Russia were reached by training campaign in digital services during the pandemic



**10 million clients got**

personal advice on financial planning



**13,8 million young clients study**

finance using Sberkot service



## V. Support local communities and assist social development

Sber supports the systemic development of social and environmental projects with social importance, **develops corporate volunteering**, takes part in social partnership initiatives, assists growth in the **accessibility of health care and educational services** through cutting-edge technology, promotes a healthy lifestyle, the health and **longevity of the general population**

**22** Support the systemic development of social and environmental projects with social importance

**23** Develop corporate volunteering

**24** Develop social partnership initiatives, including with clients

**25** Assist growth in the accessibility of health care and educational services through the development of infrastructure and use of cutting-edge technology

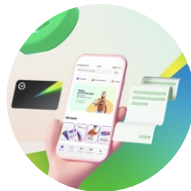
**26** Promote a healthy lifestyle, the health and longevity of the general population

## What we do?



**15,000 employees**

volunteer in different programs



**Clients donated over 300 million SberSpasibo**

reward points to children, veterans, medical doctors



**Over RUB 9.4 bn**

Sber allocated to projects in education, culture, healthcare, to veterans and low-income households, child care facilities, and to promote inclusivity in 2020



**Sber volunteers in 40 Russian cities**

are implementing the Financial Literacy for Children's Homes project



**Sber invested RUB 3 bn**

in fighting the pandemic in 2020



## VI. Improve practices of corporate governance, safety and ESG risks management, including along the supply chain

Sber **guarantees the information security** and protection of client data, improves the system **designed to combat corruption** and prevent financial crimes, improves the integrated risk management system, ensures the compliance of all Sber group companies with the **high standards of corporate governance and business ethics**, and facilitates their dissemination among suppliers and contractors, both nationally and internationally

**27** Ensure the compliance of all Sber group companies with requirements and best practices of corporate governance and business ethics

**28** Facilitate the application among suppliers and contractors of high standards in the areas of human rights, labor relations, social responsibility and protection of the environment

**29** Improve the integrated risk management system, including ESG risks

**30** Guarantee the information security and protection of client data, among others, from fraud

**31** Ensure compliance with the legal requirements on combating corruption and preventing financial crimes

**32** Assist with the development and distribution of ESG risks and sustainability management practices at the national and international level

## What we do?



**100% of DDoS attacks**  
repelled in 2020



**Sber complies**  
with ISO standards in cyber threat aversion for the fourth time



**New ESG risk management**  
policy adopted



**Stress test scenarios designed**  
to see the impact ESG factors have on physical and financial risks



**Code of Corporate Social Responsibility**  
designed for procurement procedures





## VII. Develop sustainable finance practices

Sber **develops sustainable financing approaches and mechanisms, provides highly sought ESG products and services** in all business segments, increases the ESG appeal of Sber for investors, **assists with the ESG transformation of the governance system** and activities of clients, facilitates the establishment of national and international responsible finance standards, **incentives and tools** nationally and internationally

**33** Develop sustainable financing approaches, policies, methodologies and mechanisms

**34** Assist with the ESG transformation of the governance system and activities of clients, including through consultation

**37** Assist with the establishment of national and international responsible finance standards, incentives and tools

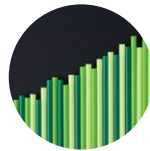
**35** Increase the ESG appeal of Sber for investors

**36** Provide highly sought ESG products and services in all business segments

## What we do?



**Over RUB 100 bn –**  
a record amount of green and social bonds placement



**RUB 40 bn**  
invested in sustainable metals industry



**Over RUB 74 bn**  
are credit limits for RES production



**5 regions of Russia**  
were granted funds to construct modern waste recycling facilities



**RUB 52 bn**  
in ESG loans issued in 1Q 2021



**13,000+ Sber clients**  
invest in ESG funds



**Sber participates in designing ESG transformation standards**  
and approaches nationally



**Responsible Investing**  
mutual fund launched in 2020



**Sber joins**  
UNEP financial initiative



## VIII. Facilitate economic well-being and prosperity for all

Sber **creates and supports jobs**, increases the cost effectiveness of the company through the **implementation of digital and technological solutions**, ensures the fulfillment of economic obligations to shareholders and investors, supports the **effective long-term development of clients**, contributes to the **development of small and medium-sized enterprises and microbusinesses**, expansion of the economic **opportunities of vulnerable groups**, works on state-of-the-art developments in artificial intelligence and other domains to address significant ESG and sustainability challenges, promotes **sustainable economic development of regions**, and contributes to the ESG transformation of the Russian economy

**38** Create and support jobs

**39** Increase the cost effectiveness of the company through the implementation of digital and technological solutions

**40** Ensure the fulfillment of economic obligations to shareholders and investors

**41** Support the effective long-term business development and prosperity of clients

**42** Contribute to the development of small and medium-sized enterprises and microbusinesses, the self-employed, expansion of the economic opportunities of vulnerable groups, among others, through integration in the supply chain

**43** Contribute to the development and ethical application of research and the state-of-the-art developments, among others, in artificial intelligence and to address significant ESG and sustainability challenges

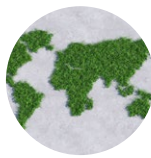
**44** Promote sustainable economic development in regions of presence

**45** Contribute to the ESG transformation of the Russian economy

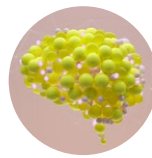
## What we do?



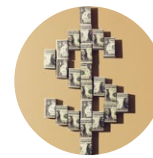
**Sber joined**  
the UN Global Compact



**Sber incentivizes employment**  
in Russian regions, relocating its staff and creating appealing jobs for young people



**Sber creates AI solutions**  
to evaluate credit risks, classify natural disasters and diagnose diseases



**Sber pays record dividend**  
at RUB 18.7 per share for the second year in a row



**35% of purchases made**  
from small and medium-sized businesses



**About 1 million entrepreneurs**  
joined Sber's education and crisis projects for small businesses



**Over 6,000 clients**  
took advantage of the Start Your Business with Sber program