

Sustainability strategy

*Driving Sustainable Impact across **People, Planet and Governance***

Support energy transition



- ✓ Minimize our own carbon footprint
- ✓ Incorporate climate and environmental factors in business and risk management
- ✓ Develop transition plans
- ✓ Implement waste management programs

Create value for people and the society



- ✓ Maintain high levels of employee and customers satisfaction
- ✓ Provide equal opportunities for all stakeholders
- ✓ Protect stakeholders' data privacy
- ✓ Enhance customer satisfaction and operational efficiency through digitalization

Maintain sound governance model



- ✓ Foster a culture of ethics, transparency and Integrity
- ✓ Embed sustainability in bank's corporate culture
- ✓ No tolerance to corruption and bribery
- ✓ Protection of whistleblowers