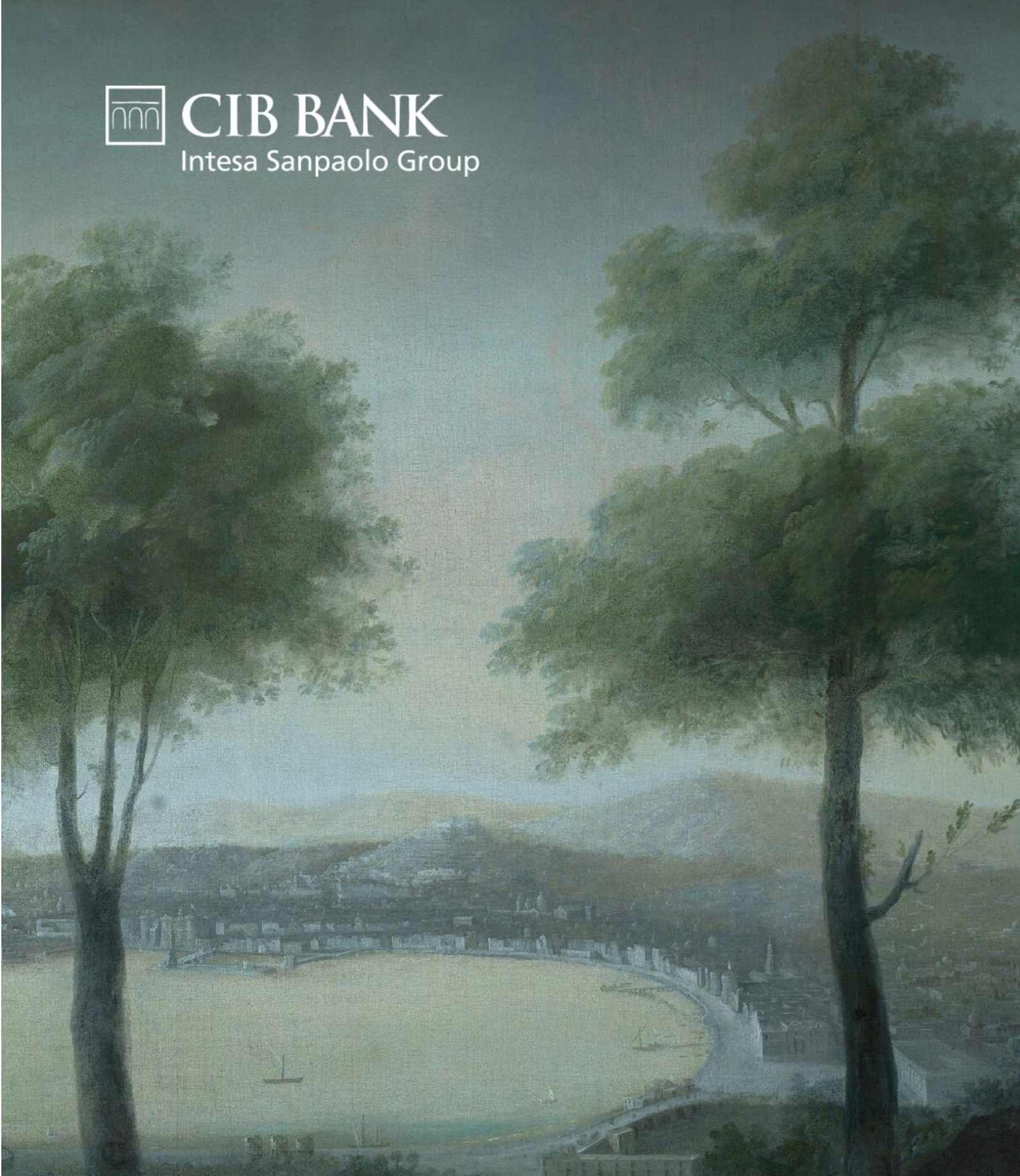




CIB BANK
Intesa Sanpaolo Group



**CIB GROUP
SUSTAINABILITY OVERVIEW
2024**

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I. OUR LEGAL STATEMENT

Dear Reader,

This document summarizes the CIB Group's sustainability activities for the year 2024.

This report is not to be regarded as a sustainability report within the meaning of the CSRD or the Hungarian Accounting Act (Act C of 2000 on Accounting) or as an ESG statement within the meaning of the Hungarian ESG Act (Act CVIII of 2023 on the rules of corporate social responsibility to promote sustainable financing and unified corporate responsibility, taking into account environmental, social and societal aspects, and on the amendment of other related acts). As the law exempts financial sector players from the requirement to prepare ESG reports under the ESG Act, our Company does not prepare such reports. The sustainability report as per the European Union's Corporate Sustainability Reporting Directive (CSRD) is prepared by our Parent Company, Intesa Sanpaolo S.p.A., on a consolidated basis at Group level. It aligns with the ESRS and contains the operations and results of the CIB group. Those of our stakeholders who are looking for this report can find Intesa Sanpaolo S.p.A.'s current sustainability report [by clicking on this link](#).

This document is intended solely to provide transparent and accurate information about the local operations, activities, and results of the Hungarian group of companies (CIB Bank Zrt. and its subsidiaries) to our local stakeholders because dialogue in Hungary about our company's sustainability performance is extremely important to us.

Our group has been reporting on its activities in a report format for 20 years now. We do not wish to interrupt this continuous and predictable reporting habit due to changes in the regulatory environment, but will continue to do so in the future, with the quality you have been accustomed to.

Our sustainability reporting process continues to be based on the provisions of the international GRI standards, which provide a guarantee for our customers and the group and attest to its professional credibility.

In addition to the company's employees, we also involved external experts and partners in the preparation of the report, thus ensuring its soundness. Through various market and sustainability players, we can gain an even better insight into the needs of those affected by our activities, thereby enabling us to better meet their needs.

The data and information used in the report are the result of well-controlled processes and are in all cases consistent with the data provided for the consolidated report.

The Hungarian Act on Accounting requires that the companies shall report in their notes to their financial statements on the headcount of the company. The figure to be reported is a specific data, the so called 'average statistical number of employees' that shall be calculated according to the methodology of the Hungarian Central Statistical Office. This figure widely used by other Hungarian regulations. This figure takes only into account the so called 'active' employees, i.e. only those employees who are not away from work for a longer period. The most common example of employees that are not considered in the statistical number of employees are the employees on maternity leave.

II. LETTER TO ALL STAKEHOLDERS, EXECUTIVE SUMMARY

Since 2006, every year CIB Group has prepared its sustainability report in line with the GRI international reporting guidelines, which was prepared between 2018-2023 as a part of the financial reports, in accordance with the EU Non-Financial Reporting Directive. Due to the 2024 EU reporting legislation, as from 2024, the report as per the ESRS standard is prepared by our Parent Company, Intesa Sanpaolo S.p.A. Group (Intesa Sanpaolo) on a consolidated basis.

This summary overview has been prepared by the CIB Group in addition to its own mandatory commitments. In this document, we present the sustainability aspects and results of the CIB Group's operations in Hungary on a voluntary basis, in accordance with the international GRI Sustainability Reporting Standard.

The CIB Group has integrated sustainability principles into its core business and corporate culture, and it is along these lines that we carry out our various tasks, because like our Parent Company, the Intesa Sanpaolo S.p.A., we believe that any organisation's processes and day-to-day operations should reflect the principles that are important to it.

In 2022, CIB Bank, together with its Parent Company, Intesa Sanpaolo S.p.A. defined the basic strategic directions and objectives in CIB Group's business plan for 2022-2025, which were still valid in 2024.



Dr. Pál Simák, Chairman & CEO

- Increasing **commission income** generation capacity
- Increasing **market share** while maintaining **portfolio quality**
- Further developing and strengthening **digital sales** and strategy
- **Simplifying** processes and increasing the proportion of value-creating activities
- Modernising the IT architecture, ensuring **stable operations**
- Implementing the **ESG (environmental, social and governance) strategy**
- Further strengthening employee motivation and **engagement**

To achieve these objectives, we took the following steps over the past year:

- In 2024, we continued to restructure our balance sheet to make our revenue-generating capacity less dependent on changes in the interest rate environment: the effectiveness of our consistent work over the years is demonstrated by the fact that while the average interest rate halved, CIB Bank was able to maintain its revenues at the same level. This was achieved not only by continuing the intensive growth of our loan and deposit portfolios, which had already proven successful in previous years, but also by launching and further developing services such as bank insurance, asset management and our 'Confirming' factoring service.
- We took significant steps to simplify our activities through automation, redesigning our processes and setting priorities.
- We paid particular attention to the implementation of our ESG strategy and the optimisation of our energy consumption.
- Over the past year, we have continued to make great efforts to provide for our employees' well-being. During our operations we continued our programmes aimed at retaining our staff, as well as at shaping our corporate culture in line with our business objectives. The bank has made significant efforts to strengthen the commitment and motivation of our employees, and it has sought to involve them not only in the implementation of the strategy but also in the social and environmental programmes and energy saving initiatives launched by the banking group.

CIB Group's main objectives are to further develop digital banking services, and at the same time to restructure the roles of the branch network, expanding sustainable lending, improving cost efficiency and increasing revenues while maintaining a high-quality loan portfolio. With strong Parent Company support behind us, our main points of focus continue to be solidifying our position as a bank that provides consistently outstanding services to our discerning retail and corporate customers improving the customer experience, ensuring value creation, and implementing innovation and efficiency. We believe that long-term, successfully sustainable operations can only be ensured by achieving these goals and embracing these values.

CIB Group has established stable positions to cope with a wide variety of challenges. The war in Ukraine, the energy crisis and inflation posed significant challenges to the entire global economy and the banking sector. CIB Bank stands at the disposal of its customers as a capital-strong, stable financial institution with an excellent liquidity position, that, thanks to the systematic work it has carried out over recent years, has a healthy portfolio of above-average quality, and that wishes to plan an active role in the further development of the Hungarian economy.

The financial sector has a key role to play in the greening of the economy. The bank is therefore fully committed to and supports the implementation of the National Bank of Hungary's (MNB) Green Recommendation, which is being put together by a dedicated committee, the ESG Committee, on behalf of the Management Board. The Committee is chaired by the bank's general Deputy CEO, the Management Board member responsible for the implementation of the MNB's Green Recommendations. Based on a precise schedule, working groups have been set up involving almost all areas of the bank to ensure that the measures taken are in line with both local and international regulations, and the expectations of the Intesa Sanpaolo Group.

The sustainability report as per the CSRD is prepared by our Parent Company, Intesa Sanpaolo S.p.A., on a consolidated basis at Group level. It includes the results of CIB Bank Zrt., CIB Lízing Zrt. and CIB Biztosítási Alkusz Kft. relevant to sustainability and the MNB's Green Recommendation. In this document, the consolidation includes also CIB Rent Zrt. and CIB Recovery Zrt. entities. We provide an overview of our results, upholding the same level of quality as in prior years. We have prepared our Sustainability Overview in accordance with the national (Green Recommendation Guideline of MNB) and international standards for non-financial reporting (Global Reporting Initiative (GRI) standards).

The current overview covers all the material topics that we consider important in our activities from the perspective of local stakeholders and our customers. For fourteenth years in a row, since the establishment of UN Global Compact Principles, our report also includes a demonstration of compliance with these principles.

Please read through the report carefully and share your thoughts and comments with us using the ESG_Office@cib.hu email address, so that CIB Bank can deliver even better performance to the satisfaction of all our stakeholders.

With warmest regards,
Dr. Pál Simák
Chairman & CEO

III. METHODOLOGY

The report contains information regarding the CIB Group's organisational units and subsidiaries in Hungary. The data contained in the report is group-level data, unless otherwise expressly stated. When determining the content of the report, we relied heavily on the results of the various consultations held with external and internal stakeholders during the year and the latest professional guidelines, while the material topics were determined in accordance with the requirements of the GRI reporting standards.

The report primarily aims to provide the CIB Group's stakeholders with an overview of the organisation's performance and operations, considering the topics and issues that are most of interest or of concern to them. Accordingly, besides the main strategic and corporate-governance results, the report presents, in four major chapters, the processes and results of the following eleven material topics identified:

1. Governance and risk management

- Group value and solidity
- Innovation, digital transition, and cybersecurity
- Integrity in corporate conduct

2. Social issues

- Quality of service and customer satisfaction
- Community support
- Access to credit and financial inclusion

3. People

- Employment protection
- Retention, enhancement, diversity, and inclusion of the Group employees
- Well-being, health, and safety of the Group's employees

4. Environment and climate change

- Transition to a sustainable, green and circular economy
- Direct environmental impacts

The four main chapters are thus also arranged in this same way: we explain how the given topic fits into the strategy, and what management approach we have taken, and then we present our main results and challenges of 2024, as well as our new commitments for the coming years, and the extent to which last year's objectives were fulfilled.

- Reporting period: calendar year 2024
- Previous report: 'CIB Group Business and Management Report 2023, Non-Financial Statement', December 2023
- Reporting cycle: annual
- Applied reporting standards, guidelines and frameworks: Global Reporting Initiative (GRI), Global Compact, The UN's sustainable development goals
- Validity of data: Figures valid as of 31 December 2024, unless specified otherwise.

The amendment to the Accounting Act by Act CVIII of 2023 repealed the provisions applicable to the reporting process under the Non-Financial Reporting Directive (NFRD). This report has been replaced by the Sustainability Report pursuant to Section 95/E of the Accounting Act. According to the Accounting Act, if the Parent Company of a Group prepares a consolidated sustainability report, the members of the Group are not required to prepare such a report. Given that the bank's Parent Company, Intesa Sanpaolo S.p.A. (IT Torino Piazza San Carlo 156), as a company based in the EU, prepares a consolidated sustainability report for the entire Intesa Sanpaolo Group as per the provisions of the European Union's Corporate Sustainability Reporting Directives (CSRD), CIB Bank and its subsidiaries, taking advantage of the opportunity provided by the Accounting Act, do not prepare any individual or consolidated sustainability reports. More information on the boundaries of the current 2024 report, the material topics, and the process of determining them is available in Chapter 4, and the GRI index is presented in the annexes.



Entities included in the CIB Group's consolidated financial statements

Subsidiary	Country of registration	Scope of Activity
CIB Bank Zrt.	Hungary	Commercial banking, leasing and factoring
CIB Lízing Zrt.	Hungary	Financial leasing
CIB Rent Zrt.	Hungary	Leasing
CIB Biztosítási Alkusz Kft.	Hungary	Insurance brokerage
Recovery Zrt.	Hungary	Financial consulting

CIB Biztosítási Alkusz Kft. returned its operating licence to the National Bank of Hungary with effect from 24th June 2024, and winding up procedure began on 1st September 2024 and ended on 8th April 2025.

In the first year of adaptations, the reporting boundary of the 2024 Consolidated Sustainability Statement of the Intesa Sanpaolo Group included only CIB Bank Zrt., CIB Lízing Zrt., CIB Biztosítási Alkusz Kft. however, the different consolidation does not have significant impact on the content (CIB Rent Zrt. and Recovery Zrt.).

IV. IDENTITY AND PROFILE

1. Company presentation

CIB Bank is a subsidiary of the Intesa Sanpaolo Group. According to the London Stock Exchange Group (LSEG) ESG ranking (as of December 31, 2024), the Intesa Sanpaolo Group ranks first among 1,145 banking service providers worldwide. Backed by its major international Parent Company and with 40 years of experience as a universal credit institution, CIB Bank offers a full range of commercial banking and investment services, supplemented by the products and plans of its subsidiaries (CIB Lízing Zrt., CIB Rent Zrt., Recovery Zrt., CIB Biztosítási Alkusz Kft.). With a branch network present in all parts of the country, CIB Bank offers its services to 455,538 customers, while continuously seeking innovative solutions tailored to the needs of its customers. The services of CIB Bank are available to businesses, institutions, municipalities, and sole traders, as well as to retail customers. Besides the bank's branches, customers also have an exceptionally wide variety of electronic channels to choose from, through which to manage their finances quickly and conveniently, such as the CIB Internet Bank, CIB Bank Online, the CIB Bank Mobile Application, or the eBroker information and securities trading system.

Name:	CIB Bank Zrt.
Territory of operation:	Hungary
Registered office:	Budapest
Form of incorporation:	Privately held joint-stock company (Zrt.)
Ownership structure:	Intesa Sanpaolo S.p.A., sole owner
CIB Group	
Number of employees:	2,189
Number of customers:	455,538
Ratio of domestic (Hungarian) suppliers:	93.2%
Distributed value added:	HUF 120,385 million (2024), HUF 111,758 million (2023)
Our activities:	Commercial banking, leasing and factoring
Our presence in the country:	A detailed list of branches can be found on www.cib.hu .

Intesa Sanpaolo Group

The Group has a strategic international presence, with numerous commercial banking subsidiaries in 12 countries in Central and Eastern Europe, the Middle East, and North Africa regions. Its international network of experts serving corporate customers operates in 25 countries, particularly in the Middle East and North Africa, as well as in areas where Italian companies are most active.

Intesa Sanpaolo S.p.A.'s market position:

Market-leader bank in Italy	with 2,971 branches	14 million customers
Outside Italy, present in 12 countries	with 954 branches	7.5 million customers

The Intesa Sanpaolo Group had an excellent year in 2024, achieving the best financial results in its history with a net income of EUR 8.7 billion, representing a 12% increase compared to 2023. In addition, there was significant growth in commission income (up 9% compared to 2023), and insurance premium income reached an all-time high (up 4% year-on-year) to 1,7 billion. The Group invested EUR 4.2 billion in digital transformation and continued its social impact initiatives, spending around EUR 340 million in 2024 on fighting poverty and reducing inequalities.

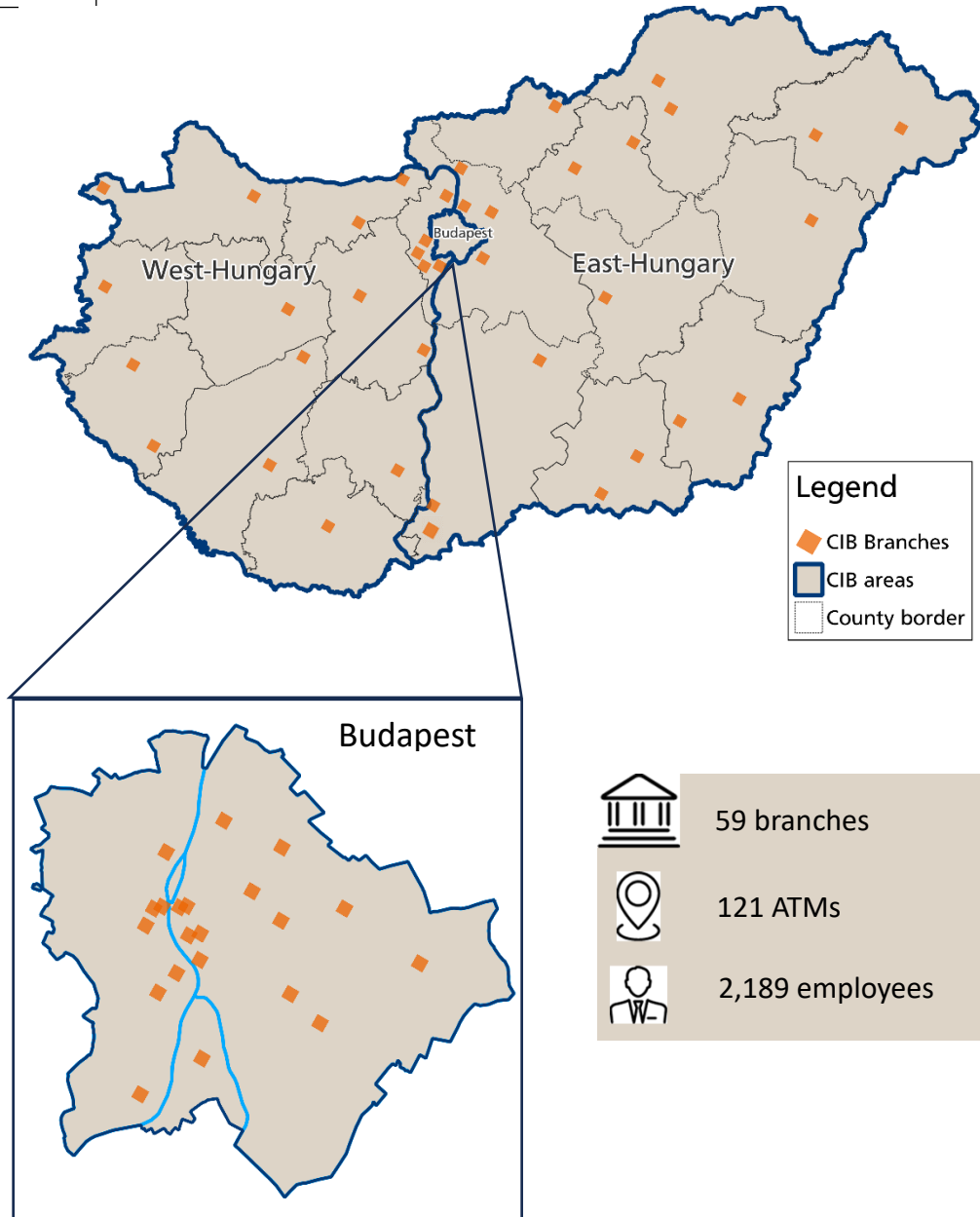


CIB Group's national presence and branch network

	Total			Budapest			West-Hungary			East-Hungary		
	2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Number of employees	2,055	2,114	2,189	1,642	1,696	1,764	193	193	204	220	220	221
Number of branches	60*	60	59	23	22	21	19	19	19	19	19	19
Number of ATMS	118	117	121	46	45	47	32	32	33	40	40	41

*Due to an error identified in the 2023 report, the 2022 data has been changed.

In 2024, the bank had 59 branches and 2,189 employees nationwide, with 121 ATMs in the



country. It has 19 branches in Eastern Hungary, 19 in Western Hungary, and 21 in Budapest. The number of employees and ATMs also indicates how significant the market is in the capital and its agglomeration.

Based on the four-year growth strategy set for the CIB Group, the banking group has set itself the goal of becoming the primary bank of its customers. The main component in this approach is to simplify bank processes, improve customer satisfaction, and digitalisation, which has an important role in sales and the service model. Starting from 2024, the Sustainability Overview was created as a standalone document. The Group's business strategy, target group and financial performance are presented in the annual report (CIB Bank Zrt. and its subsidiaries Business and Management Report based on audited individual financial statements prepared in accordance with International Financial Reporting Standards as adopted by the European Union, hereinafter: Business and Management Report; please click [here](#)).

2. Group value and solidity

CIB Group's local business priorities for the period 2022-2025

In the Business plan 2022-2025, the Intesa Sanpaolo Group defined its fundamental strategic directions and objectives for the period, and in line with this, the CIB Group, together with its Parent Company, also formulated a further breakdown of these at local level. Accordingly, the bank, as a universal financial service provider for all customer segments, aims at long-term and sustainably profitable operation. The CIB Group's strategic commitment for digitalisation covering the full spectrum of back and front-end operation leads to the optimisation of sales channels and thus to increased business volumes.

The pillars of CIB Group's strategy are as follows:

- Increasing commission income generation capacity
- Increasing market share while maintaining portfolio quality
- Further developing and strengthening digital sales and strategy
- Simplifying processes and increasing the proportion of value-creating activities
- Modernising the IT architecture, ensuring stable operations
- Implementing the ESG (environmental, social and governance) strategy
- Further strengthening employee motivation and engagement

More detailed information on the achievement of the strategic business objectives is available in the Business and Management Report.

Economic and financial performance and distribution of the value generated

The CIB Group closed a successful financial year in 2024, and accordingly, the economic value distributed also increased slightly compared to 2023. Further details on its financial performance and the related valuation are available in the Business and Management Report.

Economic value generated and distributed

CIB Group (HUF million)	2022		2023		2024	
Economic value generated	112,526	100.0%	158,164	100.0%	167,441	100.0%
Economic value distributed	95,353	84.7%	111,758	70.7%	120,385	71.9%
Employees	25,475	22.6%	30,444	19.2%	33,952	20.3%
Suppliers	15,705	14.0%	18,767	11.9%	20,357	12.2%
Government, organisation, communities	30,673	27.3%	37,547	23.7%	35,076	20.9%
Shareholders	23,500	20.9%	25,000	15.8%	31,000	18.5%
Economic value retained	17,173	15.3%	46,406	29.3%	47,056	28.1%

3. Mission and values

Our mission

We, people of Intesa Sanpaolo Group:

Believe in the integrity and sustainability of our actions and those of our Bank.

Care for our customers through the excellence of our products, our services and our behaviour.

Create value and innovation for people, businesses, and communities in all the countries and areas where we operate.

Build a future fostering sustainable development in favour of the environment, the younger generations, and a truly inclusive society.

In implementing the corporate mission, the Group's strategy is aimed at creating solid and sustainable value over time, in economic, financial, social and environmental terms, built on relationships of trust with our stakeholders and based on the following values:

Integrity

We pursue our goals with honesty, fairness and responsibility, in full and true respect of the rules and professional ethics and in the spirit of the agreements signed.

Excellence

We set ourselves the goal of continuous improvement, forward thinking, anticipating challenges and fostering creativity aimed at innovation, both recognizing and rewarding merit.

Transparency

We are committed to making transparency the basis of our actions, our communications and our contracts to allow all those who have dealings with us to make informed, conscious and independent decisions.

Respect for specific qualities

Our aim is to combine large-scale operations with profound local roots and be a bank with a broad vision, which makes people and communities come first.

Equity, diversity and inclusion

We are committed to avoiding any discrimination in our conduct and to respecting differences in gender, gender identity and/or expression, emotional-sexual orientation, marital status and family situation, age, ethnicity, religious belief, political and trade union affiliation, socio-economic status, nationality, language, cultural background, physical and mental condition or any other characteristic of a person, including those related to the expression of their thoughts.

Listening and dialogue

We are committed to fostering a culture of active listening and constructive dialogue with all our stakeholders, listening to their expectations in the belief that open communication is a lever for continuous improvement behind excellent results and lasting relationships.

Values of the individual

The value of each single person is a guide for our modus operandi: we take care of people's health and safety to provide a professional experience that respects physical and psychological well-being.

Environmental protection

We promote efficient and conscious use of all resources, avoiding waste and always favoring sustainable choices over time. We are committed to combating climate change, protecting nature and biodiversity, and supporting the transition to a sustainable, green and circular economy.

A week-long internal communication campaign was launched in spring 2024 to renew the Code of Ethics, including a detailed presentation of its new elements and their importance. Following the introduction of the Code of Ethics the colleagues had to take an exam organized by the Parent Bank. In 2024, 2,143 employees completed the Code of Ethics training on the LEA (Learn Everyday, Anywhere, training platform of Intesa Sanpaolo S.p.A.), which took an average of 33 minutes to complete. The Code of Ethics were further updated in 2025 and this section showing the latest updated version of the Mission and values as of April 2025.

Guarantees of stable value creation

The bank has been operating in the Hungarian financial market for 45 years. Stable operation requires a prudent, effective corporate governance system that supports the employees in making the right decisions.

Within the corporate governance framework, which is also strongly influenced by the effective statutory provisions, the following elements are of key importance in the interest of ensuring stable operation:

Assessment and management of the risks of the operating environment, use of an advanced compliance system	
✓	Corporate governance tools and processes that support responsible and ethical operation
✓	Continuous focus on efficiency and efforts to ensure sustainably profitable operation
✓	Stakeholder dialogue with the aim of mapping and shaping the expected risks and expectations
✓	Conscious efforts to develop financial skills in society
✓	Balanced pricing policy that optimises market effectiveness and responsible decision-making
✓	Strict lending principles: the bank doesn't simply sell products, it provides proactive advisory services and product offers that are tailored to fit in with our customers' business models, and which consider the size, profile, current financial situation, resilience and long-term plans of each business. The bank's conservative lending policy and transparent, stringent lending principles ensure legal compliance and a balanced credit portfolio. The bank attributes great importance to providing comprehensive information to its stakeholders, to allow them to make thoroughly informed decisions on whether the bank's offer is valuable from a business point of view, and whether they can afford it.
✓	Almost all the bank's staff have indefinite-term employment contracts, which is also reflective of a committed employment relationship that can be planned for in the long term. To meet the bank's seasonal labour requirements, it also employs workers under a contract staffing arrangement. The proportion of employees working part-time increased slightly since last year, this is how it helps our employees to find the ideal work-life balance.
✓	Responsible employment

4. Voluntary commitment to domestic and international initiatives

International initiatives and memberships

UN Global Compact promotes corporate social responsibility through the adoption of ten fundamental principles relating to human rights, labour rights, the environment and combating corruption.

Equator Principles are guidelines for social and environmental risk assessment and management in projects, based on criteria recommended by the International Finance Corporation, a World Bank organisation. The CIB Group has joined through its Parent Company, the Intesa Sanpaolo Group.

Membership in national initiatives

ISACA, Hungarian Chapter is the Hungarian entity of the Information Systems Audit and Control Association (ISACA), an international professional organisation.

Hungarian Canadian Chamber of Commerce provides an excellent platform for develop commercial relationships between Canada and Central Eastern Europe.

Hungarian Banking Association is the interest advocacy organisation of the Hungarian banking sector, coordinating and representing the official position of the banking community. Its main task is to represent the professional interests of its members.

The goals of **Hungarian Factoring Association** include interest representation and lobbying, training and continuing education, lectures, consultative forums, the exchange of experience, the dissemination of information and the development of financial culture in Hungary.

Hungarian Forex Society is the official interest advocacy organisation of Hungarian foreign exchange, money market, derivatives, and government securities dealers. Its objective is to deepen and develop the professional knowledge of those involved in foreign exchange, money market or capital market transactions, and to represent the interests of Hungarian commercial banks at the appropriate professional forums.

Through its services and programmes, **Hungarian Advertising Association** provides a unique platform for all sectors of the industry to engage in dialogue and collaborative thinking and implement innovative ideas for the development of the industry.

Chamber of Hungarian Auditors represents the interests and professionalism of the audit profession.

The Hungarian Marketing Association is a national professional organisation for marketing professionals, committed to shaping and promoting the role and value-creating potential of marketing. It brings together and represents the profession through projects and programmes that reflect sectoral, educational, orientation, community, and social objectives.

The principal activity of the **Italian Chamber of Commerce in Hungary** is to liaise with the competent Italian and Hungarian authorities to jointly develop the measures necessary to increase the exchange of goods between the two countries.

The principal tasks of the **Hungarian Self-Regulating Advertising Body** are to develop the self-regulatory principles of advertising practice in Hungary, establish international relations, evaluate legislation related to advertising practice, provide a preliminary opinion on advertising campaigns, co-ordinate between member companies, present and disseminate the principles and practice of self-regulation, and communicate the society's needs and criticisms to the advertising industry.

Hungarian Public Relations Association is an organisation that represents and protects the professional, ethical, individual, and collective interests of PR professionals nationwide, and works to increase the recognition of the PR profession.

'We are Open' is a non-profit organisation that shows millions of people that creating an open workplace culture creates not only moral but also business value. Open organisations, where employees are judged solely on their actions and performance, are more successful and their employees more engaged.

The bank's partnerships with professional organisations also represent an important aspect of the bank's community relations. The interests of the various sectors of the economy, and society, are represented by the associations formed by stakeholders, each focusing on a clearly defined set of objectives. The CIB Group's participation in these organisations is important due to two basic reasons: firstly, it creates an opportunity to engage in professional dialogue, and secondly, it provides the Bank Group, and the bank sector, with a means of upholding and protecting its interests as part of a structured advocacy group.

5. Materiality analyses and stakeholder engagement

The summary publication entitled Sustainability Overview 2024 covers the material topics and indicators that reflect significant economic, environmental, and social impacts, and enable stakeholders to assess the reporting organisation's performance during the reporting period. As well as constituting the core of sustainability reporting, these aspects are also essential for identifying and managing risks and opportunities, also contributing to shaping the bank's strategy regarding material topics for the business and its stakeholders. To this end, in line with the process outlined in the GRI standards, CIB Group reviews its material topics on an annual basis. In 2022, the bank actively involved its three key stakeholder groups – employees, retail and corporate customers, and strategic media partners – in prioritising material topics, so no direct stakeholder engagement took place in 2024 for the purpose of identifying material topics. The bank has engaged its stakeholders in regular dialogue for the matter, the details of which are presented in the table below.

The review of the CIB Group's material topics for 2024 was based on the following main phases:

- reviewing the stakeholders affected by the activities of the CIB Group and their expectations;
- reviewing the economic, environmental and social impacts of the CIB Group (impact assessment);
- reviewing changes in key topics and issues material to the CIB Group and its stakeholders based on secondary research, industry benchmarking and secondary information available on stakeholders;
- guidance from the Parent Company's analyses of national/international documentation, standards and legislation;
- validation of the list of material topics:
 - the ESG Task Force manager and members directly involved in reporting,
 - the CEO,
 - internal and external ESG experts and
 - Intesa Sanpaolo S.p.A.'s sustainability reporting approaches and guidelines.

Stakeholder mapping

Maintaining the stability of CIB Bank's operations and implementing a trust-based growth strategy that offers real opportunities requires continuous dialogue with its stakeholders. The bank regards as stakeholders all those who may be affected by its activities and operations and/or who may have an impact on the company. Of these, the following groups are of key importance to the operation: the employees, the customers, the shareholder, suppliers, the environment, and the community. The bank contacts stakeholders through different means of communication and various channels, the most important of which are highlighted in the report.

The following stakeholders have been identified and are informed by the CIB Group about its activities and its achievements through customised communication channels and through other means. As part of our two-way dialogue, the company also captures stakeholders' expectations, concerns, and ideas.



Stakeholder group	Stakeholders	The dialogue	Material topics
Employees	All group employees, including temporary employees and trainees	<ul style="list-style-type: none"> - Representation of interests - Employee Satisfaction survey - Internal communication: - Internal discussions - Employee events - Voluntary activities - Internal by-laws and instructions 	<ul style="list-style-type: none"> - Stability - Financial performance - Responsible employment, career management, recognition, training events - Equal opportunities - Work-life balance - Safety at work - Work tools - Corporate culture - Inflation, energy crisis, living costs
Customers	Retail customers, corporate customers (small businesses, SME and corporate), municipal customers	<ul style="list-style-type: none"> - Website - CIB Bank Mobile Application - Retail and corporate customer research - 100% Listening Programme - Branches - CIB 24 customer service - Complaint management - Public reports - Marketing materials - Business / Partner meetings 	<ul style="list-style-type: none"> - Stability - Financial performance - Corporate governance - Client-driven culture and the related trainings and activities - Product portfolio, digitalisation, pricing - Quality and promptness of service - Complaint management - Financial inclusion - Environmentally friendly solutions - Social responsibility - Responsible lending, ESG risk assessment and performance measurement
Shareholder	Intesa Sanpaolo Group	<ul style="list-style-type: none"> - Annual achievement report and budget - Monthly lending sustainability reporting - Internal audit report - Discussions - Thematic reports - Monthly and quarterly financial reports 	<ul style="list-style-type: none"> - Financial performance - Stability - Strategy and corporate governance - Social impact - Transition to a green economy - Non-financial reporting
Suppliers	International and domestic suppliers, subcontractors	<ul style="list-style-type: none"> - Partner meetings - Audits - Official correspondence 	<ul style="list-style-type: none"> - Corporate governance and reliability
Environment	Nature Future generations	<ul style="list-style-type: none"> - Website - Media 	<ul style="list-style-type: none"> - Environmental responsibility - National Bank Green Recommendation - ESG risk assessment and reporting
Community	<p>Non-profit, civic organisations and non-profit organisations for the betterment of local communities, supported by the bank</p> <p>National, regional and local media, financial media, trade media</p> <p>Authorities and organisations cooperating in regulatory matters</p> <p>Organisations and pools of interests representing specific groups of society</p> <p>Trade associations, boards of trade, industry organisations the bank maintains contacts with</p>	<ul style="list-style-type: none"> - Trade events - Official correspondence and consultations - Local events, collaborations - Reports - Annual report - Sustainability reporting - Website - Press events - Press releases - Press monitoring and analysis - Marketing & PR campaigns - Audits 	<ul style="list-style-type: none"> - Social responsibility - Environmentally friendly solutions - Stability and financial success - Financial performance - Corporate governance, fair competition, and anti-corruption - Responsible marketing - Product portfolio - Strategy - Pricing - Complaint management, Fair competition, and anti-corruption - Responsible lending and marketing

Identification of material topics

The primary target audience for this publication is the wider community and all stakeholders who are interested in the bank's sustainability performance. Of the target audiences defined in previous years, the bank is using other primary communication channels for the purpose of informing and engaging them, so this report only serves as a supplementary source of information in the dialogue conducted with these two groups.

Based on the GRI standards and following CIB Bank's new business plan, the bank conducted a complex materiality analysis with stakeholder engagement in 2022, in line with previously published plans, and incorporated the results into the report. In 2024, no direct stakeholder engagement was carried out, but a review of available secondary data was conducted.

In general, it can be said that no changes to previous material topics are necessary, as there have been no changes of this nature in the business environment, the life of the company or the expectations of stakeholders.

Material topics for 2024

1. Governance and risk management

- Group value and solidity
- Innovation, digital transition, and cybersecurity
- Integrity in corporate conduct

2. Social issues

- Quality of service and customer satisfaction
- Community support
- Access to credit and financial inclusion

3. People

- Employment protection
- Retention, enhancement, diversity and inclusion of the Group employees
- Well-being, health and safety of the Group's employees

4. Environment and climate change

- Transition to a sustainable, "green" and circular economy
- Direct environmental impacts

Every material topic identified relates to all units within the organisation.

Validation of the list of material topics

Placement by dimension was based on the previous survey, desktop benchmark research and internal-external expert assessment, which was validated by the head of the ESG Task Force working group within the CIB Group and the CEO.

The bank considers material all topics that are significant for the Group or for at least one of its stakeholders and presents them in detail in this document.



Impacts, risks, and opportunities at national and international level

	Potential and current positive and negative impacts	
Material topics	Positive impact	Negative impact
Group value and solidity	<ul style="list-style-type: none"> - Maximising value creation and value distribution processes, and related distribution to shareholder/stakeholders (e.g. employees and suppliers). - Contributing to the growth of the Hungarian economy and the welfare system through tax contributions. 	<ul style="list-style-type: none"> - The impact of a potential reduction in the value of the organisation upon redistribution of value among shareholder/stakeholders. - Potentially unfair decisions regarding value distribution, arising from imbalances in stakeholders' power and access to information.
Innovation, digital transition and cybersecurity	<ul style="list-style-type: none"> - Compliance with current regulations and correct data processing best practices for the benefit of stakeholder privacy. - Promotion of innovation and digital transformation processes. - Development of multidisciplinary applied research projects. - Supporting businesses and start-ups and the development and innovation programmes that have an impact on the economy and society. - Supporting the development of innovation ecosystems. - Accelerating business transformation and supporting the long-term development of companies. - Spreading an innovation-driven mindset/culture through events and new educational formats. - Work-life balance of customers and employees. - Application of artificial intelligence to facilitate operations (under investigation, affecting multiple areas). 	<ul style="list-style-type: none"> - Breach of IT systems / intentional and/or unintentional compromise of data involving confidential information resulting in harm to the organisation and direct or indirect impacts on the external environment. - Potential failure to manage innovation and digital transformation processes. - Possible exclusion of current or potential customers due to low levels of digital knowledge or skills.
Transition to a sustainable, green and circular economy	<ul style="list-style-type: none"> - Supporting customers in ESG/climate transition. - Contributing to activities related to the protection of natural capital. - Contributing to biodiversity protection through environmentally friendly practices. 	<ul style="list-style-type: none"> - No or partial influence in sustainable development processes through specific investment and insurance instruments, with negative repercussions for the economic, environmental, social and governance dimensions. - Potential negative short-term economic impact by prioritising medium- and long-term climate change targets and risks.
Employment protection	<ul style="list-style-type: none"> - Positive impacts on employees and their professional/personal dignity (higher retention). - Ensuring the right of free association for all employees of the organisation. - Promoting activities aimed at preventing child or forced labour within the organisation and throughout its value chain. 	<ul style="list-style-type: none"> - Deterioration of the professional/personal dignity of employees - Potential conflicts with trade unions and deficiencies in the application of the right to collective bargaining.
Access to credit and financial inclusion	<ul style="list-style-type: none"> - Financial inclusion of vulnerable social groups, with consequent positive impacts on development and social mobility. - Improved access to credit and increased financial literacy within reference communities. - Loans to the third sector, with credit support and services provided to non-profit organisations to promote local initiatives. 	<ul style="list-style-type: none"> - Limited access to financial services and financial discrimination faced by vulnerable social groups, with consequent negative impacts on development and social mobility. - Financial difficulties that threaten customers' ability to meet their basic needs.
Quality of service and customer satisfaction	<ul style="list-style-type: none"> - High service quality and consequent customer satisfaction with positive repercussions for shareholder/stakeholders. - The customers' well-being. - Sustainable economic growth. 	<ul style="list-style-type: none"> - Low customer satisfaction due to potential ineffective/inefficient management of disputes/complaints and customer relationship. - Customer health and safety. - Service digitisation.



Potential and current positive and negative impacts		
Material topics	Positive impact	Negative impact
Integrity in corporate conduct	<ul style="list-style-type: none"> - Raising awareness of, and fostering, an ethical and human rights-based culture among management, employees, business partners and other stakeholders. - Sustainable economic growth. 	<ul style="list-style-type: none"> - Possible cases of non-compliance and human rights violations within the organisation and along the value chain - between ethical conduct and norms under national business practices within the group. - Potential infringements or negative economic impacts resulting from conflicts
Retention, enhancement, diversity and inclusion of the Group employees	<ul style="list-style-type: none"> - Competitive employee remuneration. - Creation of opportunities for workplace and professional development. - Support for parental leave. - Development of employee skills through targeted training. - Recruitment games and international talent search programme for talent selection. - Renewal and continuous updating of the career site; studying and using new social media channels. 	<ul style="list-style-type: none"> - Increasing staff turnover and loss of key know-how and skills. - Decreased employer attractiveness due to references to targets not related to traditional core activities.
Direct environmental impacts	<ul style="list-style-type: none"> - Promotion of energy efficiency initiatives and the use of renewable energy sources within the organisation, resulting in a consistent reduction in greenhouse gas emissions. - Reduction of paper waste and material use. 	<ul style="list-style-type: none"> - Potential increase in energy consumption (within the organisation and along the value chain) and the associated increase in greenhouse gas emissions. - Contribution to climate change through indirect greenhouse gas emissions. - Difficulties in adapting to climate change due to site, building and infrastructure conditions
Well-being, health and safety of the Group's employees	<ul style="list-style-type: none"> - Partnerships with education systems and non-governmental organisations focusing on diversity and inclusion. - Positive impacts on the employees' health, safety, and well-being (e.g. reduction in occupational accidents/diseases). - Employee benefits/well-being. 	<ul style="list-style-type: none"> - Potential negative impacts on the employees' health, safety, and well-being (e.g. increased accident rate).
Community support	<ul style="list-style-type: none"> - Social investment through locally supported infrastructure, services, social and cultural initiatives. - Support for local development through donations and contributions in kind. - Support to address social needs and requirements. - Fostering youth education and employability. - Commitment to the promotion of culture. 	<ul style="list-style-type: none"> - Projects and activities – e.g. environmental, social – with current and/or potential negative impacts on the development of local communities. - Decline in local corporate citizenship and community engagement due to economic priorities.

Related trends, risks and opportunities		
Material topics	National and international trends and objectives	Risks and opportunities
Group value and solidity	<ul style="list-style-type: none"> - Globalisation and competitiveness. - Evaluation of long-term scenarios including climate related risks and opportunities. - Promotion of transparent and efficient financial markets. - Dissemination of ESG values and culture. - Assessment of the financial implications linked to ESG impacts. 	<ul style="list-style-type: none"> - Credit quality. - Efficient use of capital and diversification. - Attracting sustainability-conscious investors. - Management of business, ESG and reputational risks. - Changes in the organisational structure - Sustainable economic growth.
Innovation, digital transition and cybersecurity	<ul style="list-style-type: none"> - Digital transformation/Digital identity, online payments, and billing. - New technologies to ensure greater accessibility and effectiveness and excellence in the services provided - Digital customer experience 	<ul style="list-style-type: none"> - Compliance and data breach risk management - Service quality - Privacy protection - IT risk - Market and services diversification



	Related trends, risks and opportunities	
Material topics	National and international trends and objectives	Risks and opportunities
Transition to a sustainable, green and circular economy	<ul style="list-style-type: none"> - Dissemination of the use of home banking services - Application of artificial intelligence and robotics - Support to the growth of demand and supply of low carbon products and services 	<ul style="list-style-type: none"> - IT and cybersecurity - Inclusion/exclusion of customers - Risks linked to climate change - Management of reputational and ESG risks in loans and insurance products
Transition to a sustainable, green and circular economy	<ul style="list-style-type: none"> - Transition to a sustainable economy through a collaborative network and the promotion of circular development models - Support for loans for environmental projects - Identification, management and reporting of governance, strategy, climate risk management, climate related objectives promoted by the Task Force for Climate Disclosure (TCFD) - Promotion of actions aimed at mitigation and adaptation to climate change - Increasing attention to the protection of biodiversity and ecosystem services - Customer assessment and inclusion/exclusion processes based on ESG criteria. - Increased ESG data and reporting demand and requirements. 	<ul style="list-style-type: none"> - Sustainable investments and investment projects. - Sustainable infrastructure, cities, and economies
Employment protection	<ul style="list-style-type: none"> - Uncertain employment conditions due to war situations and economic recession. - Consultation with, inclusion and integration of employees. - Continuity of employment/Welfare, well-being, and social safety nets - Flexibility of employment 	<ul style="list-style-type: none"> - Labour law risks - Changes in the organisational structure - Preserving knowledge - Human rights
Quality of service and customer satisfaction	<ul style="list-style-type: none"> - Growth in bank deposits and increase in loans, due to or in relation to the uncertainty linked to the social and geopolitical environment. - Business continuity and customer satisfaction - Reorientation of the financial system towards an offer that incorporates the ESG criteria - Customer health and safety. - Service digitisation 	<ul style="list-style-type: none"> - Proximity to the customer and operational streamlining - Product innovation and service models - IT risk - Reputational risks associated with the application of ESG factors/criteria - Lack of capacity - Access to products and services
Access to credit and financial inclusion	<ul style="list-style-type: none"> - Increased levels of financial education including in terms of sustainability - Integration of ESG risk factors into credit management 	<ul style="list-style-type: none"> - Management of reputational and ESG risks in loans - Applying Guidelines for Environmental, Social and Governance Risks Concerning Lending Operations
Integrity in corporate conduct	<ul style="list-style-type: none"> - Spread of organised crime - Incentives for ethical conduct - Fight against active and passive corruption - Protection of free competition - Compliance with labour laws - Privacy, cyber and data security - Prevention of money laundering - Anti-fraud - Legal pressure to set up effective complaint management and whistleblowing systems. 	<ul style="list-style-type: none"> - Corruption prevention - Compliance and data breach risk management - Investments in sensitive sectors - Fight against organised crime - Raising awareness of human rights. - Sustainable economic growth.
Well-being, health and safety of the Group's employees	<ul style="list-style-type: none"> - Attention to appropriate corporate climate supporting sustainability 	<ul style="list-style-type: none"> - Employee engagement and satisfaction. - Corporate well-being and welfare initiatives.



	Related trends, risks and opportunities	
Material topics	National and international trends and objectives	Risks and opportunities
	<ul style="list-style-type: none"> - Attention to employees' health and safety. - Dissemination of welfare and well-being methods and practices. - Application of protocols for the prevention and mitigation of biological risks. 	<ul style="list-style-type: none"> - Work-life balance and flexibility. - Management of employees' health and safety risks. - Burnout.
Retention, enhancement, diversity and inclusion of the Group employees	<ul style="list-style-type: none"> - Incentives for the banking advisor to actively assist in disseminating ESG products. - ESG criteria in the incentivisation and inclusion of employees. - Gender diversity, equal treatment, and inclusion. - Adoption of performance assessment models that incorporate ESG elements. - Increased accountability requirements regarding diversity, equity and inclusion data and impacts. 	<ul style="list-style-type: none"> - Employee engagement and satisfaction. - Talent attraction. - Budget and resources for training. - Enhancement of human resources.
Direct environmental impacts	<ul style="list-style-type: none"> - Reduction and reporting of atmospheric emissions to combat climate change. - Responsible use of energy and natural resources. - Waste management. - Clean and accessible energy and water - Promotion of concrete climate actions - Dissemination of the environmental protection culture 	<ul style="list-style-type: none"> - Increasing environmental awareness and behaviour change - Operational protection in risk situations - Impact on costs and business investments - Employee engagement and inclusion.
Community support	<ul style="list-style-type: none"> - Social and economic development of local communities - Strengthening cooperation to achieve global sustainable development objectives - Dissemination of social finance instruments - Increase in social inequalities - Rising average age of the population 	<ul style="list-style-type: none"> - Brand enhancement. - Group's leadership in society for the dissemination of the sustainability culture - Promotion and measurement of activities with high social impact - Management of current sociodemographic changes

V. GOVERNANCE AND RISK MANAGEMENT ISSUES

Material topics

- Group value and solidity
- Innovation, digital transition, and cybersecurity
- Integrity in corporate conduct

Why these topics are material

Responsible decision-making and transparency should frame the ESG structure for how CIB Bank manages sustainability: making the banks operations more sustainable needs to elevate sustainability to the strategic level so the strategy can be executed effectively.

A unified set of group values and stable operations are essential to maintaining the trust of customers, investors and regulators.

Through digital solutions and innovation, CIB Bank becomes more efficient, responds faster to market needs and delivers a new standard of customer experience.

Cybersecurity is indispensable to protecting customer data and ensuring the reliability of digital services.

CIB Bank's social engagement and reputation are closely linked to how consistently it adheres to ethical standards and operates with transparency.

In the financial sector, compliance with laws and regulations, anti-corruption measures and the operation of effective internal control systems are of paramount importance.

1. Governance structure

The bank's top decision-making body until 31 October 2016 was the general assembly. From 1 November 2016, the bank has one shareholder, Intesa Sanpaolo S.p.A., which adopts its resolutions in writing.

The Supervisory Board

The Supervisory Board is the CIB Bank's supervisory body. Members of the Supervisory Board on 31 December 2024 (the Supervisory Board has 7 members):

- Rosario Strano – Chairman (Intesa Sanpaolo business consultant)
- Ignacio Jaquotot – Deputy Chairman (Intesa Sanpaolo business consultant)
- Massimo Malagoli (Intesa Sanpaolo business consultant)
- Alice Grittini (IBD Sustainability Manager)
- Draginja Duric (Intesa Sanpaolo business consultant)
- Margaret Dezze (independent member)
- Robert Stöllinger (independent member)

On 31 December 2024 CIB Bank's Supervisory Board had three female members.

The Audit Committee

The Audit Committee supports the professional activity of the Supervisory Board primarily in respect of internal audit, risk management, accounting, compliance, and tasks related to the prevention of money laundering. The Audit Committee has three members and its composition as of 31 December 2024 as follows:

- Margaret Dezze – Chair (independent member of the Supervisory Board)
- Alice Grittini (IBD Sustainability Manager)
- Massimo Malagoli (Intesa Sanpaolo business consultant)

On 31 December 2024 CIB Bank's Audit Committee had two female members.

The Risk Committee

The Risk Committee supports the Supervisory Board to control the risk appetite framework and the risk strategy of the Group and in the implementation of the approved risk strategy. The Risk Committee has three members and its composition as of 31 December 2024 as follows:

- Massimo Malagoli – Chairman (Intesa Sanpaolo business consultant)
- Alice Grittini (IBD Sustainability Manager)
- Robert Stöllinger (independent member of the Supervisory Board)

On 31 December 2024 CIB Bank's Risk Committee had one female member.

The Nomination Committee

The Nomination Committee's duties include recommending the appointments of the members of the Management Board and the Supervisory Board to the Sole Shareholder and also the re-assessment of the suitability of the members. The Nomination Committee has three members and its composition as of 31 December 2024 as follows:

- Ignacio Jaquotot – Chairman (Intesa Sanpaolo business consultant)
- Massimo Malagoli (Intesa Sanpaolo business consultant)
- Draginja Duric (Intesa Sanpaolo business consultant)

On 31 December 2024 CIB Bank's Nomination Committee had one female member.

The Remuneration Committee

The Remuneration Committee's duties include overseeing and preparing decisions regarding the remuneration of the Members of the Management Board, Risk Takers (as defined in the Remuneration Policy) performing internal control functions in compliance with the relevant legislation, supervisory guidance and Intesa Sanpaolo Group Remuneration Policies in addition assessing and preparing decisions regarding the remunerations and the Remuneration Policy to the Supervisory Board for approval. The Remuneration Committee has three members and its composition as of 31 December 2024 as follows:

- Rosario Strano – Chairman (Intesa Sanpaolo business consultant)
- Ignacio Jaquotot (Intesa Sanpaolo business consultant)
- Alice Grittini (IBD International Banks Division Sustainability Manager)

On 31 December 2024 CIB Bank's Nomination Committee had one female member.

The Management Board

The bank's executive body is the Management Board, the members of which are employed by CIB Bank. Its members are elected by the Sole Shareholder (the owner) exercising the powers of the supreme body.

- Chairman & Chief Executive Officer (CEO, Dr. Pál Simák)
- General Deputy Chief Executive Officer (DCEO, Alberto De Stavola)
- Head of Retail (Dr. Tamás Ákos)
- Head of Corporate and SME (Balázs Szabó)
- Chief Risk Officer (CRO, Csordás Zoltán)
- Chief Operating Officer (COO, Sante Cusimano)
- Chief Financial Officer (CFO, Krisztián Németh)

On 31 December 2024, there were no women in CIB Bank's Management Board.

Steering committees

The steering committees are authorised to independently make decisions and launch initiatives affecting the entire CIB Group, within the scope of authority delegated to them by the bank's Management Board:

- Assets & Liabilities Management Committee (ALCO)
- Credit Risk Governance Committee (CRGC)
- Credit Committee (CC)
- Problem Assets Committee (PAC)
- Operational Risk Committee (ORC)
- Internal Controls Coordination Committee
- Tender Committee
- Change Management Committee (CMC)
- ESG Committee (ESGC)

Responsibilities and diversity of the management and control bodies

The bank's Organisational and Operational Regulations (OOR) also clearly define the key principles related to responsible practices. Through this, the bank rejects all forms of discrimination and corruption in both its internal and external communication, prohibits any form of discrimination and guarantees the general requirements of equal treatment in accordance with the relevant EU guidelines. Besides the above, the regulations governing compliance and risk management activities set out similar principles aimed at supporting responsible operations.

The CIB Group ensures equal treatment for its existing and future employees in accordance with the Fundamental Law of Hungary, the effective statutory provisions, and the CIB Group's Code of Ethics. This is achieved through the transparency of decision-making processes within the company and the ethical training provided to both managers and to the other employees. The examination of ethical issues associated with this topic and the subsequent preventive changes ensure legal and ethical compliance in this area.

Comments received from the bank's stakeholders are always answered by the specialist department competent in the matter concerned, in accordance with the internal and external regulations. These processes will be addressed at a later point, where the management and valuation of each material topic are discussed.

CIB Bank is committed to improve presenting its sustainability performance. Therefore, as part of the Sustainability Overview, we provide more details about the bank's incentive ESG targets established for senior management and the previously unpublished indicators for the gender diversity of governance bodies.

Within the ISP Group, including the CIB Group, ESG-relevant KPIs are defined each year in the Remuneration Policy, and their fulfilment influences performance evaluation, including the annual bonus and its amount.

The 2024 Annual Incentive System for senior management formalised through a Performance Scorecard, includes the Group's cross-functional KPI 'Environmental, Social and Governance' among the non-financial qualitative and financial quantitative KPIs, in continuity with previous years. The qualitative ESG targets has a weight of 15% (in Business, Governance, Control and relevant Executive Functions) and the quantitative ESG targets has a weight of 10% (Business Functions and ESG Office). The evaluation of the ESG KPI takes place at both CIB Group level, to recognise the commitment of the Group as a whole and at the Governance Area/Division or sub-consolidating, legal entity level, to enhance the action areas of individual group structures.

In 2024, the CIB Group achieved its non-financial, financial, quantitative, and qualitative targets, and even exceeded some of them, progressing as planned.

Intesa Sanpaolo S.p.A. performs excellently in the sustainability indices of specialised companies, which it reports in detail on its website and in its reports, and to which the CIB Group has also contributed.

The risk culture, inclusive workplace and effectiveness of measures enabling credit development have been successfully strengthened.

The bank guarantees equal treatment for all current and prospective employees, while placing special emphasis on providing work opportunities for people with disabilities and disadvantaged workers, and on fostering a level playing field for these individuals. Where necessary, the company adapts the hiring process to accommodate the special needs of applicants with altered abilities, thereby ensuring the diversity and inclusion of its employees.

CIB Group management positions and proportion of women*

Headcount (persons)	2022			2023			2024		
	Total headcount	Number of women	Proportion of women	Total headcount	Number of women	Proportion of women	Total headcount	Number of women	Proportion of women
At Management Board level	19	3	16%	19	3	16%	19	4	21%
At Supervisory Board level	21	4	19%	21	6	28%	21	7	33%
Management Board Level 1	36	12	33%	36	13	36%	38	14	37%

* The above figures are cumulative and refer to all entities of CIB Group and positions held in governing bodies (the same person may hold more than one position).

Further details on the responsibilities and performance of management can be found in CIB Group's Business and Management Report.

Internal control and risk management

The bank has adopted a three-tier Integrated Internal Control System. This model provides for the following

controls:

Level I: These controls are carried out by the operational and business units themselves (the “Level I Functions”), as well as by units that are exclusively dedicated to the performance of control tasks and that report to the head of the units, or they are carried out as part of our back-office operations.

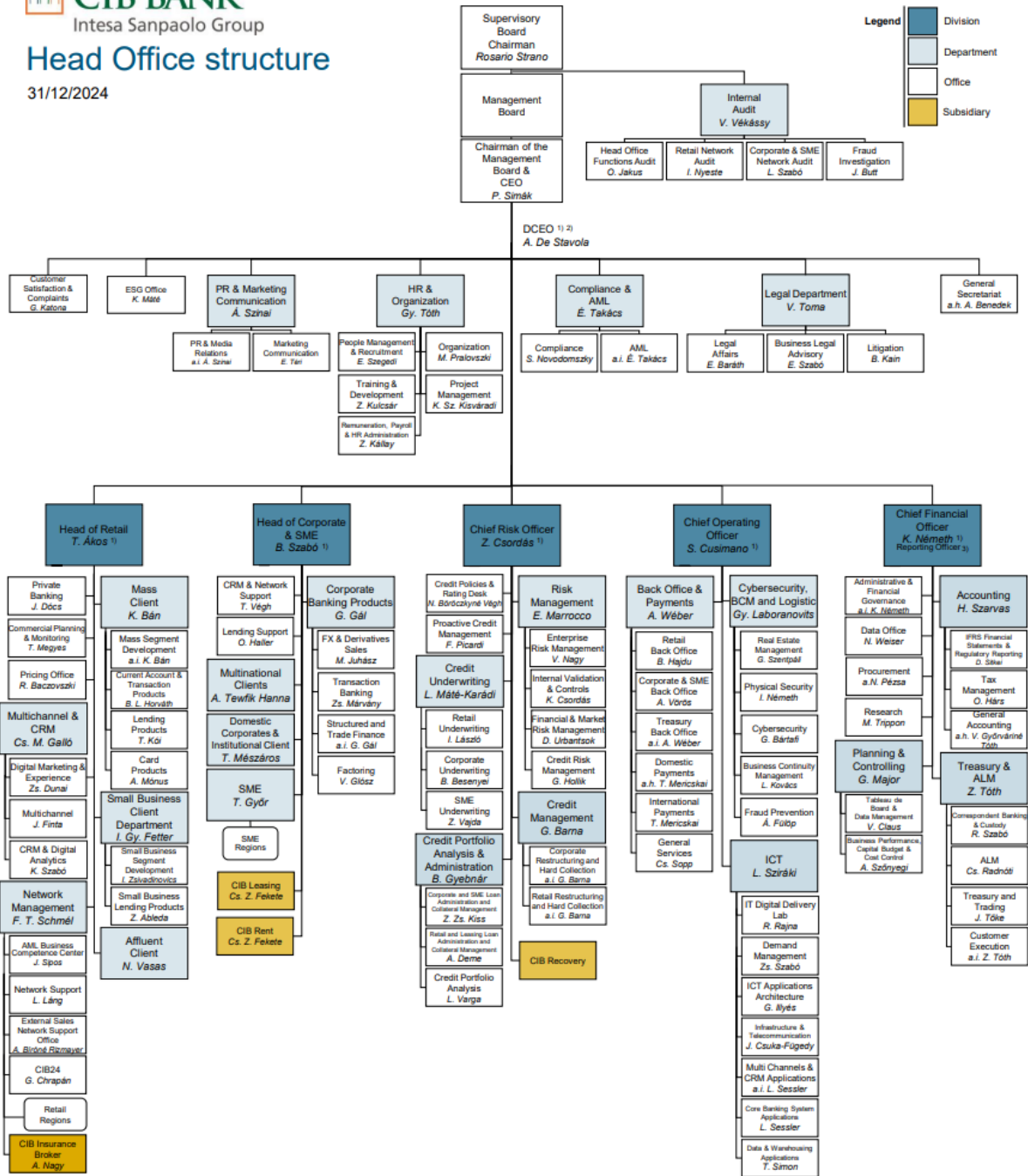
Level II: The functions responsible for these controls are independent from the business and operating functions and contribute to defining the risk governance policies and the risk management processes:

- Compliance and AML Department
- Risk Management Department

Level III: Internal auditing controls, designed to identify violations of procedures and regulations and to periodically assess the comprehensiveness, adequacy, functionality (in terms of efficiency and effectiveness) and reliability of the organisational structure of the other components of the internal control system at pre-established intervals depending on the nature and severity of the risks.

Organisational structure

Head Office structure
31/12/2024



Footnotes:
1) Management Board Member
2) Managerial oversight over Compliance & AML, ESG office, Legal and General Secretariat and supervision and coordination over COO, CFO and CRO
3) Responsible for the preparation of the accounting documents

Sustainability in governance, ESG management

Following the Green Recommendation of the National Bank of Hungary, CIB Bank has established a transparent organisational structure for ESG tasks, aligned with corporate governance guidelines. Alberto De Stavola, General Deputy CEO, serves as ESG Manager to ensure ESG priorities are represented at senior management level. Under his leadership, a permanent ESG working group and an ESG Office (April 2024) was set up to coordinate key activities. Operational teams handle specific topics, while the ESG Project manages business transformation and IT tasks related to reporting requirements. In addition, an ESG Committee, composed of senior managers and other relevant executives, has met bimonthly since September 2023 to provide direct updates to senior management, in addition to performing operational management and monitoring of results. Among the committee's tasks, it is important to highlight its involvement in strategic and operational planning and in assessing business opportunities and trends related to sustainability, it ensures that ESG strategic criteria are taken into consideration in developing business processes, it monitors changes in the external regulatory environment related to sustainability and ensures that the internal policies are developed in compliance with the owners' expectations.

The ESG governance model adopted by the bank was developed based on the guidelines of the Intesa Sanpaolo Group's International Banks Division. All areas concerned work closely with the Parent Bank throughout the process. The ESG Manager of each of the member banks of the Intesa Sanpaolo Group's International Banks Division participates in a quarterly meeting of ESG Managers coordinated by the IBD Sustainability Manager of the Division to discuss the Intesa Sanpaolo Group's ongoing and planned development initiatives and their implementation.

2. CIB Bank's commitment to the recommendations

The MNB Green Recommendation

2021 proved to be a turning point in terms of the ESG preparedness of the Hungarian financial sector, in April 2021 the National Bank of Hungary (MNB) issued its document entitled 'Green Recommendation'. In this document, it specifically called on all financial institutions supervised by the National Bank of Hungary' to comply with the issued requirements. Recommendation 47/2021. (IV.14.) of the National Bank of Hungary on climate change and environmental risks and the integration of environmental sustainability criteria provides guidelines for the activities of credit institutions, which was updated and supplemented with a knowledge base in 2022. As in the previous version, the recommendation sets out expectations related to climate change and the management of environmental risks and sets specific deadlines for the more detailed expectations compared to the previous version. Recommendation 10/2022 (VIII.2) of the National Bank of Hungary contains the following:

- The purpose of the recommendation is to set out the expectations of the National Bank of Hungary in relation to the identification, measurement, management, control and disclosure of climate-related and environmental risks and the integration of environmental sustainability considerations into the business activities of credit institutions, thereby increasing the predictability of the application of the law and facilitating the uniform application of the relevant legislation.
- The recommendation is addressed to credit institutions subject to the Act CCXXXVII of 2013 on Credit Institutions and Financial Enterprises.
- The recommendation focuses on the following areas:

General expectations

- Supervisory expectations for integrating environmental sustainability considerations into the company's business plan, business model and strategy
- Supervisory expectations for internal governance
- Supervisory expectations for risk management

Introduction of the MNB ESG questionnaire

Based on MNB Recommendation No. 9/2024 (IX.24.), companies applying for loans are required to use a minimum questionnaire for assessing environmental, social, and corporate governance information when undertaking, measuring, managing, and controlling credit risk.

According to the recommendation, completion of the MNB ESG questionnaire will become mandatory on 1 January 2025 for foreign-based customers without a registered office or business premises in Hungary, where the amount of the proposed new transaction reaches or exceeds EUR 1 million. The obligation to complete the questionnaire will be progressively extended in the coming years to businesses, borrowing and loan applicant

companies with a registered office or business sites in Hungary, depending on the volume of loans granted after 30 June 2025, the scope of which is regulated by ministerial decree.

Within the environmental, social, and corporate governance blocks, the ESG questionnaire assesses companies according to the following criteria:

- Climate change mitigation
- Climate change adaptation
- Sustainable use and protection of water resources
- Transition to a circular economy
- Pollution prevention and reduction
- Protection and restoration of biodiversity and ecosystems
- Employee relations
- Impact on society
- Consumer relations
- Reporting
- Supplier evaluation
- Ethically sound operation
- Corporate governance

During 2024, CIB Bank also worked actively on the implementation of the MNB Green Recommendation and the ESG questionnaire recommendations. Based on the European Omnibus regulatory amendment proposal package and domestic legislative amendments that have since become known, it appears that legislators are also making domestic concepts easier for companies. Regardless of the timing of implementation and the thresholds, the CIB Group has begun preparations. The bank is committed to integrating sustainability considerations and has taken several steps to address climate change and environmental risks.

- Identification and measurement of risks: The bank has identified climate change-related risks and incorporated them into its risk management processes.
- Sustainability strategy: The bank has integrated sustainability considerations into its business strategy and is paying special attention to expanding green financing opportunities.
- Reporting obligations: CIB Bank regularly reports to the MNB on its progress and the achievement of its sustainability goals.

ESG training

In 2024, CIB Bank's Parent Bank Intesa Sanpaolo S.p.A. organised a series of ESG training programmes for its employees. In addition to the webinar entitled 'ESG financial sanctions and AML package' provided to senior managers, employees working in the business, risk, accounting, procurement and ESG areas also participated in the courses. Topics included ESG Disclosing sustainability, ESG Capital requirement discount and ESRS Double materiality mentoring, ESG Stress test masterclass. Colleagues spent a total of 7,364 training hours on ESG-related training in 2024.

The 'Greenstorm' community building and education programme has become a recurring element in the training offer. As part of the 5-module training series, participants learned about the causes of environmental impacts on the planet, composting, waste-free lifestyles, and linear and circular economies, among other topics. As part of the programme, external experts shared their knowledge, and participants incorporated the lessons learned into their daily lives through interesting challenges.

Digital ESG training materials provided accessible and relevant knowledge for all employees throughout the year. Good examples of this are the Parent Company's 'ISP4ESG – Our Contribution to the Future' video course in Hungarian, and the 4-hour 'ESG in Lending' training material, which includes a lecture by the speaker of the International Bankers Training Centre and the bank's experts. The digital onboarding programme for new hires continues to include an ESG management training video.

The illustration advertising 'Greenstorm' shows the content, and the external experts involved. At the end of the programme, participating employees had a chance to express their opinion on the company's environmental awareness:



49% of respondents believe that CIB Bank exceeds the minimum expectations in terms of environmental protection.

In December 2024, with the help of experts, all customer-facing employees received training on the ESG questionnaire prepared by the MNB for customer due diligence. Beyond the sustainability and regulatory context and the underlying goals and motivations, the experts guided colleagues through all topics and questions in the questionnaire. This provided a better understanding of what data should be collected, for what purpose and for what reason, what difficulties companies may encounter when completing the questionnaire, and where they can find further help and information for preparation and improvement. Colleagues found the training interesting, useful, and instructive.

In one word, I found the ESG training (parts 1+2 combined)



Implementation and governance of Code of Ethics

The Code of Ethics reflects the broader vision of the CIB Group’s social and environmental responsibilities and describes the values to which it is committed.

As a company that operates in compliance with strict ethical norms, there are several mechanisms that reveal risks that have previously, due to their nature, remained hidden; these include ethical risks. The purpose of the procedural rules is for victims in ethics cases, who until now have been unable to ask for help, to be able to consult and request advice, before acting, if needs be, and to do so in an anonymous manner. In every member country the Intesa Sanpaolo Group has established a local ethics ombudsman system which, with a few exceptions, investigates ethics-related reports in the member country concerned, and the decisions are also made locally. To enable us to take local conventions into account, in addition to the ethics ombudsman the CIB Group has also established an Ethics Committee, the chairperson of which, as ethics ombudsman, is the bank's head of CSR. The bank immediately notifies its headquarters in Italy of any reports. The Ethics Committee does not impose sanctions, its task is to judge whether the claims made in the report are well grounded, and to take steps to share the lessons learned. If the report is well grounded, the Committee passes the case on to the appropriate professional department for investigation and a decision, and to the HR department for a possible labour-law investigation.

The Group wishes to achieve its goals while observing, and putting into practice, the principles of sustainable development and responsible operation. Its operation is founded on the seven core values presented earlier in the Executive Summary, and their implementation is ensured by advanced corporate governance systems and decision-making processes.

Ethical company, responsible operation

	2022	2023	2024
Number of ethical complaints	6	3	2

A further decrease in the number of ethical complaints is seen in 2024, while more ethical questions of a general nature were also received from colleagues. One relevant report was received in connection with employee conduct and another in connection with a credit assessment decision.

The Rules of Conduct set out the rules based on the values manifested in the Code of Conduct: they set out in detail the personal rules of conduct, the details of the operation of the bank, and the rules of expected model behaviour, specifically discussing anti-corruption measures and rules on gifts. Breaching the Rules of Conduct may result in disciplinary measures.

The rules ensuring ethical behaviour, with a special focus on corruption-free and non-discriminatory operations, are included in the rules of procedure of the CIB Group as regulations adopted by the Board of Directors, violation of which may have consequences under labour law. Other key areas of corporate governance are the fight against money laundering, the avoidance of conflicts of interest, risk management and internal audit, which are dealt with by specified individuals responsible for these matters.

3. Managing environmental, social and governance risks

To integrate ESG considerations, and to comply with the statutory obligations and with the National Bank of Hungary's Green Recommendation, the CIB Group continued to develop its ESG policy in 2024. To this end, it identified and analysed ESG risks, some examples of which are included in the table below.

E (environmental)	S (social)	G (corporate governance)
Physical: Acute: flash floods, fires, storm damage. Chronic: rise in average temperature, drought.	Human rights issues: reducing gender discrimination, proportion of female managers.	Inadequate management of E and S risks, avoiding greenwashing.
Transitional risks: Adapting to policy and regulatory changes, keeping knowledge up to date. Technological changes. Changes in consumer behaviour.	Health indicators, preventive programmes.	Corruption, transparency.
	Working conditions: e.g. conditions for working from home and in the office.	Non-compliance with corporate governance codes.

Risk management and control are important for reliable and sustainable value creation and for protecting the Group's financial strength and reputation.

The Risk Management Department monitors ESG risks and follows the processes that are related to Group-level risk groups, such as

- credit risk,
- market risk,
- liquidity risk,
- reputational risk,
- operational risk.

The ESG risk management framework created consists of the following main elements:

- Industry/sector-level ESG risk profiles
- Individual customer/transaction-level ESG risk profiling based on individual evaluation procedures
- Dedicated ESG risk control in the form of:
 - financing exclusions and restrictions
 - collateral (e.g. limits, KRIs) as part of the risk appetite framework.

The Intesa Sanpaolo Group sets general restrictions to prevent the authorisation of financing of activities and/or projects with particularly significant negative environmental and social impacts. In respect of ESG risks, the guideline is the Intesa Sanpaolo Group regulation, which is contained in the document entitled 'Group guidelines for the management of environmental, social and governance (ESG) risks'. The Intesa Sanpaolo Group agrees not to finance companies and projects that have a negative impact on the following:

- UNESCO World Heritage Sites or their buffer zones. If no buffer zone has been defined and the project is close to a World Heritage Site (i.e. less than 1 km from its boundary), the CIB Group may decide on a case-by-case basis, but at a minimum Level 1, whether to apply this restriction;
- wetlands covered by the Ramsar Convention;
- protected areas classified by the IUCN (International Union for Conservation of Nature) in categories I-VI;
- the Arctic;
- the headwaters of the Amazon.

In addition to the above, the CIB Group does not provide financing to companies and projects if, during the transaction assessment, it is found that they are in areas affected by active armed conflict, or if evidence emerges, such as sanctions, court proceedings and judgments, which are related to:

- violation of human rights;
- forced labour or child labour practices.

The framework set out in the policy includes the ESG Exclusion List (consisting of the activities excluded from financing, e.g. coal mining or non-conventional O&G), which is also complemented by the industry ESG risk heatmap, the ESG sector strategy and the ESG individual assessment framework.

ESG credit risk exposure became part of internal reporting in 2024 and is presented by the bank quarterly at Credit Risk Governance Committee (CRGC) meetings. The report monitors ESG risks within the corporate segment in terms of new volume and total portfolio, based on the following framework:

- ESG risk heat map
- Distribution across ESG sensitive industries
- OPTEN ESG index and
- Intesa Sanpaolo S.p.A: internal ESG indices.

In addition, the bank also monitors the maturity structure within the ESG sensitivity framework. The bank has also implemented the Parent Bank's rules on the classification of sustainable loan products and loan transactions in its regulation entitled 'CIB Bank Group Environmental, Social and Governance (ESG) Risk Policy'. In line with the National Bank of Hungary's Green Recommendation, the bank will continue to incorporate ESG factors into the rest of the portfolio and in relation to collateral.

The bank identifies its environmental, social and governance risks continually and ensures that appropriate measures are taken in the management approach to prevent or successfully mitigate potential or existing risks. The bank continuously reviews and improves its existing policies, processes, governance systems and tools to respond effectively to changes in risks. These management approaches and any relevant changes to them are presented in each chapter.

The bank's position is that financial institutions may have considerable influence on sustainability, both in the short- and long-term perspective. This influence pertains to the consumption of resources and the generation of emissions and waste, which are directly linked to the bank's operations. It also encompasses activities and behaviours that the bank cannot directly control, but which are generated by customers and suppliers. This is a principle of conduct.

The bank is therefore committed to promoting responsible resource management to reduce its carbon footprint and assess the consequences of its activities on the environment. The bank's approach is to prevent, manage and, where possible, reduce environmental impacts, including those related to energy consumption, generated directly or indirectly by its activities.

CIB Bank has signed up to the Equator Principles through its Parent Company, Intesa Sanpaolo Group, and has recognised the rules concerning the Equator Principles.

Based on the Group's approach the bank identifies the following as sensitive sectors of activity under the ESG (Environmental, Social and Governance) profile:

- Agriculture, fishery, livestock
- Defence
- Forestry
- Automotive industry – Manufacturing
- Gambling
- Chemicals, rubber and plastics
- Metals – Steel industry
- Metals – Non-ferrous metals
- Coal mining
- Oil and gas
- Mining
- Construction materials – Concrete, lime and plaster
- Power generation Tobacco

Within the CIB Group's ESG individual assessment framework, in line with Intesa Sanpaolo Group's Guidelines, transactions are classified into the following ESG risk categories:

- low: a partner/transaction whose ESG and reputational risk profile is not relevant and/or whose development plan is consistent with the transition to a more sustainable business with lower CO₂ emissions;

- medium-low: counterparty/transaction with a limited ESG and reputational risk profile and/or a development plan that is consistent with the transition to a more sustainable business with lower CO₂ emissions;
- medium: counterparty/transaction with a critical ESG and reputational risk profile, but characterised by a development plan aimed at transitioning to a more sustainable economy and lower CO₂ emissions, or which does not exhibit critical ESG and reputational risk profiles, but is characterised by a weak or incomplete strategy for transitioning to a more sustainable economy and lower CO₂ emissions;
- medium-high: a counterparty/transaction that raises significant concerns in terms of ESG and reputational risk profiles and/or has a weak or incomplete strategy for transitioning to more sustainable business practices and lower CO₂ emissions;
- high: a counterparty/transaction with structural weaknesses in ESG and reputational risk profiles and/or a weak or missing strategy for transitioning to more sustainable business practices and lower CO₂ emissions;
- very high: counterparty/transaction with a very critical ESG and reputational risk profile and no strategy for transitioning to more sustainable business practices and lower CO₂ emissions.

Human rights risks

CIB Bank defines and exercises its commitment to human rights in line with the comprehensive set of rules and guidelines established at Parent Company. Intesa Sanpaolo S.p.A. is firmly committed to complying with the UN Guiding Principles on Business and Human Rights (UNGPs) and is an active participant in the UN Global Compact, which regulates corporate responsibility in areas such as human rights through ten principles. According to the CIB Group's basic principles, there is zero tolerance for any form of forced labour, child labour or discrimination. Following its Parent Company's guidelines, the CIB Group conducts an annual review in accordance with the guidelines and expectations of the Modern Slavery Act. The bank's operations are characterised by a low risk of modern slavery, as it pursues its activity in the financial sector and primarily operates in countries with strong labour regulations. Employee rights are ensured through employment contracts, background checks and compliance with occupational health and safety regulations. However, in relation to financial services, the CIB Group is aware that indirect risks may arise, for example through lending or investments in industries or companies where modern slavery may occur directly (e.g. construction, mining) or in companies' value chains (e.g. food industry, mechanical engineering industry, textile industry, electronics), which is why companies monitor their customers' activities using ESG scoring and reputational risk assessment.

Monitoring reputational risks

The bank pursues the active management of its image among all stakeholders, through the involvement of all the organisational units and by seeking robust and sustainable growth, capable of creating value for all stakeholders. The bank aims to minimise possible negative effects on its reputation through rigorous and detailed governance, proactive risk management and the direction and control of activities. The general framework for managing reputational risks at the Intesa Sanpaolo Group level is set out in the document entitled 'Group guidelines for managing reputational risks'. With special regard to the scope of these guidelines, the CIB Group takes the following steps:

- performs preliminary assessment of the potential ESG and reputational risks associated with business operations, major capital investment projects and the selection of suppliers/counterparties through the ESG and reputational risk accounting process;
- monitors its online reputation by incorporating a specific assessment of events related to environmental risks / climate change (e.g. incidents resulting from protests or negative campaigns arising from the bank's lending activities);
- takes into account specific scenarios related to ESG and climate issues in the list of scenarios assessed by senior management as part of its reputation risk assessment process;
- integrates ESG factors into product management processes related to the investment services provided, in terms of the analysis and selection of issuers and products placed;
- integrates ESG factors into the provision of advisory services to identify the customers' sustainability-related investment objectives and to recommend instruments suitable for meeting those needs.

In the case of transactions representing exceptional risk (Most Significant Transactions or MSTs), an individual transaction-level ESG risk review report is integrated into the lending process. For cases concerning sensitive

sectors, above a certain threshold, transactions under Equator Principles, ISP ESG questionnaire., the Parent Bank’s opinion is also provided as part of the decision-making process. The ESG risk review report is also prepared by the bank in cases specified in MNB Recommendation 9/2024. (IX.24.). In general terms, the bank pays particular attention to the assessment of ESG/reputational risk profiles related to operations in ESG sensitive sectors, which may be subject to specific criteria for limiting or excluding financing activities, considering the specific characteristics of the sector and the purpose of the financing granted. In particular, the regulation of operations in sensitive sectors will be developed with the aim of limiting or excluding, for each sector, the financing of activities with higher ESG and reputational risk profiles, identifying criteria for the eligibility of counterparties in line with the Group’s strategic objectives and with a view to engaging customers in moving towards more sustainable business models. In addition, companies' own ESG assessments of their operations are also relevant in terms of individual ESG risk-taking, which also influences credit decision-making.

Duties of the compliance, internal audit, and legal departments

<p>Compliance</p>	<p>The purpose of the compliance function is to ensure that the activity of the CIB Group is conducted within a legal framework and that the Group’s operation complies with the legal requirements. It is responsible for identifying, assessing, and managing compliance risks (e.g. risk of supervisory or regulatory sanction, significant financial loss or reputational damage), in the following regulatory areas: conflicts of interest, market abuse, consumer protection, investment services, privacy protection. When adapting to external regulatory developments in the case of ESG risks, the compliance function ensures that the risk of legal and regulatory obligations is adequately considered and that relevant controls are effectively integrated into the relevant business processes.</p>
<p>Internal audit</p>	<p>Internal audit is an independent, objective assurance and consulting activity, the aim of which is to improve the operation and increase the effectiveness of the given organisation, and within this framework it evaluates and, with its recommendations, supports the effectiveness of the organisation’s risk management, governance, and control procedures. The task of internal audit is to evaluate the control system intended to manage risks and to make recommendations for improvement.</p>
<p>Legal Department</p>	<p>The purpose of the legal department is to provide the legal framework for the activities of the CIB Group, to ensure that its operation, processes and products are developed in accordance with the law, to prepare the necessary internal rules, to assist in amending the internal rules, to represent and protect the members of the CIB Group before the authorities and courts and any third parties, and to ensure data protection compliance.</p>
<p>Anti-money laundering area</p>	<p>The task of the anti-money laundering area is to supervise banking activities related to the prevention and combating of money laundering and terrorist financing, and to ensure compliance with international financial sanctions.</p>

4. Innovation, digital transition, and cybersecurity

Relevant topics

- Support for innovation
- The processes for digital transformation
- The physical network channel and integration with online structures
- Cybersecurity

Why these topics are material and relevant

Another important aspect is the Group's ability to meet its customers' needs through an operational structure that offers simple solutions, tailored to these needs, and focused on IT security and the physical security of customers – also thanks to the continuous reinforcement of the controls implemented – while maintaining a responsible and transparent approach in terms of the Group's relationships with its customers.

Performance indicators and results achieved

Material topics	Projects	2024 Actions/Results	2025 Objectives
Innovation, digital transition and cybersecurity	CIB Customer digital ratio	<p>- CIB Customer digital ratio: was 80.15% in 2024, a decrease compared to the previous year, due to the consolidation of channels.</p> <p>Ratio of CIB customers using a new product or service through digital sales: around 47.7% in 2024 (2023: 47.9%)</p>	<p>The target set for 2025 is for digitally registered customers (customers who have a digital contract) to account for 80% of the total, while digitally committed customers (customers who have logged in within the last 30 days) should account for 69%.</p>

COMPANY POLICIES

The bank's strategy for 2022-2025 is an integral continuation of the digital transformation process that has delivered results in recent years, and therefore the aim is to continue to increase digital penetration among customers by extending digitalisation to new products and services. This is in line with the guidelines set out in the National Bank of Hungary's Recommendation 4/2021. (March 30.) on the digital transformation of credit institutions, which the bank committed to fully implementing in the medium term.

The Board of Directors of CIB Bank approves the IT Security Plan each year; in addition, in line with current regulations, cybersecurity is governed by guidelines and integrated processes for the safeguarding of the interests and rights of customers through the bank's Integrated Internal Control System which defines responsibilities at all levels of the company. The cybersecurity profile is also based on disseminating an awareness of risks and prevention methods by all the parties involved (bank structures, employees, customers, and suppliers).

In the retail segment, CIB Bank aims to increase the volume of lending by developing the various sales channels, particularly the mobile app, the internet banking platform and the online product-application processes that are available through the website. In the area of premium banking services, the aim is to continuously expand the offering, and to provide high-standard asset management and insurance products and excellent, standardised banking services through the electronic channels and the branch network. While one of the primary objectives of the strategy remains to serve the needs of Generation Y (born between 1980 and 1994), the bank is now also serving Generation Z (born between 1995 and 2009) and even Generation Alpha (born between 2010 and 2024) with the latest members of the ECO account family, while also playing a role in the financial and digital education of the younger generations. CIB Bank is looking to expand its activities in this area by developing new digital products and services and through cooperation with institutions of higher education (No cooperation with institutions of higher education took place in 2024).

Part of CIB Bank's business strategy is to strengthen the corporate segment's market position by acquiring new customers and increasing business volumes. By upgrading the corporate internet banking and front-end system and by simplifying processes, the aim is for SME and large corporate customers to execute an increased proportion of their payment, deposit, and currency transactions at CIB Bank. There is also a major emphasis on strengthening treasury and documentary services. In addition to the above CIB Group wants to further exploit synergies with its Parent Company, Intesa Sanpaolo S.p.A., to strengthen its presence in the multinational corporate sector.

The proportion of retail customers using digital services is expected to reach over 80% by 2025, due to the closure of the old Internet Bank channel and the consolidation of channels.

CIB Bank has laid the foundations for ESG-conscious lending by setting up a dedicated team specifically focused on this topic, laid down key principles and added ESG rating elements to its data set, whereby it can now support its customers on this topic and create a transparent ESG strategy as well.

The bank continuously strives to reduce any negative environmental and social impacts of its products and services through the following processes.

- Risk management processes
- Decision-making process
- Comprehensive provision of information to stakeholder customers and partners
- Simplification
- High degree of advertising self-regulation

The digitalisation processes paving the way towards an integrated multichannel bank

Digital transition is measured by the bank using the following two performance indicators:

- CIB Customer digital ratio was 80.15% in 2024 (2023: 84.1%), a decrease compared to the previous year, due to the consolidation of channels.
- The ratio of CIB Bank's customers using a new product or service through digital sales was 47.7% in 2024 (2023: 47.9 %).

As for the proportion of users of digital services, with the phasing out of CIB Internet Bank, inactive customers who only used this channel were not included in the aggregated data. It is difficult to increase the use of additional digital services within the existing customer base. Growth can only be achieved by increasing the number of new customers and opening new accounts.

Retail solutions

CIB Bank has priority for implementing new digital solutions within the Intesa Sanpaolo Group, and therefore the bank developed an excellent portfolio of digital solutions for its customers, from traditional internet banking to digital onboarding.

Online personal loan application and account opening for new customers – a radical innovation from CIB Bank

Following the launch of the Acquisition Portal, one of the first online account opening banking sites in Hungary in 2018, since May 2021 it has also been possible to open a current account via a mobile app.

Without a connection to a live operator during the process, the customer simply takes a selfie and captures his or her documents for identification. This initiative of CIB Bank implemented an end to end mobile-only customer acquisition process to increase customer reach, engagement and sales of value-added services and products. The process is designed to generate a seamless experience, significantly enhancing the satisfaction of potential new customers through specific solutions for app-based onboarding: the customer can open a current account in a matter of minutes, using simplified forms that require as little field-filling as possible, and with no need to switch channels to complete the process.

Regarding retail loans, the application for personal loans is available to our customers through the mobile app in an online process, while in the case of mortgage and home loans, only the application process is available to customers online – due to legal constraints –, through a video call. With this feature customers do not have to wait in a queue in branches, but they can apply for mortgages and housing loans from the comfortable environment of their homes.

Website

In 2024, no significant changes were made to the bank's website, which serves its visitors with a modern design, functionality, and structure, appropriate for the current times. The interface, designed in line with the standards of the Parent Bank, continues to offer online sales (for current accounts and personal loans) and a chat function, extended to include a chatbot, which serves customers 24 hours a day (a navigation chatbot, not Artificial Intelligence). The overall website design is responsive, meaning that the interface is optimised for all devices (including tablets and mobile phones).

CIB Bank Mobile Application

Nine years after its launch, in 2024, the number of users of the CIB Bank Mobile Application has continued to grow and is considered the bank's most important digital channel for many years. Taking all digital channels into account, based on year-end 2024 data, 309,000 of our individual customers (2023: 326,000), and 49,100 of our corporate customers (2023: 49,900) have access to the CIB Bank Online and/or CIB Bank Mobile Application digital channels.

The Remote Offer function introduced in May 2021 on the CIB Bank Mobile Application (CIB Bank Online) continues to be very popular, allowing the bank to share documents/agreements through the app as part of a remote offer sent to the customer, and the customer can also be requested to upload documents through the offer (for example, for loan applications or income verifications). The customer can view the uploaded documents/agreements after logging into the CIB Bank mobile application (identification) and then accept/sign them electronically, simply with the PIN code (Touch or Face ID) for logging into the application and can also take photos of/upload the documents requested by the bank. After the signature by the customer, the bank also signs the agreements electronically, and the copy signed by the bank can be viewed in the CIB Bank mobile application's Agreements menu item.

Using this function, applications and agreements for loans and services not secured on property (retail and certain small-business loans) may be submitted/concluded remotely or personally at the branches, in paperless format, and from February 2022, the Loan Protection Insurance available with these loans can also be applied for in the in-branch paperless process. Since August 2022, the Call Centre has been able to carry out modifications in documents and personal data for retail customers through the Remote Offer function, which is unique, as it was previously only available in bank branches. The remote securities account opening feature has been available from 2024 through the Remote Offer.

The Remote Offer process continues to grow in popularity, because the preliminary information related to the offer is provided by phone (or in the branch in case of a paperless branch process) and the documentation is sent by the advisor or CIB24 banker to the customer's mobile application via the bank's internal application (Digital ABC), so the customer can apply and conclude the agreement from the comfort of his/her home, without visiting the branch, and in the branch, all of this is conducted in a paperless manner. In 2024, 73.2% of current account credit line applications (2023: 80.9), 21.6% of personal loan applications and contract conclusions (2023: 28.1), and 35.0% of credit card applications (2023: 33.3) were made through the Remote Offer function. The decrease for some case types is basically due to minor technical errors. This popular remote or in-branch paperless process also supports ESG initiatives by encouraging the use of Digital Services/Applications, although in the event of a new public health emergency, Remote Offer provides both branches and the Call Centre with the possibility of serving customers remotely, without an appointment, for the products available.

A solution to comply with the new QR payment standard, applicable nationally from 1 February 2024 under the AFR 2.0 project, was completed by December 2023, and is live on both the receiving and sending sides. From September 2024, the use of NFC and Deeplink payment methods was launched nationwide. While the former means payment by touch of a device, the latter is a form of payment initiated through a link, where the service provider sends a sub-page, the payment link directly to the customer.

As of 14 May 2022, a new feature has been added to the existing #withPAY service, allowing our customers to donate to the WWF conservation organisation, helping them in their efforts to protect natural habitats. This function allows our customers to transfer any amount of money to WWF Hungary free of charge. The donation process is very quick and easy: Customers need to select the function from the pre-login screen or from the dedicated menu item. Here the WWF was the first beneficiary on the list. Once the customers have selected the WWF from the list, they were asked to enter the amount they wish to donate, approve the payment. After that, the donation was sent directly to the WWF.

[Installation of ATMs that enable instant cash deposits](#)

In 2024, CIB Bank continued to install instant-deposit-enabled ATMs and, as a result, it now has 57 (2023: 49) machines with this function, which is more than 48.7% of its total ATM network (2023: 41.5%). The installation of ATMs that enable instant deposits is a major development for both personal and business banking, as they allow customers to deposit money that then becomes immediately available on their accounts, without having to use the branch cash-desk service.

[Corporate solutions CIB Business Online – internet banking for businesses](#)

In August 2019, a new internet banking service, CIB Business Online, was launched that was tailored specifically to the needs of corporate customers, making it even easier for them to deal with their finances online.

CIB Business Terminal service, previously popular with businesses, was discontinued by CIB Bank in 2024, making CIB Business Online the primary internet banking channel for corporate customers. The successful launch of the CIB Automated Terminal service in the second half of 2024, which allows customers to initiate queries and orders automatically without user interaction, also contributed to this.

The possibility to pay by QR code was introduced in the CIB Business Online mobile application, and online balance update is now available.

The bank regularly seeks to incorporate customer feedback into its development, and as a result, at the end of 2024, made CIBBO Easy available for them, which allows a simplified view within CIB Business Online, with one-click functionalities that can be customised to the user's needs.

Alongside the classic electronic banking services, digital customer service and paperless processes have made day-to-day banking tasks of our corporate customers more efficient and convenient.

Alongside the already wide range of services available, the bank is constantly expanding this channel to include new functions, and therefore, plans improvements this year based on customer feedback and needs. In line with the above, this year the bank will make the Payment Request API service available to its customers.

In addition, CIB Business Online, replacing the previous paper-based process, will help business customers with their daily banking communications through more than 40 different digitised processes.

Key features of the CIB Business Online:

- Information 24 hours a day
- Adjustable to individual needs
- Device-independent use; even allows remote signing
- Can be used by multiple users each with differing access rights
- Allows both independent and joint signature
- Biometric identification is available

The service can be used to meet various needs using two different kinds of authentication tool that satisfy the requirements of the PSD2 Directive and that assure the security of banking operations:

- CIB Ezio Pico Token
- ViCA (Virtual Smart Card App) – an innovative personal authentication app that runs on an android/iOS smart device and is a password generator. The one-time password generated by ViCA is always sent to the bank by the automatic operation of the corresponding function of ViCA. From 2024, the CIB Business Online mobile application will include the built-in ViCA authentication functionality.

An integral part of all this is the fraud alert function, which CIB Bank offers to all users via e-mail and SMS in accordance with MNB Recommendation 5/2023 (VI. 23.).

International Confirming – supply-chain finance

Confirming is an Intesa Sanpaolo S.p.A. solution Supply Chain Finance programme that supports cross-border commercial transactions by leveraging on top-of-tech digital platform, enabling a more efficient form of financing and of connecting the participants in a supply chain – the buyer and the suppliers.

- For suppliers, it is a net working capital financing solution – an efficient and fast way to advance receivables to the buyer, i.e. a cheaper and more extensive form of credit.
- For buyers, it is a net working capital management tool – a smart way to improve supply chain financial stability and an effective solution to reduce working capital by extending DPOs.

Documentary services

A factor that makes business more difficult to conduct both internationally and domestically is lack of trust between parties, which is usually the result of perceived default risk. Thus, the range of trade finance products that are offered should include services related to documentary transactions, so that these risks can be reduced. The bank offers a wide range of documentary products to its customers, from documentary collection, letters of credit and guarantees, to discounting of export LCs.

The bank focuses particularly on providing a high level of service to businesses in the agriculture and food sectors. It is supporting the government's stated objective that products should have attained the highest possible degree of processing before leaving the country, through several banking instruments. Its goal is to continue to assist in the sustainable development of the sectors.

Online leasing calculator for car financing

As in all other areas of life, digitisation is evident in lease financing too. More and more customers are learning about the various financing options online. The information covers both the terms and conditions and details on the various financing schemes. Although the popularity of the online calculator has been growing year on year, this growth has stalled since 2022 due to market restructuring (with a significant increase in car prices and interest rates, which have led to a significant drop in the share of private customers in sales). There were 55,262 visitors to the website in 2023, and only 37,635 in 2024. Customers can obtain personalised offers online based

on their needs or request a call-back to ask about the terms and conditions in more detail. Bank experts are there to provide full assistance with the documents to be submitted and the entire financing process.

Digital solutions at the branches

CIB Bank opened its first new-generation branch on Szent István körút in 2018, and in the years following the transformation process, it reached 10% of the total branch network, but the process, of course, did not stop there. In 2024, the bank opened its new and largest branch in Budapest, the Bem Center Branch. The new approach to branches developed by CIB Bank's Parent Company, Intesa Sanpaolo S.p.A. – and known as the AGDM model - is that branches should serve not only as a place for managing one's finances, but also as a kind of community space where customers have an opportunity to talk, meet or even work.

Accordingly, the new type of branches most closely resembles a living room, with a sofa and a large communal table that anyone can sit at, not just those who come to the bank to do business. In the new type of branch, digital solutions that enable the execution of simpler transactions are given priority; anyone can access CIB Bank's internet banking platform or mobile app via tablets on the communal table, and if they want, they can ask the bankers for help in using them. For transactions requiring advice (e.g. mortgage applications, investments), spaces with different levels of separation are available: there are semi-separate areas where the layout of the furniture creates the confidential environment needed for the meeting, and fully separate meeting rooms for maximum privacy.

CIB Bank has also redesigned its branch service model across its entire network: incoming customers are greeted at the entrance by a member of staff who helps them find the easiest and quickest channel for whatever they want to do. The bank intends to introduce this service to all its branches, and it is already in use in the busier branches in Budapest and elsewhere in the country. In addition, the bank has introduced priority customer service among its retail customers, the essence of which is to provide as many customers as possible with their own point of contact. To complement the transition to digital, it has made cash-desk transactions paperless at all branches and plans to make other branch processes paperless as well. Customers can complete certain steps of their transaction on a tablet, then at the end of the process they do not have to sign a piece of paper, but instead, an electronic receipt via the tablet, which the bank sends them by email or via the CIB Bank Mobile Application and CIB Bank Online.

IT and cybersecurity

The bank considers the protection of customer information to be of strategic importance and is therefore continuously working with the Hungarian authorities to help protect its customers against the growing number of cyber-attacks. In line with current regulations, cybersecurity is governed by guidelines and integrated processes for the protection of the interests and rights of customers and employees, with rules set out in the bank's Integrated Internal Control System, which defines responsibilities at all levels of the company.

CIB Bank's cybersecurity model has a risk-based approach and is divided into three main macro-areas:

- Orientation: defined through the review of organisational aspects and policies/processes, strategic and predictive intelligence on cybersecurity risks, awareness-raising activities and information flows to internal control bodies.
- Control: ensured through risk management, the execution of controls in line with the most widespread cybersecurity standards.
- Active monitoring: guaranteed through an integrated approach based on technological and organisational initiatives aimed at customers, stakeholders, third parties and the supply chain.

In accordance with this model, the bank has defined appropriate roles and responsibilities to support and oversee this aspect, including: the Corporate Bodies and Committees that assume general responsibility for the orientation and control of cybersecurity, supported by the Governance Functions that ensure its effective management; the Information Security Officer (ISO), who ensures the protection of information and infrastructure in line with the Parent Company's strategy, assures consistency between internal regulations, promotes and develops integration between the various responsibilities in the cybersecurity field, and guarantees compliance with the regulatory framework; and the Relevant Functions that provide services, and design and release cybersecurity solutions in compliance with the relevant regulations.

The bank carries out cybersecurity tasks according to Parent Company guidelines. The model and the cybersecurity management system are periodically reviewed and updated, at least once a year or in conjunction with any external or internal changes (e.g. changes to laws and regulations, or organisational or technological changes) that may have an impact on cybersecurity, with a focus on continuous improvement. The Parent Company's cybersecurity organisation conducts annual strategic analysis activities to identify the main risk

scenarios, in relation to which the Group's cybersecurity resilience is strengthened by determining the necessary areas of orientation.

Given the growing importance of cybersecurity, including in relation to the 2022-2025 Business Plan, the CIB Bank Management Board annually approves the IT Security Plan which organises, in a structured and coordinated way, the challenges posed by cyber space.

The underlying goal of the Plan is to clearly define responsibilities related to the spread of the cybersecurity culture at all levels to protect all the company's assets. In particular, the Plan envisages the implementation of the Group's cybersecurity strategy, which must be based on a perfect knowledge of every element of the area to be protected, which grows together with the range of services offered and the new risks, strongly linked to behaviour and to the human factor.

Some of the most important initiatives for the bank are:

- activities aimed at improving the protection of customers during a period of rapid growth in the use of digital services, enhancing cybersecurity and the resilience of systems and applications designed for this purpose, especially in connection with services provided to customers;
- strengthening of anti-fraud monitoring, which may increase the protection of customers less familiar with the use of digital channels;
- strengthening of security monitoring of Third Parties that provide the bank with services using their own methodology for the evaluation, classification and verification of the bank's suppliers as regards cybersecurity and business continuity. The checks cover the supplier's entire life cycle within the bank (the contracting phase, provision of the service, and termination of the contract);
- tightening up the security measures expected of employees, in line with the new way of working brought about by the pandemic, for example, by extending services to include multi-factor authentication;
- enhancement of internal processes and communications to be applied if a critical event occurs to reduce associated risk.

The bank has paid particular attention to informing customers about cybersecurity issues by posting regular updates on the matter on the website, on the most popular social portals and on the bank's secure channels (e.g. via e-mails, app notices and text messages), in close cooperation with the Hungarian authorities. Abuse of the bank's name is frequent, especially in the case of phone scams where the name of CIB Bank is used, which is why regular communication is important to counter such phishing attacks.

From 27 August 2024, the Parent Company made cybersecurity training available to all active CIB Bank employees. In 2024, 2,105 colleagues completed the training. A few employees finished the training in 2025; 186 employees completed the course during this period, which had an estimated time requirement of 53 minutes including the exam.

	2023	2024
Employees participated in the trainings (cybersecurity, protect and prevent)	2,032*	2,105

**Due to new data collection process previous year's data was reviewed and changed.*

In 2024, there were two phishing attacks against CIB Bank customers (on 3 August and 10 September), neither of which were reported to have been successful. The bank has partnered with 'KiberPajzs' through the Banking Association to inform and educate customers.

5. Integrity in corporate conduct

Relevant topics

- Fighting against corruption and combating money laundering
- Protection of free competition
- Privacy protection
- Consumer protection
- Whistleblowing

Why these topics are material and relevant

The CIB Group recognises that compliance with internal and external regulations and Code of Conduct is significant, also from a strategic viewpoint, and therefore it acts in the belief that respecting standards and fairness in business are essential elements in carrying out banking operations, which by nature are based on trust and transparency. Indeed, CIB Group believes that compliance with standards encourages the creation and maintenance of a competitive economic environment and protection of customer rights, which contributes to the development of local areas and communities. CIB Group also seeks to be a reliable and professional partner for the regulators. In this context, the CIB Group actively adheres to the principles of the United Nations' Global Compact that envisage the development of policies for combating corruption, protecting human rights and workers' rights, and safeguarding the environment by implementing the internal rules and guidance issued by the Parent Company, Intesa Sanpaolo S.p.A. Intesa Sanpaolo S.p.A. has defined and implemented a well-structured system of risk assessment throughout the company structures, which is applied according to risk assessment criteria and used by CIB Group as well. Adherence to the rules and integrity of corporate conduct are also ensured through compliance activities focused on the monitoring of risk in relation to fighting corruption and money laundering, counter-terrorist financing, embargo management, protecting consumers and protecting competition. CIB Group adheres to the principle of active cooperation in preventing these phenomena, which represent a serious threat to the legal economy.

Performance indicators and results achieved

Material topics	Projects	2024 Actions/Results	2025 Objectives
Fighting against corruption and combating money laundering	Training to prevent corruption and money laundering.	<ul style="list-style-type: none"> - Bespoke annual training on money laundering and terrorist financing – Sent to employees in November 2024 - Conducting annual anti-corruption training courses – continuously for new hires, sent to existing employees in November 2024 - Money laundering prevention training for all new hires – new hires must complete e-learning money laundering prevention training within 30 days of joining the company - Orientation training for new retail customer relationship managers – Training for relevant employees is provided in person - Provision of specialised training for anti-money laundering employees – such special training courses were held in two topics in 2024 - Provision of ad hoc training on specific topics because of changes in legislation or where reasonably required by the results of audits or requested by a particular department – for example, training for cashiers or training on beneficial owners 	<ul style="list-style-type: none"> - Bespoke annual training on money laundering and terrorist financing - Organisation of annual anti-corruption training - Anti-money laundering training for all new hires - Orientation training for new retail customer relationship managers - Provision of specialised training for anti-money laundering employees - Provision of ad hoc training on specific topics as a result of changes in legislation or where reasonably required by the results of audits or requested by a particular department
Consumer protection	Training on consumer protection	<ul style="list-style-type: none"> - The consumer protection training was introduced for all staff in October 2024 (participation rate 93,6%); sales staff receive more detailed training, with a special focus on appropriate conduct towards customers. 	<ul style="list-style-type: none"> - Continue the regular training on consumer protection. - Ensuring compliance with the Accessibility Act (Act XVII of 2022).
Combating money laundering	Review of systems and processes	<ul style="list-style-type: none"> - Implementation of the following tasks in 2024: - Implementation of modifications because of a comprehensive review of the systems and processes supporting money laundering prevention – During 2024, the money laundering monitoring and filtering system was replaced and related procedures and processes were updated 	<ul style="list-style-type: none"> - Continuous maintenance and development of systems and processes supporting the prevention of money laundering, implementation of legal requirements.



Material topics	Projects	2024 Actions/Results	2025 Objectives
		accordingly (including the establishment of new Competence Centres).	
Fighting against corruption and combating money laundering (cont.)	Number of dismissals due to corruption	<ul style="list-style-type: none"> - Number of ethics reports on suspected corruption: 2024: 0 - Number of employees dismissed due to corruption in 2024: 0 - Number of business relationships terminated due to corruption: 0 - Number of public or court corruption cases: 0 	<ul style="list-style-type: none"> - Monitoring of ethics reports on suspected corruption.
Privacy protection	Training on privacy protection Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> - In 2024, 99.36% of employees participated in training. - Substantiated complaints concerning breaches of customer privacy and losses of customer data: 2024: 0 	<ul style="list-style-type: none"> - Increasing and deepening data protection awareness within the organisation.
Business ethics	Training in ethics	<ul style="list-style-type: none"> - The bank implemented the changes to the Intesa Sanpaolo Group's Code of Ethics in 2023, and the related training was done to all employees as of March 2024. 	<ul style="list-style-type: none"> - Continue the regular training on ethics.
Whistleblowing	Whistleblowing	<ul style="list-style-type: none"> - Two cases of abuse were reported in 2024. 	<ul style="list-style-type: none"> - Prevention of abuse.

Fighting against corruption and combating money laundering

The bank regularly revises and updates its Code of Ethics as well as its regulations on the behaviour expected of its employees, which expressly prohibit corruption. Key regulations of Intesa Sanpaolo S.p.A. such as Intesa Sanpaolo Group Compliance Guidelines, Group Anti-corruption Guidelines and Conflicts of interest Management Rules have been adopted by the bank. All employees and the members of the Management Board of the CIB Group regularly attend e-learning courses on anti-corruption topics such as money laundering and the financing of terrorism, as well as conflicts of interest, via the bank's e-learning platform (MultiLearn) accessed through our internal network. The bank also assesses corruption risks through annual risk analysis and operates controls in anti-corruption areas. Corruption incidents/losses related to operational risk management are being collected and recorded in the Operational Risk Management Database.

Relevant points and detailed descriptions

In terms of responsible banking operation, clearly defining responsibilities, and in certain cases – depending on the relative importance of the given function – creating a separate organisational unit, is of key importance. The bank regards legal compliance – especially with respect to the prevention of market abuse and money laundering – and the appropriate management of the risks arising from its operation as being of particular importance.

The functions supporting compliance with EU guidelines and legislative requirements ensure responsible operation, and a key part of this is the efforts made to ensure corruption-free operation.

Second-level controls performed by the Compliance and AML functions ensure the monitoring of compliance with the legal and internal requirements.

A separate team of specialists' coordinates activities to prevent money laundering and the financing of terrorism. They have the task of checking transactions that are relevant or risky in terms of money laundering and sanctions, authorising the opening of accounts for new customers of high AML risk and reviewing existing high-risk customer relationships, as well as providing training for employees in the prevention of money laundering, forwarding reports to the competent authorities and ensuring the necessary flow of information.

The obligatory Code of Conduct, adopted in 2008 and updated in 2020 and 2024, and the Anti-corruption Regulations issued by Intesa Sanpaolo S.p.A. in 2017 and subsequently updated in 2020, 2022, 2023 and 2024, adopted accordingly by the CIB Group, include a set of rules on the prohibition of corruption. The anti-corruption guidelines of CIB Group have also been published on the website of the bank. As a part of its efforts to combat corruption – in keeping with the relevant guiding principles of Intesa Sanpaolo S.p.A. – the CIB Group does not in any way support politicians or political parties, or organisations with which they are associated. As a matter of course, the zero-tolerance policy towards corruption applies to the bank's employees and suppliers as well as to other third parties it deals with.

Internal audit is an independent, objective assurance and consulting activity, the aim of which is to improve the operation and increase the effectiveness of the given organisation. To assist in achieving the organisation's stated objectives, the Internal Audit function methodically and systematically assesses and improves the effectiveness of the audited organisation's governance and control procedures.

The purpose of the risk management function is to identify the risks of the given organisational unit, to measure the identified risks and manage them to ensure that they do not jeopardise prudent operation or the fulfilment of business objectives. At CIB Group, it is the Risk Management Department that is responsible for these activities.

It is important for the company to advance ethical behaviour within our industry by exhibiting fair market and competitive conduct, leading by example, and through participation. The bank adheres to the self-regulating approach adopted by the industry and applies this to its own operations, while acting ethically towards its competitors. Fair competitive market conduct serves as the basis for its pricing policy.

How material topics are monitored

Corporate governance regulations, process requirements, second-level controls and internal training courses ensure that the bank's employees do not fall victim to or become involved in corruption. Our employees receive training and information on the material topics through ethics training and regular anti-corruption e-learning sessions. The compliance systems ensure that anti-corruption rules are enforced through audits.

Employees take part in distance learning courses and examinations on the prevention of money laundering, anti-corruption, conflicts of interest, security awareness and compliance via the e-learning platform accessible via the intranet, as well as through in-person training courses.

The controlling of conflicts of interest is performed by the independent Compliance unit.

The Compliance and Anti-Money Laundering Department also performs the controlling of the gifts accepted by employees and monitors the proper maintenance of related records. The key principles governing gifts are zero-tolerance and exceptionality. The acceptance of gifts can, in certain cases, be classified as corruption. The internal regulation on the Rules on Gifts and Entertainment Expenses of CIB Group has been adopted in 2018 and updated in 2021 and 2023.

The Code of Ethics mailbox (etikaibejelentes@cib.hu) and postal address, under the jurisdiction of the Ethics Committee, allowing the reporting of any reports, questions, or comments, represents another guarantee for all stakeholders, which can be used by all to report any rights violations with the bank's guarantee that any reports made will be treated confidentially and will not result in retaliation. An additional guarantee is provided by the involvement of the Compliance and Internal Audit functions through the email addresses compliance@cib.hu and nevtelenbejelentes@cib.hu, which are available for this purpose as well.

	2022	2023	2024
Proportion of employees who took a distance-learning course and an exam in money-laundering prevention (%):	98.4*	98.3*	97.8
Proportion of employees who took a distance-learning course and an exam in anti-corruption (%):	91.3*	80.0*	78.2
Number of ethics reports on suspected corruption (report):	0	0	0
Number of employees dismissed due to corruption (employee):	0	0	0

**Due to new data collection process previous year's data was reviewed and changed.*

Consumer protection

In the current market environment, the protection of customers is of prime importance and is treated as a key objective by CIB Group. The rapid growth of, and proliferation of new technology in, financial markets and the entry to the market of new service providers and third-party intermediaries, have only increased the risk of fraud, abuse of, and misconduct towards, consumers, especially those with low incomes and limited knowledge of financial matters, and who are therefore in need of greater protection. Consequently, it is of the utmost importance for CIB Group to manage its relationships with its customers in a transparent and fair manner.

Consumer protection encompasses every aspect of the entire life cycle of banking products and services provided by CIB Group. Internal policies are in place focusing on the sale processes and on management of long-term relationships between the bank and its customers, ensuring that:

- the informative and the contractual documents to be provided to the customers are formalised in a clear, understandable, and transparent way,

- the sales staff is aware of the behavioural rules during the pre-contractual stages and the sale process,
- adequate internal governance has been implemented in terms of regulation, controls and training,
- special attention is given to the proper management of disabled customers,
- we hold annual training about consumer protection, in the framework of which colleagues with customer relations responsibilities acquire a deeper understanding of the requirements related to serving customers. In 2024, 93.6 % of employees completed the training.

In addition, the bank has begun preparations to comply with Act XVII of 2022 on the General Rules for Compliance with Accessibility Requirements for Products and Services, which will enter into force on 28 June 2025.

Protection of free competition

The objectives of the Intesa Sanpaolo Group and the CIB Group include ensuring the group's ability to operate in the market in full compliance with the latest regulations on competition. In the interest of complying with these regulations, the Intesa Sanpaolo Group runs an international competition-law compliance programme, part of which is the 'EU Competition Compliance Policy', which also applies to CIB Group and has been published and adopted by CIB Group. Based partly on the local regulatory requirements, the local Compliance Competition Policy has been designed by CIB Group to ensure that employees of the CIB Group have sufficient understanding of the competition regulations to enable them to recognise potential infractions of competition law in the course of their work, to observe the competition regulations and to seek legal advice where necessary.

Privacy protection

To ensure that the personal data of the customers of the CIB Group are processed lawfully, in compliance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter: GDPR) and (Hungarian) Act CXII of 2011 on Informational Self-Determination and Freedom of Information (hereinafter: Info tv.), the CIB Group applies its own Data Protection and Data Security Policy. The policy sets out the basic principles, objectives and legal basis of data processing, data security requirements and data processing rules relating to employment.

In addition to the above requirements, CIB Group also implemented its Parent Company's GDPR guidelines – (GDPR project - guidelines on the protection of personal data of natural persons (applicable in the EU).

The CIB Group has appointed a Data Protection Officer (DPO). The duty of the officer is to provide information and professional advice to the data controller and employees involved in data processing regarding their obligations under the GDPR and other EU or Member State data protection provisions; to monitor compliance with the GDPR and other EU or Member State data protection provisions, as well as the data controller's internal rules regarding the protection of personal data, to provide professional advice on data protection impact assessments upon request, and to monitor the performance of impact assessments in accordance with Article 35; cooperates with the supervisory authority and acts as a liaison between the data controller and the supervisory authority.

	2022	2023	2024
Substantiated complaints concerning breaches of customer privacy and losses of customer data:	3	1	0

Whistleblowing

The special rules governing the reporting process are detailed in the appendix to the Internal Audit Manual entitled 'Special Rules for Anonymous Legal Compliance' and in the CIB Group Code of Ethics. There were no whistleblowing reports received during 2024 and there were no ongoing or pending items from the previous period either. The related procedural protocols are contained in the bank's internal regulations. In 2024, only two reports were received in connection with CIB Group's operations, one of which concerned the quality of a bank employee's service at a branch and the other concerned the rejection of a loan application. Overall, the number of reports of abuse is minimal and has been steadily declining over the past three years.

	2022	2023	2024
Number of ethics reports	6	3	2

VI. SOCIAL ISSUES

Material and relevant topics

- Quality of service and customer satisfaction
- Access to credit and financial inclusion
- Community support
- Responsibility towards the supply chain

Why these topics are material and relevant

The CIB Group understands its key role in activities focused on the economic, social, cultural, and civil growth of the communities in which it operates: financing the real economy, supporting those in need and the civil sector, sustainable investments and investments in innovation, and promoting cultural heritage are all part of CIB Group's approach.

Reflected at the Intesa Sanpaolo Group and in the CIB Group's local strategy, it is committed to providing top-quality banking, financial and insurance products, and services to its customers, fostering the development of the areas in which it operates. In its business plan for the period between 2022-2025, CIB Group continues to aim to ensure its long-term sustainable growth by actively engaging its employees and leveraging its digital infrastructure, with a continued focus on internal efficiency. Due to these factors, CIB Group provides its customers with innovative, high-quality products, while expanding its range of services and its available channels, as well as their accessibility.

In terms of supporting the third sector and vulnerable segments of the population, CIB Group's long-standing commitment is embodied in various programmes through which the Group has sought to mitigate the adverse effects of the pandemic on households and individuals. In 2024, CIB Group continued to provide financial and in-kind support to several NGOs and community groups.

Performance indicators and results achieved

Material topics	Projects	2024 Actions/Results	2025 Objectives
Quality of service and customer satisfaction	Net Promoter Score (NPS)	- In 2024, in addition to quality assurance visits across the entire branch network, the bank also launched mystery shopping in the branches of two competitors. In the service areas examined, CIB Bank achieved outstanding results in several areas, compared to the branches of the two competitors.	- In 2025, the bank will continue its mystery shopping programme in branches, with new or higher targets set compared to the 2024 results. The number of purchases may even double, resulting in even more feedback to be collected and evaluated in relation to the service provided by the branch network.
	Average response times to customer complaints and appeals (Parent Company) in line with reference regulations (RR)	- Continuous improvement of the quality of service has been enhanced by additional quality checks built into the complaint management process, while adhering to response deadlines.	- Ensuring quality feedback while adhering to complaint management deadlines.
	Re-structure of customer feedback management	- Based on both complaints and customer feedback, the bank has initiated improvements in both business and operational background areas. The implementation of these improvements has been monitored at management level.	- Formulation of further improvements/remedies, considering business plans.



Material topics	Projects	2024 Actions/Results	2025 Objectives
Quality of service and customer satisfaction (cont.)	Expansion of the multichannel platform for responding to complaints and digital transformation	- Reducing the proportion of paper-based complaint responses is yielding steady results, with the proportion of responses sent by email continuing to increase in 2024. In 2024, the proportion of responses sent electronically reached 75.9%; with such a high percentage of responses, not only were savings made in paper and postage costs, but customers were also able to receive feedback from the bank more easily and quickly.	- Complaints can be sent via the CIB Bank mobile app, ensuring even more secure delivery of messages.
	IT security training for employees	The training coordinated by the Parent Bank was further expanded with the following cybersecurity training courses, which included mandatory exams. <ul style="list-style-type: none"> - 2,105 employees participated in the trainings (cybersecurity, protect and prevent) - The company also runs a quarterly Ethical Phishing campaign for employees to raise employee awareness and vigilance. 	- As in the previous year, training will continue in 2025 in line with the challenges of the age.
Access to credit and financial inclusion	Education and spread of financial culture	- 10 employees participated in the Pénz7 [Money Week] as volunteers in 2024 (14 persons in 2023)	- Promoting and supporting financial literacy; increasing the number of students participating in the bank's own programmes.
Community support	Volunteering	- Continuation of financial education activities based on employee involvement World Savings Day – 80 children participated in financial education classes	- Continuing financial education projects based on employee involvement.
	Community support	- 31 employees participated in the Food Bank food collection campaign as volunteers. All employees of the bank were given the opportunity to spend one Saturday in December, as working day, doing voluntary work of their choice	- Continuing voluntary initiatives in 2025.
	Family support	- In September 2024, the bank introduced the CIB Family Fleet Package, which aims to optimise families' banking costs and assist younger and older family members with their administrative processes	- To increase the number of contracted customers and fleets, and strengthen the bank's position as a 'bank for families'

1. Quality of service and customer satisfaction

COMPANY POLICIES

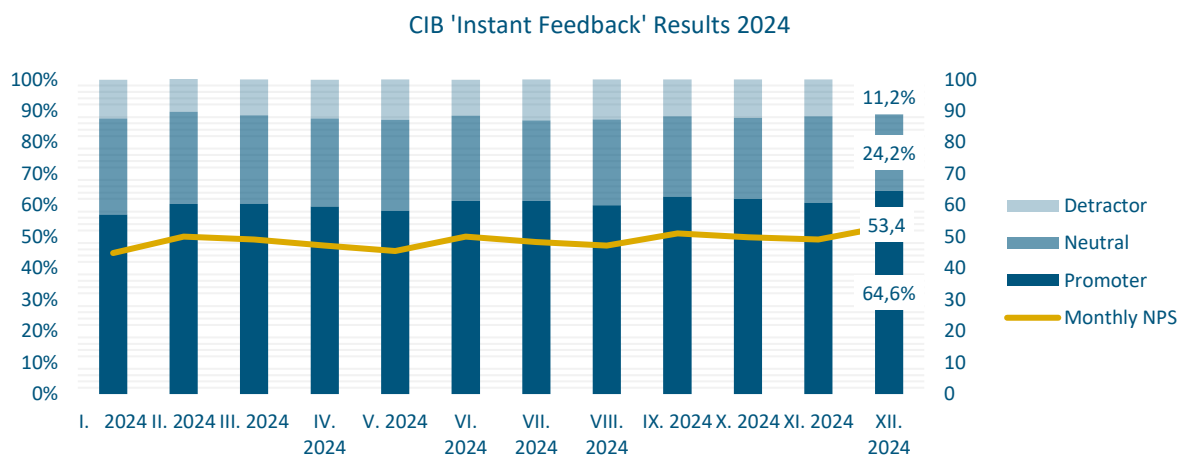
CIB Group's Code of Ethics – that is, the local edition of the Group document of the same name – identifies values and principles that encompass the bank's conduct with customers. These pillars are the principles of listening and dialogue, transparency and fairness, and the protection of safety in business relations. These values and principles are broken down into precise behavioural guidelines in CIB Group's Code of Conduct that commits Management Board members, managers, employees, and other staff to comply with them. In addition, for specific areas of activity governing the quality of customer relations, there are governance guidelines and rules based on the initiation of processes which, adopting models involving high levels of protection, shape conduct according to criteria of considerable good faith and fairness in relations. Customer health and safety aspects are also monitored by the bank through policies that establish principles and rules of conduct and define responsibilities in operational relationships at the branches. Besides the above-mentioned documents, CIB Group adheres to Intesa Sanpaolo's Group rules and guidelines: the Group guidelines for the management of complaints, the security rules for preventing and managing service fraud, consumer protection regulations, rules on investor buy shares or bonds, customers' relations (retail and corporate) and guidelines for the approval of new products and services.

Customers are still at the heart of the bank's strategy: the goal is for the bank to become the primary financial service provider for its customers through excellent customer relationships. This is the main driver behind the corporate governance activity, the day-to-day operations and the changes implemented.

In 2024, the bank made a business decision affecting its online channels, phasing out and discontinuing its very first internet bank, CIB Internet Bank. This channel served our customers for more than 20 years, and received a special award upon launch, but now, with its outdated technology, it could no longer be developed further.

As this decision affected many long-standing customers of the bank, the bank prepared accordingly to switch to a newly developed, modern online channel. The discontinuation of the old internet banking service introduced new features to the new channels, further enhancing the quality of the bank's platform. In the case of such and similar business decisions, possible technical outages, and developments, the impact of the measures on customers is very clearly visible, which can be clearly demonstrated in satisfaction surveys.

The bank is committed to conducting ongoing customer satisfaction surveys, mostly in online formats, allowing the respondents to decide when it is convenient for them to respond. Inquiries are most often made via email or push messages to mobile apps, the latter being the result of a 2024 development aimed at increasing responsiveness. We continuously inquire our customers regarding the quality of the services provided by the bank on nearly 300 days of the year with the help of an 'Instant Feedback Programme' (in Hungarian 'Mérce') that assesses the level of satisfaction immediately after specific touch points between the customer and the bank (so called 'Moments of truth'). Summing up all the values related to each 'Moment of truth', the trend of evaluations is positive for the bank and shows an upward tendency. The cumulated results for 2024 are seen below.

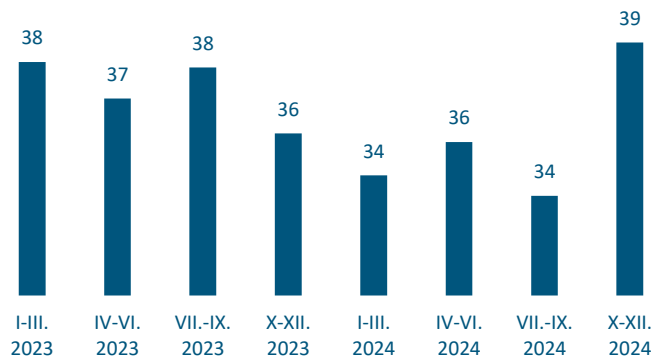


The trend in evaluations, which enable immediate feedback, is positive for the bank and shows an upward tendency. The results for 2024 are shown in the figure below.

Through CIB Bank’s Top Down NPS program, instead, the bank surveys its customers’ opinions regarding their overall satisfaction with the bank but also with its products and services in quarterly waves. Compared to CIB ‘Instant Feedback Programme’, the longer questionnaire used in this NPS Top Down survey allows the bank to gain a more detailed understanding of the information behind the ratings. We use the Net Promoter Score values, i.e. customers’ willingness to recommend, for this purpose. Asking about specific products and channels used by customers allows the bank to gather insights that are useful not only to act on specific cases of dissatisfaction but also for improving further the offer and the quality perceived by clients. The quarters of 2024 show similarly stable results, but there is a slight decline compared to 2023.

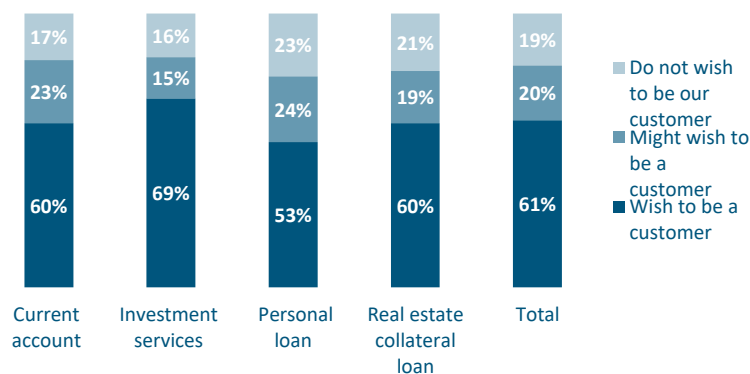
The bank directly monitors personal service by launching mystery shopping sessions at branches. In 2024, 4 scenarios related to products proposal were examined at all CIB Bank’s branches. The Net Propensity Index is one of the KPI measured and it assesses the willingness of a prospect to become a customer of the bank based on the experience done in branch during the visit. In addition to its own network, the bank also sent mystery shoppers to its main competitors so that branch service could be compared with competitors’ practices. The results of the mystery shopping process show that two out of three customers surveyed would choose CIB Bank.

CIB Group NPS value quarterly in 2023 and 2024



The bank directly monitors personal service by launching mystery shopping sessions at branches. In 2024, 4 topics related to basic services were examined at all CIB Bank’s branches. The Net Propensity Index was used for this purpose, which the company uses to examine willingness to become a customer of the bank. In addition to its own network, the bank also sent mystery shoppers to its competitors so that branch service could be compared with competitors’ practices. The results of the mystery shopping process show that two out of three customers surveyed would choose CIB Bank.

CIB NPI Values 2024



Service quality

A high level of customer focus is ensured not only by the training of employees and the incentive system and corporate culture that determine their attitude, but also by the prudent and effective corporate governance system. Within a corporate governance framework developed in full compliance with statutory requirements, the bank identifies the following as key to ensuring a customer-centric approach:

- ✓ Assertively representing customer's interests at the highest decision-making levels when planning the strategy and the actions required to implement it

- ✓ In its pricing policy, in addition to observing principles of fair competition and market efficiency, the bank takes into account the financial means of its customers, and alongside responsible decision-making, it strives to make its products and services available to a wide range of customers so that no one is excluded due to their disadvantaged situation

- ✓ Stakeholder dialogue with the professional and civil-sector organisations that represent the interests of the customers

- ✓ The compliance system, which aims to ensure full observance of the statutory regulations that are aimed at ensuring the well-being of customers

- ✓ Self-regulation in terms of responsible and ethical marketing and sales (see annex for the certificate)

- ✓ HR systems and processes that ensure customer focus in the day-to-day work of employees (corporate culture, incentive system, training, diversity)

Distribution of CIB Group's customer by type (persons)

Number of customers (persons)	2022	2023	2024
Retail	390,877*	394,391*	396,022
Corporate	60,496	59,484	58,490
Total	451,373*	453,875*	454,512

*Due to new data collection process previous year's data was reviewed and changed.

Distribution of CIB Group's customer by age (%)

Distribution of customers (%)	2022	2023	2024
0-32 years	20.3	20.3	19.5
33-42 years	18.8	18.3	17.9
43-52 years	26.0	25.8	25.8
53-67 years	21.8	22.1	22.8
Over 67 years	13.1	13.5	14.0

Distribution of CIB Group's retail customers by length of relationship with the bank (%)

Distribution of customers (%)	2022	2023	2024
0-1 years	13.8	13.9	12.3
2-4 years	10.8	11.0	12.9
5-7 years	7.6	8.7	9.4
8-10 years	5.1	4.2	4.9
11-20 years	52.7	50.5	45.8
20 years or more	10.0	11.7	14.7

Retail product use (including micro-business customers)

Product use	2022	2023	2024
Retail loans (HUF billion)	672.3	738.3	796.0
Retail deposits (HUF billion)	883.2	832.1	890.2
Number of active bank cards	376,117	373,999	383,620



Number of active CIB Internet Bank customers (persons)

428,996

439,806

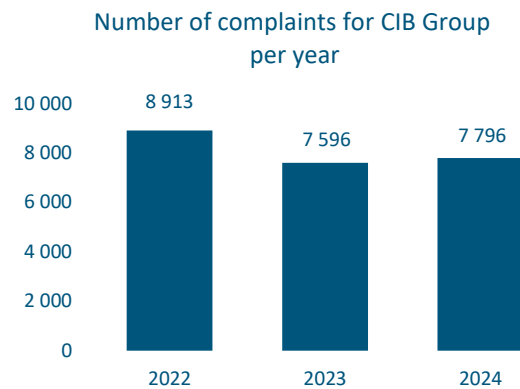
372,726

Corporate product usage

Product use	2022	2023	2024
Corporate loans (HUF billion)	861.7	902.0	910.7
Corporate deposits (HUF billion)	1255.4	1558.5	1637.5
Number of active bank cards	4,943	5,234	5,715
Number of active CIB Internet Bank customers (persons)	5,269	5,244	5,448

Customers' values

Supporting innovation and development remains one of the bank's objectives. In 2024, the bank's main developments targeted electronic channels, mainly following the discontinuation of the previous internet banking channel.

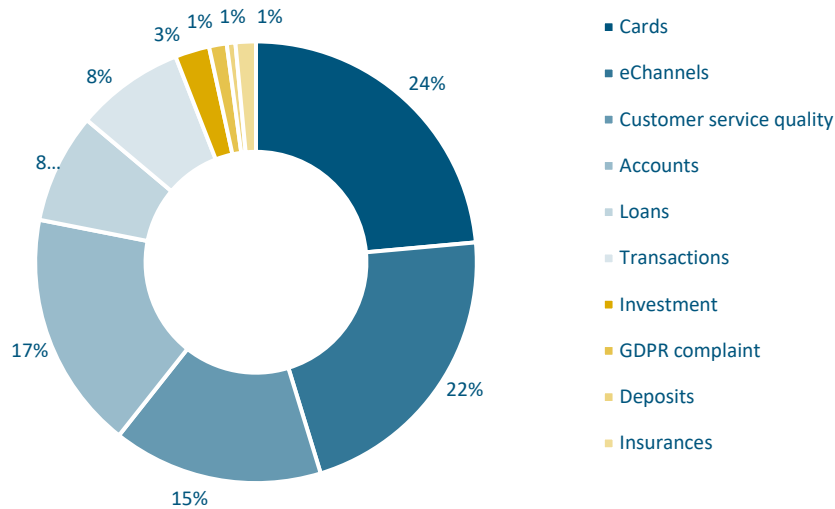


In today's world, it is essential for a bank to be able to serve most customer needs electronically by enabling online connectivity. This is also what CIB Bank strives to achieve with its digital solutions, which not only enable customers to access bank accounts and execute the related administrative tasks, but also to apply for new products – credit cards, personal loans, overdraft facilities – remotely, quickly, and securely.

Innovative solutions are also appearing in cash management: most of the bank's ATMs also offer a cash deposit function, which means that customers are not forced to adjust their cash deposits to the opening hours of branch offices.

The number of branches operating in a renewed environment under the new model continued to increase in 2024, with the bank opening its largest new branch in Budapest at the Bem Centre, bringing the total number of renovated branches to 10 by the end of 2024. In January 2025, the Allee Branch was modernised, and in the summer of 2025, the new Tatabánya Branch will be opened, whereby the new design will have been implemented in 12 out of the 58 branches. The bank strives for full legal compliance in managing incoming complaints. In addition to legal compliance, it is worth noting that the bank investigates all complaints with a customer-centric approach. In 2024, the number of customer complaints received by the Bank Group was like that in 2023, which is a success considering the decision related to the closure of the old internet banking channel.

Distribution of complaints by type, CIB Group, 2024



In the first months of 2024, complaints mainly concerned dissatisfaction following the discontinuation of the former CIB Internetbank, which was further aggravated by the more difficult accessibility of CIB24. To support a seamless transition, the bank began introducing its new channels — CIB Bank Online and CIB Business Online — as early as 2017. The longer-than-usual waiting times experienced by customers throughout the year were difficult to accept, as they had not been accustomed to this in previous years. To mitigate these negative experiences, the bank decided to expand capacities, with the effects already becoming slightly noticeable by late 2024. However, a large proportion of the bank’s customers were extremely satisfied with the services provided by the professionally trained telephone bankers, whose helpfulness and commitment also generated a great deal of positive feedback in internal surveys.

One of the reasons for the increase in card-related complaints is the rise in phishing and fraud. The card replacement process necessary e.g. after phishing is lengthy, the physical card gets lost in the post, the PIN code fails to arrive. This problem was solved by an upgrade called PIN by Digital in mid-2024, making the PIN code available in the CIB Bank mobile application. The mailing of replacement cards has also been revamped, with faster dispatch reducing the replacement process turnaround time (from 10-14 days to 5-7 days).

In the case of transactions, there has been an increase in transfer-based phishing fraud, which also increased the number of related complaints. In 2024, 198 complaints were received, compared to 117 in 2023 and 63 in 2022. In the second half of the year, a new method of successful fraud emerged, whereby fraudsters logged into the customer’s CIB Bank mobile application (having obtained the login details from the customer) and designated as ‘trusted partner’ a target account they had set up, then initiated transfers to that account with a #withKey token approval, with no traditional approval being necessary, which the customers granted in large numbers. This feature was discontinued on 8 November 2024. On 9 December 2024, restrictions were also imposed on the CIB Bank Online channel. On 6 December 2024, in accordance with the supervisory anti-fraud recommendation, daily and monthly basic transaction limits and maximum limits were applied to digital channels.

The number of complaints related to bank accounts increased in 2024 due to a failure to set discounts. One example is the Welcome customer referral programme: in the event of incorrect registration or failure to register, the promotional amount will not be credited, which in many cases is due to inaccurate/incorrect information provided by the branch.

Customer protection and responsible sales

For CIB Bank, it is of utmost importance to provide its customers in payment difficulties and those who have fallen into payment arrears with appropriate information and to find a solution together. Therefore, in case of payment delays, the bank contacts its customers through various channels (by post or, subject to their consent, by SMS, telephone, or e-mail) to find a solution together. The bank may also contact its customers in person through an agent, informing them by post of the identity and contact details of the agent, prior to contacting them. To find a solution for its customers as soon as possible, the bank requests its customers to report as soon as possible, preferably before the payment default occurs, if there is a negative change in their solvency. Payment facilitation solutions are also available if customers are in arrears or if they have paid their instalments on time so far but expect payment difficulties in the future.

In negotiating with the customer, the bank will seek to maintain the original terms of contract, and our employees will also provide information on other payment facilitation and restructuring options involving contract renegotiation. The bank provides both short-term (temporary) and long-term (contract amendment-based) solutions to help its customers manage the payment delay.

- As a temporary solution, the bank offers its customers a grace period or an instalment repayment agreement to settle the overdue debt.
- For loans secured by real estate: maturity extension, payment facilitation;
- For loan products not secured by real estate (personal loans, overdraft facilities, credit cards, shopping cards): maturity extension, debt settlement.

Key elements in a responsible customer relationship

Regular communication	The bank maintains personal contact and continuous dialogue with its customers.
Trust	Customers should feel secure and should have confidence in their point of contact for matters financial.
Partnership	Establishment of stable, crisis-proof partnerships with dependable professional support and open communication.
Value creation	Creation of long-term financial solutions representing real value.
Simplicity	Giving preference to the simplest and most transparent structures and solutions by drawing on the synergies within the Bank Group.

Responsible marketing

The CIB Group supports the achievement of strategic goals with the visual appearance and slogan used in its marketing materials. Existing and potential customers become aware of the bank's products and services through marketing activities. It is important for the bank to provide clear and accurate information in a way that generates interest in its products and services.

The marketing communication materials will be finalised after the legal and compliance departments have reviewed them, to ensure responsible operation and full legal compliance. The bank takes both ethical and sustainability guidelines into account in the campaigns. The CIB Group does not advertise in media that provide a platform for the expression of any extreme views.

In line with the goal of responsible communication with the customers, and in compliance with the statutory provisions, the bank does not recommend our products to minors, and it does not advertise in public institutions where the education and training of young people under the age of 18 takes place. The certificate from the Self-Regulatory Advertising Board on advertising self-regulation can be found among the appendices. The bank considers the principles of diversity and inclusion in its marketing communication activities. A process of environmentally responsible marketing communication activities was implemented from the summer of 2023, during which the bank continuously applies guidelines to be followed during media buying, production, event management and the purchase of promotional gifts.

Customer health and safety

CIB Bank protects the health and safety of its employees and all the people in all its head offices and branches. For this purpose, the bank has the necessary safety and operational regulations in place. In branches where there was a need and opportunity for this, protective plexiglass remained in place at customer service counters, and hand sanitiser was also available on request.

Efforts to go paperless in customer relations

It is important for the CIB Group to ensure that its customers are informed about the bank's sustainability activities and outcomes, and to encourage them to make sustainable financial decisions (choosing green financing, etc.).

The Bank Group has always reported its sustainability performance relative to its available budgetary framework, a practice it maintained in 2024.

In 2024, the following customer communications, involvements and activities took place with customers on sustainability issues (environmental awareness, social issues, equal opportunities, food waste, biodiversity, ethics, etc.):

- One of the bank's achievements related to environmental awareness was the reduction of paper consumption:
 - Most cash transactions are paperless
 - Some of the unsecured lending processes are also paperless
 - The bank's processes are also paperless in the case of opening investment accounts and preparing investment account portfolio proposals.

Thanks to the above innovations, the bank was able to save approximately 3.1 million pages of paper in 2024. Further plans for going paperless:

- Insurance processes
- Securities transaction processes
- Data modification.

2. Access to credit and financial inclusion

COMPANY POLICIES

The CIB Group provides a range of products and services that promote financial inclusion and access to credit, in accordance with the Code of Ethics that promotes social inclusion, enabling people to improve their lives. The Code of Ethics also emphasises the bank's commitment to the promotion of economic and social development in Hungary. This commitment includes helping companies to develop and improve their competitiveness, and to harness innovations and internationalise their business. In December 2022, CIB Group introduced the 'Rules for the classification of sustainable loan products and credit transactions', which is now implemented.

Financial inclusion of vulnerable people

We regard it as particularly important that the bank should support vulnerable people and social groups both through dedicated projects and with specifically designed products that will enable them to access essential financial services to get back on their feet.

Small Business

The Russian-Ukrainian war following the outbreak of the coronavirus as well as the energy crisis across Europe have left many businesses in a difficult situation, so state-subsidised schemes available under the Széchenyi Card Programme MAX in 2022, then the Széchenyi Card Programme MAX+ in 2023 were introduced to support these businesses in restarting and accessing funds; these products were among the most sought-after loan products available to small entrepreneurs in 2024 and 2025.

Not only SMEs and large companies, but also small businesses (and even sole traders) may use the CIB Business Online platform, which is an electronic channel with a wide range of functionalities – e.g. multiple transfers, direct debit orders, extensive range of forms and self-administration functions – thereby replacing many previously paper-based processes.

In addition, for recently established small businesses and other customers with a low number of transactions, the bank offers the Partner Start Account Package, which provides them with a cost-effective means of conducting their banking. As part of this package, CIB Bank waives the following fees during an initial discount period:

- CIB Bank Mobile Application and CIB Internet Bank / CIB Bank Online registration fee (which is usually payable at the time the bank account agreement is concluded)
- CIB Bank Mobile Application monthly fee
- Bank card fee in the first year (Visa Compact business card)

The discounts apply to transactions on the electronic and CIB Business Online channels (HUF and FCY payments, HUF payments via GIRO to the tax authority (NAV) account (on all the electronic channels)).

The above discounted rates are valid for account turnovers of at least HUF 40,000/month. The account package can be offered to both individual and corporate businesses, but the main target group is newly established businesses.

Education and spread of financial culture

The bank considers it particularly important to offer its clients what it calls 'Real Opportunities', i.e. actual opportunities rooted in the real economy that have a significant impact on businesses in the long term. These opportunities will encourage customers to take responsible, carefully considered financial decisions in full knowledge of the possible outcomes and the risks involved. The bank is aware of its responsibility to shape the financial awareness of its environment and is therefore actively involved in programmes focusing not only on improving financial literacy. Financial education and familiarisation with matters financial cannot be started early enough and schools have a decisive role to play in this. The bank also helps them in this objective by participating in two programmes that focus on developing the financial awareness of primary and secondary school students.

From the very beginning, the bank has participated – at the initiative of the Hungarian Banking Association – in the Pénz7 (Money Week) series of programmes launched with the professional support of the 'Pénziránytű' Foundation, thereby joining the European Money Week initiative. In 2024, 10 colleagues participated in the programme as volunteers with holding online financial education classes (14 in 2023).

The bank participated in financial education initiatives launched by its Parent Bank, such as:

- In 2017, the 'Art of Saving' initiative was launched, which is a financial education programme linked to the World Savings Day on 31 October. Since its inception, it has organised several initiatives and workshops, including face-to-face sessions in schools as well as online formats also promoted through

the bank's communication channels. In 2024, the bank's volunteers gave financial education lessons to a total of 80 students aged between 10 and 18 (90 in 2023).

- In 2023, the bank joined its Parent Bank's latest initiative, the Money Master Challenge, a playful financial quiz challenge for seventh-grade students. In 2024, 141 students took part in the national round (62 in 2023). This took place in October 2024, with the international round held in the same month. This initiative has been conducted under the umbrella of Financial Literacy International Network (FLITIN) that consolidates financial literacy awareness across IBD Banks.
- On 6 February 2024, on Safer Internet Day, the bank's staff held an online class titled Cybersecurity Adventures for students aged 14-18. The aim of the programme is to provide this age group with useful, practical knowledge to face the increasingly important cybersecurity challenges of today. The online class was attended by 462 participants. This initiative has been conducted under the umbrella of Financial Literacy International Network (FLITIN) that consolidates financial literacy awareness across IBD Banks.
- In 2022, the bank joined for the first time as a sponsor of the national financial awareness competition 'Become a Junior Financial Achiever!' and continued to provide financial support in 2024. The spring round of the competition was open to high schools, while the autumn round to technical and vocational schools. The organisers have set up the programme specifically for educational purposes, to give students the chance to gain practical knowledge in a playful way. They are specifically targeting an increasing number of students from less privileged backgrounds. Financial educational materials for students from technical and vocational schools have been compiled and supervised by experts for the competition, which help them learn about everyday finance based on real-life situations.

Responsible investment

Among the International Banks of Intesa Sanpaolo Group, in 2024 CIB Bank, has 48 ESG funds in its portfolios (2023: 46), that focus on environmental and social issues or have sustainable investment objectives, classified in the new financial services sector based on Articles 8 and 9 of the Sustainable Finance Disclosure Regulation (SFDR). The ESG product range is included in the bank's recommended product portfolios. While providing its investment services, CIB Bank also provides investment advice on financial products issued by third parties that are subject to the SFDR. In providing investment advice, the bank pays particular attention to informing its customers of the sustainability characteristics of the financial products covered by the SFDR, as disclosed by the issuer of the financial products distributed by CIB Bank. Customers may find information on the impact of sustainability risks on the product in the documentation published by the issuer of the relevant investment product. In addition, to assess the sustainability preferences of the customers or potential customers, the bank will include a suitability questionnaire with questions assessing the ESG criteria of the customer. The bank's objective is to help its customers understand the products that meet their sustainability preferences and to make investment decisions. By taking these criteria into account, investments can contribute to the sustainable functioning of the economy and to mitigating adverse environmental impacts. The bank monitors the way in which the issuer of the products distributed by the bank considers the main adverse impacts on sustainability factors, assesses this as part of the product approval process, and takes this information into account when developing individual investment advice. The investment products covered by the advice are selected through a complex product approval process. Only investment funds covering the exposure of (sub)asset classes are selected for the model portfolio-based investment advice service, for which a distribution contract has been concluded with the fund managers in advance.

Today, the world is facing many challenges – climate change and the natural disasters that accompany it, growing inequality, the transition to a circular economy, depletion of resources – and the bank has a responsibility to be a steward not only of finances but also of nature and society, and to provide the right conditions to maintain and improve them. Therefore, when developing distribution relationships, an important criterion is to consider whether the fund manager concerned has a product with an ESG focus.

3. Community support

COMPANY POLICIES

CIB Group plays an active role in the areas in which it operates. The Code of Ethics draws attention to the requirements and needs of the community: this commitment consists of various activities that tangibly contribute to achieving sustainable development goals such as the promotion of solidarity initiatives with projects set up through partnerships, donations, the sponsorship of important cultural and social initiatives, and the protection and promotion of the historical, artistic, and cultural heritage of Hungary. The bank implements the initiatives in collaboration with local entities and institutions, to ensure they have a positive social impact. In line with the Group's core values, initiatives are implemented in accordance with the transparency and accountability criteria, and by implementing processes and procedures that aim to avoid any possible personal or business conflict of interest.

Intesa Sanpaolo Sponsorship Guidelines and Rules for Donations in the International Banks were adopted (in 2015 and 2019) by CIB Bank.

In addition to being financially profitable, it is also important for the bank to fulfil its responsibility towards society. It therefore minimises social and environmental risks both to ensure its stability and to fully support its growth strategy and strives to create a positive impact for the benefit of the community and the environment. Responsibility extends to the bank's external relations as well as to its role in society.

CIB Bank, as a responsible company, aims to make its responsibility towards society as a whole – in addition to its customers, employees, and partners – tangible. It is essential for the bank to be able to respond quickly to the specific needs that have arisen and to provide genuine assistance to the community.

Uncrowned Heroes

In 2020, during the pandemic period, the bank launched the Uncrowned Heroes initiative, under which the bank supported non-governmental organisations (NGOs) that selflessly help, among others, the elderly, teachers, doctors and others in need during the pandemic. The programme continued after the epidemic had subsided, supporting organisations with small budgets, working in specific areas where reaching the widest possible range of potential supporters is particularly important. Short films have been shot about uncrowned heroes.

Under this programme, the bank supported two organisations in 2024. The [Opening Doors to the Sky Foundation](#) provides complex development and full-day care for children with multiple and severe disabilities, who cannot be integrated into the current education system. The [Bagázs Public Benefit Association](#) provides development to Roma people living in the settlements of Bag and Dány to enable them to formulate their goals and take steps to achieve them. In addition, they sensitise the members of majority society to become more inclusive and accepting. The two organisations each received a grant of HUF 1,850,000.

In addition to financial backing, the bank also provides communications assistance to the organisations to present their day-to-day life and thus encourage people to support the organisation or community initiative presented.

In addition, the bank provided support to the following in 2024:

- Women in IT Security Association (HUF 300,000) to promote information security and IT among young people, especially young girls, to make this field more accessible to young girls.
- Bridge Budapest Association (HUF 2,500,000) to support the professional development of talented students who are otherwise disadvantaged, or who wish to develop professionally.
- UnitedWay Association: in Hungary, 26% of students, or one in four, have difficulties in reading and comprehension today, and this rate is even higher in disadvantaged families. To combat this problem, the Association launched the 'Reading Comprehension' 100+100 books initiative. Not only did the bank support the programme with HUF 300,000, which the Association used for buying 100 books, but it also organised a book collection project with the involvement of employees. Colleagues collected over 100 books for children aged 7 to 14. The Foundation's volunteers distributed the collected books to primary schools, after-school support programmes, and children's homes, where teachers organised special activities for the children.
- The bank granted the Bátor Tábor Foundation HUF 1,935,500 to organise camps and experience programmes for children and their families who are seriously ill or living with a chronic disease.

Volunteer Day

In 2024, the CIB Bank hosted the biggest volunteering event of the year. The bank's management decided to dedicate one of the working days on two Saturdays in December to volunteering. On this day, all CIB Group's

employees could, if they so chose, spend the whole day volunteering for a social cause of their choice within their organisational unit. The selected activities and locations were extraordinarily diverse; many employees worked to improve the living conditions of children in state care, hundreds of Christmas gift packages and cookies were prepared for those in need, and many parks and forests were cleared of litter. Many of our colleagues helped animal shelters with their work and donations, and some picked up brushes and hammers to renovate the premises of NGOs and hospitals.

JótettBank – Banki Vértadó Hete (Good Deed Bank – Banking Blood Donors’ Week)

The bank joined the initiative of the Hungarian Banking Association’s Good Deed Bank – Banking Blood Donors’ week for the fourth time in 2024, and once again hosted a blood donation in its head office in cooperation with the National Blood Transfusion Service and the Hungarian Red Cross, in which 73 bank employees participated as voluntary blood donors (2023: 112).

Hungarian Food Bank Association

The national food collection weekend of the Hungarian Food Bank Association enables a form of charitable cooperation that provides an opportunity for the bank’s employees to contribute in a way that is free from the influence of business interests and complies fully with the CIB Group’s corporate social responsibility principles. Towards the end of November 2024, 31 CIB Group’s employees participated as volunteers in the food collection weekend of the Hungarian Food Bank Association (2023: 31), and a total of 22,875 kg of food was collected in stores where CIB Group’s volunteers also assisted in food collection (2023: 23,950).

Contribution to the community

In 2024, the total monetary contribution to the community was HUF 36,235,500 (2023: HUF 36,450,000).

Main areas of action for which monetary contributions were made by the bank in 2024:

- HUF 24,935,500 for the social sector (2023: 26,000,000),
- HUF 10,300,000 for educational and cultural purposes, and
- HUF 1,000,000 for environmental purposes.

Over the course of 2024, donations amounting to HUF 18,436,000 were made to the community (2023: HUF 17,500,000).

By the end of 2024, the bank's loan portfolio in the form of family housing allowance, Baby-expecting Loans and the Family Housing Support Programme (CSOK) amounted to HUF 141 billion to support young people. Loan disbursements amounted to HUF 26,419 million in 2024.

Number of subsidies to the community

Subsidised area/year	2022	2023	2024
Contributions for the social sector	HUF 13,000,000	HUF 26,000,000	HUF 24,935,500
Contributions for educational and cultural purposes	*	HUF 7,500,000	HUF 10,300,000
Contributions for environmental protection purposes	*	HUF 1,950,000	HUF 1,000,000
Total monetary contributions	HUF 19,350,000	HUF 36,450,000	HUF 36,235,500
of which donation:	HUF 6,350,000	HUF 17,500,000	HUF 18,436,000

* Compared to previous years, instead of supporting the health sector, from 2023 focus shifted to support for social and livelihood-focused civil affairs, education and environmental protection, so these areas were not yet supported in 2022.

4. Responsibility towards the supply chain

COMPANY POLICIES

To ensure that relations with suppliers and its purchasing policies can create conditions that promote sustainable economic development and respect for human rights, CIB Bank manages centralised sourcing, regulatory monitoring, supplier qualification and monitoring activities.

The key principle governing the acquisition of goods or services (necessary to the bank's operation) is to be able to achieve the best value for money to maximise economic return and ensure the level of quality and service we require.

To this end, we:

- observe the principles set out in the Code of Ethics and in the Code of Conduct, especially those regarding transparency and equality, in selecting suppliers and carrying out the sourcing process;
- observe the statutory provisions that regulate procedures for obtaining, managing and disclosing personal data, in order to protect non-disclosure and privacy rights;
- apply the Regulations on the management of insider information and proprietary transactions;
- apply the 'Guidelines for Group Operational Risk Management', 'Intesa Sanpaolo Group Compliance Guidelines', 'Guidelines for the Governance of the Group's Reputational Risk' and, where applicable, the 'Non-group and Intra-Group Outsourcing Guidelines'
- separate the operating functions from the control functions, to avoid conflicts of interest in the awarding of supply contracts;
- ensure that organisational and control units promptly report any anomalies in or deviations from processes;
- comply with applicable guidelines on social and environmental sustainability to guarantee, along the entire supply chain, and subject to the specifics of the local environment, respect for the environment and for human rights, as well as appropriate employment conditions and business ethics, through measures and resources that minimise negative impacts and promote awareness of risks and of social and environmental opportunities;
- comply with regulations on health and safety in the workplace;
- comply with regulations on protecting industrial and intellectual copyright and, in all cases, the lawful origin of goods supplied;
- observe the guidelines of Green Procurement (2024).

Suppliers of the bank

Responsible procurement is a key pillar of the CIB Group's operations. Therefore, the bank's most important core principle when choosing suppliers is to display fairness and transparency in the selection process, which is thus based on the joint application of tendering and negotiation. This is why it is especially important to maintain good supplier relationships that enable continuous dialogue. The objective is to operate an efficient cost management system and procurement process, and to control expenses. The same terms apply to all suppliers, and during their selection the bank enforces the same procurement principles and rules consistently.

CIB Group's procurement principles are as follows:

- a supplier selection system that ensures transparency and a level playing field;
- consistent and favourable payment terms;
- requiring legal and ethical employment practices from subcontractors as well;
- the use of environmentally friendly technologies, environmentally friendly products and materials, and the recycling of waste is encouraged and in certain cases compulsory.
- taking ESG guidelines into account when selecting suppliers.

The management of suppliers is important for CIB Bank, and covers all activities needed to register and monitor suppliers, and to analyse and assess them based on technical, financial, commercial, environmental and social sustainability factors as well as on organisational considerations and reputational risks, and in terms of how good a fit they are considering the bank's specific needs.

The Parent Company made the decision to introduce the Supplier Portal (Portale Fornitori) system at the subsidiaries. The future suppliers of CIB Bank have the possibility to register themselves on the portal, providing not only their official data but also specifying the procurement categories that they have experience in. At the

same time, it allows CIB Bank to increase its knowledge of its suppliers, both existing and prospective, and to increase the degree of fair market competition between them.

The ISO 50001 guidelines that were previously integrated into our procurement processes (for example, the principle that low-consumption, energy-efficient and sustainable equipment and solutions should be prioritised over high-consumption alternatives during the procurement process) are fully in line with the Rules in Green Banking Procurement which was adopted in 2023. The initiatives under the latter are essentially aimed at protecting the environment. CIB Bank is committed to the responsible sourcing and use of goods and services that comply with the regulations on environmental protection and conservation. The main considerations are energy consumption, CO₂ emissions, waste generation, and consumption of materials such as paper, toner and stationery. In keeping with the principles of CIB Bank's Parent Company, Intesa Sanpaolo S.p.A., ethically sound conduct is reflected in a commitment it insists on in the contracts we conclude with suppliers, which is that the suppliers must confirm, before signing the contract, that they have read the Code of Ethics, understood the parts that relate to them ('Guiding Principles for our Stakeholder Relationships' and 'Guiding Principles for our Supplier Relationships'), that they agree with its contents and that they will fully comply with its provisions in their own operations. At the same time, suppliers can submit reports related to ethical issues at etikaibejelentes@cib.hu.

In addition to the rules regarding ethical behaviour, contracts concluded with all the suppliers of the bank now include paragraphs related to GDPR and anti-corruption, in compliance with the internal policies and the external regulations.

Other key issues are:

- respect for the rights of suppliers (in particular the right to health, safety and non-discrimination);
- respect for human rights throughout the supply chain (in particular the avoidance of suppliers who violate the human rights of their employees or their wider community);
- the inclusion of energy efficiency considerations as a key element of our procurement, refurbishment, and construction plans.

The CIB Group develops and improves its sustainable procurement processes in line with the Intesa Sanpaolo Group's policies and practices, as well as with expected international and domestic legislative and reporting requirements.

Number of suppliers and value of services purchased by geographical area

	Number of suppliers			Value of purchased goods and services (million HUF)		
	2022	2023	2024	2022	2023	2024
Total	1,472	1,346	1,405	24,889	27,070	30,683
Hungary	1,375	1,255	1,315	19,098	20,208	24,387
Europe (excl. Hungary)	84	78	82	5,294	6,393	5,828
North America	13	12	8	498	470	468
Asia	0	1	0	0	0	0

VII. PEOPLE ISSUES

Material topics

- Employment protection
- Retention, enhancement, diversity, and inclusion
- Well-being, health, and safety of the Group's employees

Why these topics are material

In recent years, the labour market has changed significantly, and employee expectations have transformed. In line with this, a comprehensive and complex internal and external employer brand research was launched in 2024, with the aim of further strengthening the company's ability to attract and retain employees through developing the CIB Spirit employer brand. Based on the results, the further development of the HR value proposition started, programmes for employees were redesigned, and a new employer brand positioning was developed and shared within the framework of an internal and external communication campaign.

CIB Group as a caring employer, has an important role and responsibility in maintaining the physical and mental health of its employees and their sense of belonging to the community. In the CIB Spirit portfolio, new initiatives have been introduced in this same approach, in addition to the already operating and well-established programmes (redesign of the sabbatical programme, volunteering day, art competition, cooking challenge, etc.).

The employees of the bank, as a financial services provider, must attend a considerable number of mandatory training courses required by law, in addition to which they need to learn and re-learn many new skills as well. It is no coincidence that training, and development is one of the top HR priorities of the Banking Strategy 2022-2025. Alongside business training, the launch of the Talent University programme and the continuation of the Master in Branch Management training series for branch managers were given particular focus this year.

The demand for work-life balance increased, having regard to which, with the epidemiological situation passing entirely, CIB Group continues – and will continue – to provide the option of working in home office for its employees, the regulatory and technical background of which has already been implemented.

The uncertainty experienced in the past period lent an increased importance to the systems supporting employees in a difficult social and/or financial situation (sickness, death), such as the Social Committee operated jointly with the representatives of the employees, the International Healthcare Programme, and the Group-wide life and accident insurance programme.

In 2024, the continuing tight labour market and fierce competition for skilled workers continued to be a challenge. Labour market characteristics remain unchanged: a significant proportion of potential candidates are passive jobseekers, traditional advertisements and advertising channels are less effective, and the use of so-called technical recruitment services has played a significant role in successfully filling vacancies. Specialised recruitment and selection partners have been used for particularly difficult and challenging searches, typically for specialist and management positions.

Performance indicators and results achieved

Material topics	Projects	2024 Actions/Results	2025 Objectives
Employment protection	Recruitment	The employer brand strategy has been reconsidered.	1. Further strengthening of recruiting competence. 2. Further digitisation of the recruitment process. 3. Strengthening communication with candidates tailored to target groups, creating a field-specific careers page.
		Successful implementation of professional development programmes and career days in the branch network.	1. Building a community of interns 2. Continuing and expanding a successful young talent programme to other areas.
	Employees belonging to trade union	Trade union members in 2024: 99 (2023: 104); trade union relations remained unchanged.	Maintain links with employee interest representation.
Employment protection	Employee with indefinite-term contract	In 2024: 2,182 (2023: 2,109) The proportion of employees with indefinite-term employment contracts remained unchanged.	- Maintaining the proportion of employees with indefinite-term employment contracts.
Employment protection	Wages of entry-level employees compared to minimum wage	- In 2024: 192% (2023: 177%) competitive entry-level salary provided within the CIB Group.	- Ensuring a competitive starting salary.



Material topics	Projects	2024 Actions/Results	2025 Objectives
Retention, enhancement, diversity and inclusion of the Group employees (cont.)	Talent University	- The Talent University talent programme has been launched as planned.	- Closing of the Talent University talent programme's basic training programme and launch of the specialisation period.
	Management development	- The leadership development (LED) portfolio has been reviewed.	- Expanding the leadership development portfolio with new elements.
	Employer branding	- Comprehensive internal and external research and review of employer branding have been completed and closed.	- Review of the remuneration portfolio concerning staff.
	Sales incentive scheme	- Bonus and target bonus paid have improved relative to market benchmarks in all business lines	- Introduction of a new incentive scheme aimed at retention in the Retail network and the call centre.
	Onboarding	- The ClmBi programme has been renewed, and 'ClmBi' buddies also participated in the joint programme to share experiences and discuss the role. Support materials regarding onboarding have been prepared for managers.	- Further strengthening of the managerial role in the onboarding process. In 2025, the aim is also to link the recruitment and selection process to onboarding and to move the entire process to a digital channel.
	Diversity and inclusion initiatives	- At each company, the ratio of the underrepresented gender on supervisory boards is 20% or more, while the average standard deviation of salaries per gender expressed in percentage relative to the banking sector median only slightly exceeds a +/-4 percentage point range for all CIB Group employees.	- Compliance with the commitments made by the CEO: 1) the ratio of the underrepresented gender on supervisory boards is 20% or more; 2) the average standard deviation of salaries per gender expressed in percentage for employees at the same level and in the same position remains within a +/-4 percentage point range for all CIB Group employees.
	Family-friendly initiatives	- Re-employment level has been maintained.	- Family-Friendly Company certification obtained in 2025.
Well-being, health and safety of the Group's employees	Wellbeing	- A uniform home office subsidy is still available under the Cafeteria system, with an increased amount.	- Strengthening the internal communication regarding the Wellbeing programme portfolio available at the bank.
	Health and safety – Employee health screening	- With help from the broker company Aon Magyarország, the tender for the selection of the health insurer was successfully completed and the necessary approvals were obtained.	- Successful launch of a health insurance programme.

1. Employment protection

COMPANY POLICIES

The company's approach to manage issues related to the protection of employers' rights is entirely in line with the principles outlined in the Group Code of Ethics and the Intesa Sanpaolo S.p.A. Principles on Human Rights, both of which are incorporated in the CIB Group Code of Conduct. Besides this, the bank has also adopted the Intesa Sanpaolo S.p.A. Principles on diversity for sexual orientation and identity, implemented in the Labour Policy of CIB Group, which reinforces the rejection of all forms of discrimination.

The company continues to maintain excellent relations with the various employee advocacy bodies, operating for example, a Social Committee that includes members delegated from the trade union on the employee side and that aims to provide an organised framework for the awarding of certain allowances (funeral and welfare-related assistance, advances on various payments, etc.) required by employees. The bank considers it particularly important at a time when so many external crises are challenging to the employees (epidemics, war, rising living costs).

Job protection

CIB Group's responsible employment principles and practices ensure a stable community of employees, and the specialist knowledge needed for the Bank Group's operation, which not only boosts personal satisfaction, but also correlates directly with the quality and speed of customer service.

As a responsible employer, the CIB Group ensures nearly all its staff have indefinite-term employment contracts in place, which is also reflective of a committed employment relationship that can be planned for over the long term. To meet its seasonal staffing requirements, CIB Group also employs staff through contracts with temporary employment agencies. At the same time, the proportion of employees who are working on a part-time basis continues to be high – this is another way to help employees achieve a better work-life balance, and to help employees' return after a long period of absence in reintegration into the world of work. Although the number

of managers working part-time has fallen to zero, this B2CCD8 5form of employment is still encouraged if a manager requests so and the job allows. The bank places considerable emphasis on employee retention and training, it regularly announces internship programmes, and it recognises the achievements of high-performing individuals in numerous ways.

Number of employees of CIB Group

	2022	2023	2024
Fixed-term contracts	7	5	7
Indefinite-term contracts	2,048	2,109	2,182
Total	2,055	2,114	2,189

Number of employees of CIB Group

	2022	2023	2024
Male managers	104	101	103
Female managers	80	83	87
Male officers	291	289	295
Female officers	319	339	372
Male employees	320	336	361
Female employees	941	966	971
Total	2,055	2,114	2,189

Number of part-time employees of CIB Group

	2022	2023	2024
Number of part-time workers	192	186	201
Male managers	2	1	0
Female managers	0	0	0
Male officers	5	4	5
Female officers	52	53	62
Male employees	10	7	7
Female employees	123	121	127
Employees with reduced ability to work			
number of people receiving personal benefits	102	116	128
number of people receiving rehabilitation or invalidity allowance	8	8	10
Number of temporary staff	14	12	11

These figures include data for senior managers and inactive employees. The headcount data presented in this chapter (People) and its breakdown by different aspects (e.g. gender, age) are based on active employee data, in line with local practice, which differs from the methodology used in the group-level consolidated integrated report of CIB Bank's Parent Bank Intesa Sanpaolo S.p.A., which takes into account all employees including inactive and atypical workers (e.g. temporary workers) in addition to active employees.

Labour relations

At the end of 2024, the CIB Group employed a staff of 2,189 (2023: 2,144), 2,182 of them (2023: 2,109) under indefinite-term employment contracts, a reflection of our commitment to reliable and secure long-term employment. 11 workers (2023: 12) have been hired on a temporary basis to satisfy the bank's seasonal staffing demands. There is an increasing proportion of part-time workers due to the bank's effort to help improve the work-life balance of our staff.

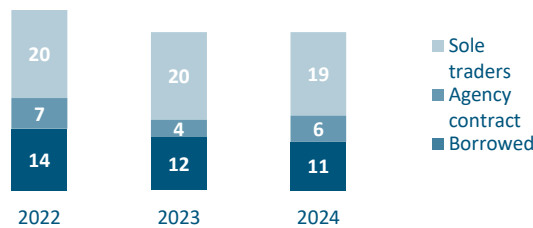
	2022	2023	2024
Employee with indefinite-term contract	2,048	2,109	2,182
Average fluctuation (%)	17.3	12.9	14.5
Wages of entry-level employees compared to minimum wage (%)	217	177	192

The bank complies fully with the provisions of the Labour Code, and beyond this the organisation regulates matters that affect all employees equally in its HR regulations. There is no collective agreement. There is a trade union at CIB Bank; as of the end of December 2024, it had 99 members (2023: 104). Representatives of the union constitute the employee side of the Social Committee, whose duties include the management of certain welfare allowances granted to workers. Although the CIB Group encourages operating a Trade Union, it has been less effective, and the number of members has decreased due to a decreased employee demand. Presumably, the lack of demand is because employee issues and problems are raised and resolved through other channels. The mandate of the works council had expired before, its membership had fallen below the minimum required and there was no intention among employees to restart it.

Persons	2022	2023	2024
Trade union members	115	104	99

In 2024, CIB Group worked with 771 outsiders, 280 of whom also have a permanent entry card (2023: 651 and 376, respectively). The aim of the bank is to improve the conscious management of external, indirect employees, refine its methodology and identify sustainability risks in respect of them in the future. All outsiders, as well as all contractors working with the CIB Group, accept the guidelines of the CIB Group’s Code of Ethics as mandatory to them within the framework of their commission or contract agreement.

Indirect employees 2024 (persons)



2. Retention, enhancement, diversity, and inclusion of the Group employees

COMPANY POLICIES

In terms of remuneration and incentives, CIB Group operates based on the principles of the Group Code of Ethics and the Group Remuneration and Incentives Policy. The latter is implemented in two regulations, the Remuneration Policy of the CIB Group, which includes the general rules for the whole organisation, and the Sales Incentives Scheme, which focuses specifically on the incentives applied in the sales structure.

The Labour Policy of the CIB Group and the ‘Working from home and telecommuting policy’ also include relevant measures in this regard, such as employee health screening (as an incentive), which is described in the Labour Policy, while the ‘Working from home and telecommuting policy’ sets out the framework for home-based work, which has taken on considerable importance in terms of staff retention after the pandemic period.

In terms of training and development, the CIB Group has a manual on Training and Development. This is complemented by two group policies (Mandatory trainings, Green banking procurement), the key principles of which have also been implemented in the relevant policies.

To continuously improve the skills of the employees working in the control functions area, to retain talent and enhance professional competencies, to create a culture of knowledge sharing and internal mobility, the ‘Rules for rotation of staff among the functions control company’ Group policy was introduced at the end of 2022, in the scope of which two successful rotations were completed in the bank in 2023.

In terms of diversity and inclusion, the Group’s Code of Ethics, the Principles of Human Rights, the Diversity and Inclusion Principles have been introduced, and Intesa Sanpaolo Group’s Rules for combatting sexual harassment have been adopted, all of which enhance the specific qualities of each employee, from as early as the recruitment and selection phase, as described in the related regulation. Besides this, the ‘Rules on diversity for sexual orientation and identity’, implemented in the Labour Policy of the CIB Group is also evidence of the commitment of the company to this matter.

Recruitment and selection

In Hungary, the shortage of skilled labour, especially in IT and banking expert positions, remained a major challenge in 2024 as well. We continuously analysed the effectiveness of our recruitment strategies, testing and combining different channels and tools. 24% of the candidates recruited came from the bank's successful Employee Referral Programme, and the number of candidates recruited by direct approach continued to increase. In 2024, the banking group also reviewed and modified the employment framework of the Professional Trainee Programme, which resulted in an increase in the attractiveness of the programme for young career starters, and a higher number of employees transferred from the programme to fill part of the vacancies compared to previous years.

Further improvements to systems are planned in the coming years to increase the efficiency of recruitment processes and improve candidate experience.

Compared to the previous year, the bank had lower staff turnover. This is reflected in the breakdown by age and gender.

Termination rate by gender	2022	2023	2024
Male	16.6%	14.8%	14.7%
Female	17.7%	11.9%	14.4%
Number of new recruits and job-leavers across CIB Group			
Number of new employees	396	336	391
Number of job leavers	369	288	325

Employee termination at CIB Group per age groups

Termination rate (average) (%)	2022	2023	2024
21-25	28.0	33.3	27.5
26-30	25.9	23.0	19.6
31-35	20.7	12.8	18.2
36-40	14.5	13.4	16.4
41-45	12.9	8.1	10.1
46-50	13.1	9.0	11.6
51-55	14.8	6.7	8.5
56-60	16.9	14.7	11.4
61-	26.3	9.7	24.1

Employee termination at CIB Group based on years worked for the bank

	2022	2023	2024
Termination rate (average)	17.3%	12.9%	14.5%
Breakdown based on years worked for the bank			
0-1 years	52.1%	35.5%	45.1%
1-2 years	26.6%	25.3%	23.4%
2-3 years	13.5%	20.6%	27.7%
3-5 years	17.1%	11.0%	10.2%
5-10 years	12.0%	7.5%	10.1%
10 years	6.5%	3.0%	3.2%

Remuneration

In 2024, employees working in entry-level jobs earned, on average, HUF 512,245 i.e. 192% of the minimum wage (2023: HUF 471,788 and 177%, respectively). Because the mandatory minimum wage exceeds the average growth level, the gap between entry-level salaries and the minimum wage has decreased.

In addition to the comparison of the banking salary market, CIB Group pays particular attention to monitoring the average deviation of salaries per gender for employees working at the same level and in the same position, and keeping the deviation expressed in percentage within a +/-4 percentage range. Such deviation per gender in employee groups in the Bank Group is as follows:

	2022	2023	2024
Head Office Managers/Professionals	+1.60%	+0.23%	-2.67%
Network managers	+0.10%	-2.86%	-1.67%
Employees of central areas	-1.00%	-1.50%	-2.28%
Network employees	-3.00%	-2.78%	-0.73%
Total	-1.24%	-1.72%	-1.84%

The pay gap shows the difference in the pay level of female employees compared to the average salary of employees working at the same level, in the same function and in the same position, expressed in percentage, by employee groups.

As one of its diversity and inclusion objectives, CIB Group has committed to +/- 4% average standard deviation of salaries per gender at CIB Bank relative to the median value of the banking salary market. This difference only slightly exceeded the target at the end of 2024.

Average compa-ratio* by gender and position at CIB Group

	2022			2023			2024		
	Male	Female	Female / Male ratio	Male	Female	Female / Male ratio	Male	Female	Female / Male ratio
Managers	93.6%	90.9%	97.1%	97.7%	100.7%	103.0%	102.7%	95.8%	93.3%
Officer	104.0%	99.2%	95.4%	115.7%	109.0%	94.2%	109.3%	103.2%	94.4%
Employees	108.2%	103.7%	95.9%	120.0%	113.8%	94.8%	110.0%	105.0%	95.4%
Total	104.5%	101.9%	97.6%	115.2%	111.8%	97.1%	108.8%	104.0%	95.5%

**The salary comparison ratio shows the % wage level of employees in relation to the median value of the bank salary market, by gender and by job level.*

Total compensation ratio / Total compensation rate

A common indicator among indicators of fairness popularised by ESG regulation is the total compensation ratio, which examines the ratio of the highest-paid employee's income to the median income of the entire community of employees (excluding the highest-paid employee). For our Bank Group, this is as follows:

	2022	2023		2024	
	HUF	rate*	change compared to the previous year	rate*	change compared to the previous year
Total compensation rate	3.009	2.616	-13.1%	2.531	-3.2%

**Total compensation rate is the quotient of the highest salary and the median of total employee salaries excluding the highest salary.*

People and digital transformation

Artificial intelligence, robotics, innovative technologies are all encouraging the employees to learn more about the online and digital world, both as CIB Group employees and as individuals. In line with the MNB's recommendation, a survey on employees' digital competences is carried out every two years; the next survey is due in 2025. In 2024, the Digital Galaxy video library was expanded with more exciting topics and presentations. In these programmes, experts at CIB Group explored interesting topics such as robotisation, misconceptions and myths about artificial intelligence, and the bank's innovation team reflected on their visit to the US.

This year again, the management circle was able to attend several presentations on digital transformation in the 'Digital talks' series coordinated by the Parent Company. The topics covered included transformative technology for well-being, the challenges of a global mindset and inclusion in the world of technology. A large volume of online training material is available at the bank to develop knowledge on digitalisation. The focus was on cybersecurity, phishing and new cyber fraud trends. Teaching about digitalisation is also effective in a more playful way, so at the annual all-staff event (CIB Spirit day), employees had the opportunity to experience a virtual reality park and simulators.

The bank's library of digital learning materials has been further expanded, allowing employees to deepen their knowledge from the comfort of their homes on topics such as insurance products, new products and developments, banking systems and products, and information security. The bank provides digital solutions for employees not only at work but also in their daily lives. In 2024, in the topics of well-being and health, services were available online and by phone (DokiAPP Employee Care platform, EAP service provision). Furthermore, a significant part of the programmes and events for employees will continue to be implemented in the online space, providing the possibility to connect to an event from any geographical location.

CIB Group has made significant progress in automating and digitally supporting human resources processes in 2024. At the beginning of the year, electronic timesheets were introduced through SAP Fiori, replacing the previous paper-based solution and the fragmented records. With the new system introduced, our colleagues can use a single interface to request both absence and attendance, view their available vacation time and plan their working days in the office and at home. In addition, managers can easily review and approve their colleagues' requests, while several reports help them analyse information relating to their colleagues. Following the successful completion of the Intesa Sanpaolo Group's global project, a new SAP SuccessFactors-based HR system was implemented at the end of the year, with the #People platform available to our related employees. On this platform, a wide range of news and information related to human resources can be viewed/accessed in one place: from one catalogue, various HR administrative applications (e.g. employer/income certificate; change of address; new qualification, etc.) can be launched; frequently asked questions and answers about HR processes and services; contents regarding employee wellbeing; a search function for colleagues in the CIB Group and Intesa Sanpaolo Groups; an employee profile with key company data (e.g. valuations, trainings, benefits); as well as the latest HR news and contents.

Performance assessment

The managers working in Head Office have been supported by a flexible and user-friendly performance assessment system called NewPat in specifying targets for members of their teams and then in assessing achievement of such goals as well as the competences that are of benefit to the employees in their work. The targets for 2024 are set and subsequently evaluated under 'NewPat' system, which provides the comprehensive evaluation mechanisms in a manner and based on principles that are transparent for assessors and employees alike. For the sales staff, not just a system that was essentially focused on sales incentives, but a comprehensive and unified performance management system (NIM) provides support for the performance assessment processes. Both systems (NewPAT and NIM) are based on a methodology developed by the International Subsidiary Banks Division (ISBD) of Intesa Sanpaolo S.p.A., our shareholder. The performance of 100% of our employees will be assessed against pre-defined objectives, either through the NewPAT or NIM performance management systems, depending on their job role.

The NIM performance management system, which supports sales incentives, has been developed in order to motivate and retain sales employees and managers to work together for achieving our strategy. During the performance assessment period, a series of panel discussions held throughout the organisation ensure the consistency of the evaluations between the management levels and the individual divisions. All bank employees get an assessment of their performance and a review of their career options.

Recognition and career management

Closely related to the performance assessment mechanisms, the career management system also continues to operate, primarily to identify and retain talents, and enable all employees to consider their desired career paths at the CIB Group and to ensure that managers develop conscious replacement strategies within their teams.

As in previous years, the best salespeople and best supporters were awarded based on nominations from managers and the previous year's sales results. In addition, in February 2024, more than 170 colleagues were recognised (2023: 155): golden teams and leadership role models for whom learning is a priority and who consciously improve their colleagues and teams. We did not forget about anniversaries, either. More than 60 colleagues celebrated 20-25-30-35 or even 40 years of work at CIB Group! After the awards ceremony, a celebration party took place at a height of 120 metres in the MOL Campus. The tower block, with a total height of 143 meters, is Hungary's tallest office building.

The wide-ranging system of fringe benefits is an important part of our new remuneration strategy, the amount of fringe benefits to full-time workers increased by 19% compared to last years'.

Part-time workers continued to have Cafeteria benefits on a pro-rata basis. 2024 saw slight changes to the range of and rules governing fringe benefits. During the shaping of the system of benefits, important factors included the employee experience as well as an effort by the bank to provide all possible benefits that remained tax-exempt or continued to have a preferential tax rate in 2024.

Accordingly, this year's list of optional items again included a wide range of tax-free options: tickets/season tickets for cultural events, support for paying for kindergartens and nurseries, tickets/season tickets for sports events, language course subsidies, the GreenGo car-sharing and MOL Bubi bike-sharing services, and subsidy for Home Office expenses.

Training

As far as the 2024 training data are concerned, the number of training hours has basically increased, with a significant decrease only in the group of female employees; recently closed training reports are being examined to understand the processes behind these changes.

	2022	2023	2024
Average training hours per employee per year	67.0	58.1	57.4
Total training hours	137,750	122,898	125,544
Managers (male)	5,668	5,875	5,136
Managers (female)	5,744	6,518	6,244
Officers (male)	8,388	6,834	7,707
Officers (female)	9,651	8,798	10,250
Employees (male)	24,527	20,392	29,258
Employees (female)	83,771	74,481	66,949

In 2024, training and development was also a key element of HR priorities based on the bank's 2022-2025 strategy. The 'Learning is Cool' initiative launched the previous year was expanded in 2024 with additional programmes and was awarded golden rating at the 'HR Best' professional competition. CIB's leadership training LED (Leadership Development) was relaunched with renewed programme items. In addition to the previously popular training packages (leadership communication, employee development, control of complex changes), the leading of diverse teams was also given a priority focus. These training packages provide participants with a well-planned one-year development programme. In addition to help by senior official sponsors, a major benefit of the programmes is that a significant part of the events takes place in the classroom again.

The training and club series for woman leaders continued with new topics. The regular club series allowed the participants to brainstorm with help from inspiring speakers to reflect on important topics such as: the career path of leaders, building self-confidence, perseverance, courage, strong women in stories, and the art of slowing down. These sessions created a supportive community of women at CIB Group, where woman leaders can learn together, reflect together on how to become successful leaders as women, and how to balance roles well. The one-year long online training/development process for newly appointed managers within the organisation ensured that, in 2024, fresh managers will continue to receive support for one year after their appointment. The programme covers all the fundamental managerial competencies that a manager with lesser experience needs. The 12-month management development process includes online training, consultations, and mentoring support. Coaching and mediation services continued to be available elements in the leadership development portfolio.

The 'Master in Branch Management 2024' programme series for branch managers focused on designing and developing an outstanding customer and employee experience. During the Customer-Xpedition, a two-day in-person training session, participants explored new ways to enhance the customer and employee experience that will help strengthen loyalty and reduce attrition. They also inspected customer experience metrics and customer types and developed key leadership skills to improve the employee experience. In the second half of the year, the training programme was complemented by 2-hour online follow-up workshops on three topics (managing difficult situations, selecting and on-boarding a new colleague, customer and colleague typology). At the request of the business department, the Customer-Xpedition training was later also opened to deputy branch managers.

Exciting new topics have been added to the training portfolio available for colleagues. Among others, colleagues could learn together about the traps of decision making, avoiding procrastination, time management, conflict management, unconscious bias, Excel tricks, creativity, divergent thinking and avoiding burnout.

Programmes allowing organisational units or teams to grow together around a dedicated focus area continued to enjoy strong popularity. Of these, moving motivators and 'Our team type' team trainings enjoyed wide popularity throughout the year.

Online and classroom training for employees in sales areas continued to be a priority in 2024 as well. In the retail business, the multi-week professional orientation programme was further developed, and the induction process

for corporate business was also updated. The bank insurance training programme has been revamped, and from May onwards, CIB Group employees can acquire knowledge on bank insurance during three-day training courses instead of two-day ones. Of course, regulatory compliance training also remains a key priority.

The various e-learning programmes and training solutions supported the completion of courses and exams required by legislation. As for the previously used Mifid, the bank switched to the e-learning material of the Banker Training Centre, and has created its own material for IDD. Talent development

The second year of the Talent University talent programme started in 2024. More than 50 CIB Group's experts participate in the renewed 2-year programme. In 2025, after the one-year basic training, the colleagues can choose from three specialisations: Leadership, CIB Data and Innovation. The kick-off event featured an exciting presentation by Dr. Pál Simák, President-CEO, Györgyi Tóth, Head of HR and Ágota Lénárt, sports psychologist. Those attending met participants from previous talent programmes, had a chance to familiarise with each other and the main elements of the 2-year programme. Already in the month after the kick off, CIB Group's talents were immersed in a two-day bank simulation training, where they became senior managers of a virtual bank, developed, and implemented business strategies, monitored credits, profit, competitors, costs and investments. In addition, choosing from a portfolio of skills training, they were able to develop their skills in the fields of project management, storytelling, and growth mindset according to their individual goals, and the Talent University club series also started, where they could collect information about the macroeconomic outlook, and met CIB Group's senior executives.

International Talent Programme

The International Talent Programme of CIB Bank's Parent Company, is a key initiative at group level aimed at developing the competencies of the colleagues and strengthening the work ethos focused on high performance and professional excellence. In addition to taking part in personal development, professional and leadership training as well as dedicated mentoring programmes, participants enrolled in the programme – which takes 3-5 years to complete – also had the opportunity to acquire a minimum of one year's work experience abroad within the banking group.

Succession plans to ensure business continuity

To ensure business continuity in the event of a vacancy in a managerial position, we review the succession plan annually, as part of the annual performance assessment process. During the performance evaluation period, discussions are held regarding potential successors for the various managerial positions and a list of potential candidates is compiled. The purpose of the succession plan is to ensure that colleagues with great potential are located – even across divisions – and provided support for their further development. When drawing up the plan, we also look at opportunities across divisions, thereby increasing the number of potential candidates. A succession plan is prepared for each managerial position, though we pay particular attention to senior management positions.

	2022	2023	2024
Number of appointments* (pcs)	144	110	116
Number of executive appointments (pcs)	9	12	6
Ratio of appointments as a percentage of total headcount (%)	7	5.2	5.3
Ratio of executive appointments as a percentage of total headcount (%)	0.39	0.52	0.27

In previous years, this included executive appointments, but from this year onwards all promotions have been included in the data.

Inclusion and diversity

The bank's Organisational and Operational Regulations (OOR), Code of Ethics and CIB Group Code of Conduct clearly specify the key principles underlying responsible operation. The bank rejects all forms of discrimination and corruption in its internal and external communications, prohibits any form of discrimination and guarantees the general requirements of equal treatment in accordance with the applicable EU guidelines. The internal regulations governing compliance and risk management activity endorse similar principles aimed at supporting responsible operation. The CIB Group ensures equal treatment and opportunity for its employees in accordance with the Fundamental Law of Hungary and other statutory provisions on the matter, and with the Bank Group's Code of Ethics and the Parent Company's Diversity and Inclusion Principles. This is achieved through the transparency of decision-making processes within the company and the ethics-related training provided to managers and other employees. The investigation of ethics issues associated with this topic and the preventive actions that are taken in response ensure legal and ethical compliance in all areas of the bank's operation.

The bank's 'Womentoring' initiative was once again organised in 2024, with an aim of promoting career awareness among women in CIB Group's workforce. The programme was created to increase the proportion of women in senior management positions, and to prepare women who have been on maternity leave to return to work successfully. As part of the programme, information, advice and suggestions were provided by both internal and external trainers, presenters and experts.

In 2024, the event was held online exclusively for mothers, with a total of 41 women registering from all over the country on the Teams platform. During the session, they were informed about the situation of the bank and family-friendly programmes. To support their reintegration into the workplace, the mothers received guidance on returning to work – and an external presenter spoke to them about the practical aspects of returning.

As another part of the bank's Womentoring initiative, we had the opportunity to personally host women colleagues who are still raising their children at home but are already thinking about returning. During the meeting, the focus was on topics that could help them return to the world of work: they were provided information on the bank's business results and the recent organisational changes and received practical information on how to get back on track. Thanks to the programme and the awareness-raising sessions, the ratio of employees returning to work from a long period of absence has increased. The proportion of women returning from maternity leave who stay with the bank for more than 12 months after their return has been over 90% in the last three years.

	2022	2023	2024
Re-employment rate for employees returning from a long-term absence	77%	66%	67%

Since the headquarters are based in Budapest, it is no surprise that most of the employees live in or near the capital. However, staff who live in other regions of the country but need to travel to the head office due to the nature of their duties are given an opportunity to limit their presence at the head office to certain days of the week, while doing telework from a branch outside the capital on the other days of the week. As a result, a relatively large number of staff, 425 people, spend most of their time working outside Budapest (2023: 418).

Proportion of employees by gender and category at the CIB Group

By category	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Managers	56.5%	43.5%	54.9%	45.1%	54.2%	45.8%
Officer	47.7%	52.3%	46.0%	54.0%	44.2%	55.8%
Employees	25.4%	74.6%	25.8%	74.2%	27.1%	72.9%
21-25	36.0%	64.0%	36.2%	63.8%	39.8%	60.2%
26-30	41.8%	58.2%	44.0%	56.0%	42.7%	57.3%
31-35	43.3%	56.7%	45.1%	54.9%	48.9%	51.1%
36-40	37.9%	62.1%	36.8%	63.2%	36.1%	63.9%
41-45	30.2%	69.8%	29.0%	71.0%	31.5%	68.5%
46-50	28.9%	71.1%	28.7%	71.3%	30.0%	70.0%
51-55	35.0%	65.0%	32.2%	67.8%	29.5%	70.5%
56-60	21.4%	78.6%	26.7%	73.3%	27.6%	72.4%
61-	36.0%	64.0%	27.6%	72.4%	14.3%	85.7%

3. Well-being, health and safety of the Group's employees

COMPANY POLICIES

The well-being of employees is unimaginable without their health protection. In terms of health and safety at work, the Labour Policy of the CIB Group, including the occupational health rules, and CIB Group's Central Work Safety Regulation need to be mentioned. These are in harmony with the Intesa Sanpaolo Group's Code of Ethics, Health, and Safety Policy and with other related group guidelines, such as the Rules for Occupational Health & Safety Management Systems in the International Subsidiary Banks. The 'Working from home and telecommuting



'policy' is also a relevant, as it includes measures related to health and safety as well as guidelines for ensuring employee well-being and an effective work-life balance.

Well-being and quality of life at the company

In 2024, several programmes aimed at the preservation of the employees' well-being were implemented in the scope of the CIB Spirit employee programme portfolio. As part of the family-friendly initiatives, the children of CIB Group's employees visited Porec, Croatia, in the spring. In the Intesa Junior Sport competition, organised by the Parent Bank, they competed against teams from the International Banks in volleyball and basketball courts and football fields. A total of 305 children of CIB Group's employees received financial support to spend the 12-week summer holiday meaningfully (2023: 294).

A drawing competition for the employees' children brought summer experiences to life. In December, Santa Claus visited CIB Bank's headquarter to welcome the children with presents, quizzes and face painting at the head office transformed into a magical kingdom of goblins. To the delight of the children, therapy husky dogs, minipigs, ponies, goats and bunnies also visited the bank. The Santa Claus celebrations were attended by 440 children (2023: 447).

These initiatives, among others, were the reason why CIB Bank once again won the 'Family Friendly Company' award in the enterprise category from the Three Princes, Three Princesses Foundation.

Sports-loving employees could participate in four major sports events during the year. The championships organised by the Parent Bank allowed colleagues to compete with Intesa Sanpaolo International Banks in several sports. In February, they took part in tennis, badminton, and table tennis tournaments in Porec, in April in a running competition and in September in basketball, volleyball and football tournaments, achieving excellent results in all sports – the most notable of these was the women's basketball team defending its title. Employees also competed in 11 sports at the 36th Sports Meeting of Hungarian Banks in August. A total of 170 employees represented CIB Bank at the Sports Meeting of Hungarian Banks and at sports days organised by the Parent Bank (in 2023: 120).

The bank organised several community-building programmes during the year, and our colleagues took part in a two-round cooking competition in the spring. The first was a competition for candidates at a cooking school in Budapest, and then an account manager of the CIB Bank won the international final in Milan.

In October 2024, the all-staff event [CIB Spirit Day](#) was held with the participation of more than 1,000 people, similarly to the previous year. This event also focused on strengthening the larger community. In addition to a wide variety of programmes, 180 Top AllStars awards were handed over (2023: 154), and 20 of our colleagues presented their artwork. The most popular works were also displayed at the Gallerie d'Italia Museum in Milan.

Following a gap of several years, a CIB Club event was held once again, where hundreds of colleagues relaxed and had fun after working hours, because everyone needs a little Friday night 'CIB-ness' chilling.

The 'Well-being Weeks' series of programmes – aimed at the personal well-being of employees, preserving their mental and physical health – got more meaningful by interactive online and offline presentations, massage in the office and free eye examinations. Experts from the 'Expert Assistance Programme' (EAP service) continued to be available in case of personal blocks or in a crisis. In addition, the DokiApp Employee Care service continued to be available to all colleagues in 2024, allowing them to request online medical, psychological, dietetic and physiotherapy advice and consultations from DokiAPP specialists at short notice. This service is also available to pregnant women.

The Sabbatical programme was restructured and relaunched. The initiative, which was started 8 years ago, was reviewed and renewed through questionnaires and focus group surveys among employees. In 2025, 87 employees are given the opportunity to recharge, relax, renew, and take a sabbatical for one or two months, subject to the decision of division heads.

To strengthen the link between head office and sales staff, a series of 'Investigators' programmes was implemented with the help of the Corporate Business Line. Interested employees were given the opportunity to visit the plants and sites of our corporate customers in an organised setting, and to see first-hand the improvements their work has contributed to.

The 'Let's meet in the branch office' programme series gives employees working in the retail branch network and other areas of the bank the opportunity to meet in person and get to know each other's work.

In 2024, the 'Dogs in the office' programme continued in the renovated head office, where CIB Group's employees can bring their pets into the office if the clear and transparent rules are followed.

In early December, CIB Bank held its largest volunteer program of 2024. The bank dedicated an entire workday to volunteer activities, during which hundreds of employees contributed to meaningful causes. Many visited homes and institutions to help improve the living conditions of children growing up in care. Hundreds of Christmas gift packages were prepared for families and children in need. Others took part in environmental clean-

up efforts or spent time at animal shelters, brightening the weekend of four-legged friends still waiting for a home.

Employer branding survey

Back at the end of the financial crisis, CIB Group decided to address the bank’s employer brand at a strategic level, primarily through its internal perception. Together with the HR and Communications departments, the Board of Directors created the bank’s employer brand named CIB Spirit. CIB Spirit has taken its place as the overarching idea and strategy for corporate culture, including employee value propositions, services, and programmes. Similarly to any strategy, it had to be reviewed from time to time. After several years completely overridden by the epidemic, the bank decided that it was time to renew the CIB Spirit concept. In autumn 2023, the refresh of CIB Group’s employer brand started to further strengthen the bank’s ability to attract and retain talent. In 2024, a dedicated internal working group conducted a comprehensive survey. 1,406 colleagues filled in an internal employer brand survey and provided feedback on what CIB Group is like for them, what the bank’s strengths are and what is important to employees. Hundreds of free text responses were received to the open-ended questions regarding the CIB Spirit portfolio and CIB Group’s diversity. In addition to the internal survey, 75 colleagues presented their views in a focus group discussion. Many programmes for employees have now been adapted or improved based on these suggestions. A good example is the redesign of the Sabbatical programme and the CIB Spirit Day, the preparation for the launch of a new health insurance programme and the launch of a completely new brand campaign. In addition to the competitor and trend analysis, the working group also carried out an external survey on the visibility of CIB Group’s. CIB Group’s employer brand was updated with the involvement of colleagues and the Board of Directors. The CIB Group aims to be a workplace that differentiates itself from its competitors by offering its employees attractive, community-centred, inspiring and at the same time likeable opportunities while providing a flexible working environment, in order to promote both corporate business objectives and personal growth and well-being.

CIB Group’s goal is for everyone to be able to say with satisfaction: CIB BANK – THE PLACE WHERE I BELONG. Where you do matter to all and all can count on you. Where corporate and individual development goals reinforce each other. Where you don’t have to choose between performance and well-being. Where you can immerse in work-life balance. Where you can be both yourself and part of the community.

D&I questionnaire survey

It is extremely important for CIB Group to promote diversity and inclusion in the workplace, and therefore, as part of the employer brand survey, a comprehensive survey was made, which was completed by 1,406 people. In this special questionnaire, employees provided feedback on the following:

- Are they free to express their opinions at work without fear of discrimination?
- Have they personally experienced discrimination at work at CIB Group?
- Are there any obstacles or challenges they have experienced regarding diversity (e.g. sexual preferences, age, gender, religious belief, race, disability, identity) in the workplace?
- Have they noticed preferential treatment or preferences for certain employees based on factors that are not related to merit or performance?
- Have they experienced obstacles or inequality in workplace opportunities (promotion, training, development programmes) at CIB Group?

In addition to using a response scale, employees were also given the opportunity to add free text and express their views. More than 100 free-text responses and suggestions were written by colleagues during the research period. Processing is assisted by the availability of data in a wide range of breakdowns (by division, by gender, by years worked at CIB Group).

Working from home

Now that the epidemic situation has passed, the CIB Group continues to offer its employees the opportunity to work from home in the long term. For this purpose, CIB Group developed and regulated the process of applying for and regularly engaging in home office. The bank provides the necessary access to IT systems, as well as the laptop (with the necessary input and output peripherals) and mobile phone (device and subscription) necessary for working. Furthermore, our employees can claim HUF 15,000 per month under the Cafeteria scheme to support them with home office expenses.

Number of employees eligible for any possible remote working framework	2022	2023	2024
Head office staff	1,418	1,462	1,529
Network staff	144	144	151

International Health Programme

The health of employees is of the utmost importance to CIB Group, as it is to the Parent Company, not only for ethical reasons but because employees are the company's most valuable resource. For this reason, employees on indefinite-term contracts in CIB Bank are beneficiaries of the ISBD International Healthcare Programme. Through the International Healthcare Programme, in 2024 the bank offered employees with indefinite-term contracts second medical opinions and/or medical treatment at centres of excellence in foreign countries. The programme aids with employees with serious medical conditions (e.g. cancer, or conditions requiring complex surgical procedures), covers the cost of treatment and of any additional services (VISA assistance, travel costs), and all transport and accommodation expenses in the foreign country, and reimburses medical costs incurred once the employee returns home. In 2023, the range of services were expanded to include so-called precision or personalised medicine, which enables individualised, selected treatments by revealing the genetic background of a cancer disease. The second medical opinion is also available to family members of eligible employees.

Health and safety

The bank attaches particular importance to its employees' health protection, without which employee well-being is unthinkable. Participation in regular fitness-for-work health examinations, as required by the applicable law, remained compulsory for all staff in 2024. In 2024, in keeping with the practice of previous years, for all managers and, above a certain job grade, for team leaders and senior experts (286 persons in total, 286 in 2023), the bank continued to provide executive medical screening as part of the annual occupational health examination, due to the higher-risk environment. Both the occupational health examinations and the executive medical screenings are carried out by Doctor24, which has been providing services to the bank's employees for 30 years. Recognising the need a harmonised approach for of health and safety at work, CIB Bank has adopted the Rules for Occupational Health and Safety Management Systems applicable to the international subsidiary banks of the Intesa Sanpaolo Group (2018) furthermore the Health and Safety Rules for Personnel of Italian Group Companies who are on Foreign Assignments (2021) and manages the OH&S activities in close cooperation with the Parent Company team. In addition, more than 150 employees attended personal first aid training in 2024.

Total injuries in the workplace and working days lost

	2022	2023	2024
Total injuries	6	11	11
Total number of working days lost	26	45	145
Total number of working days lost - men	10	1	79
Total number of working days lost - women	16	44	66
Number of injuries - men	3	1	4
Number of injuries - women	3	10	7
Number of injuries during working hours	4	7	5
Number of injuries when commuting	2	4	6
Number of injuries during working hours - men	2	0	2
Number of injuries during working hours - women	2	7	3
Number of injuries when commuting - men	1	1	2
Number of injuries when commuting - women	1	3	4

There were only one-off occupational accidents in 2024, so there was no need/opportunity to take general measures to prevent them in the future. There were no accidents involving customers in the branch offices.

Absence from work by reason

%	2022	2023	2024
Illness - men	78.5	77.9	53.0
Illness - women	20.0	17.7	18.5
Injuries in the workplace - men	0.5	0.0	1.8
Injuries in the workplace - women	0.0	0.1	0.1
Maternity leave - men	0.0	0.0	0.0



Maternity leave - women	77.2	78.3	72.6
Other* - men	21.0	22.1	45.2
Other* - women	2.7	3.9	8.8

*Other and personal reasons (e.g. illness of a child, bereavement, university exams, moving home). In 2024, the volunteering day and the bank holiday in December have increased the absence rates due to other reason.

The OHS training was announced on the e-learning platform. The OHS exam was compulsory for all employees and was passed with 99% pass rate (2023: 97%).

	2022	2023	2024
Number of OSH training hours per year – OSH training (hours)	1,525.5	1,539.8	1,628.3
Number of participants per year – OSH training (persons)	2,034	2,053	2,171
Percentage of participants per year – OSH training (%)	98.9	97.0	99.0

As for workplace trainings, the participation rate in 2024 was 99.75%, a national high among companies with more than 1,000 employees. The only exceptions were employees who joined in December and therefore did not complete the training before the end of 2024, or employees who joined but left immediately, or staff on long-term medical leave or away on business abroad. Each year, in their reply to the questionnaire, branch managers had the opportunity to raise their suggestions regarding job protection issues. The bank is planning to extend this survey to the head office, with the targeted issues related to occupational safety and health and working conditions. CIB Bank has 125 first aid officers nationwide, and 25 people at the head office have this qualification. The safety representative tasks are performed by Asonaj Kft. Occupational safety risk assessments for each position are carried out every 3 years by an external contractor in accordance with Hungarian legislation. This was renewed in 2024; the two areas to be given focus was sedentary work and working in front of a screen. In line with the Parent Bank's requirements, risk assessments must be carried out for all real properties belonging to the bank, thus ensuring the safety of employees and customers.

VIII. CLIMATE CHANGE AND ENVIRONMENT ISSUES

Material topics

- Transition to a sustainable, green and circular economy
- Direct environmental impacts

Why these topics are material

Climate change is an extremely important phenomenon and the changes taking place are transforming our planet. As well as its consequences and repercussions on the planet's ecosystem, the constant increase in global temperatures due to the growing concentration of greenhouse gases in the atmosphere is also impacting on the economic and social dynamics of present and future generations.

The seriousness of the phenomenon was confirmed by the National Bank of Hungary (MNB) when it issued its 'Green Recommendation' in April 2021, and clarified it in autumn 2022 and 2023, specifically requesting all financial institutions supervised by the National Bank of Hungary to comply with the published requirements. Recommendation 12/2023. (November 27.) of the MNB on climate-related and environmental risks and the integration of environmental sustainability considerations into the activities of credit institutions clearly defines its purpose and scope:

- 'The purpose of the recommendation is to set out the expectations of the National Bank of Hungary in relation to the identification, measurement, management, control and disclosure of climate-related and environmental risks and the integration of environmental sustainability considerations into the business activities of credit institutions, thereby increasing the predictability of the application of the law and facilitating the uniform application of the relevant legislation.
- The recommendation is addressed to credit institutions subject to the Act CCXXXVII of 2013 on Credit Institutions and Financial Enterprises.'

Performance indicators and results achieved

Material topics	Projects	2024 Actions/Results	2025 Objectives
Transition to a sustainable, green and circular economy	Green finance	<ul style="list-style-type: none"> - In 2024, the growth target for both applications and disbursements were met. In 2024, the volume of transactions completed with Green Interest Discount increased by 32.5% compared to 2023. - The share of sustainability (environmental or social) loans in newly disbursed corporate and retail lending increased and the bank met or exceeded its targets. The size of the sustainable portfolio increased year on year 88.9% in corporate lending and 14.3% in retail lending. 	<ul style="list-style-type: none"> - Targets in retail lending are expected to increase by 59% (social lending individuals) - Whereas for corporate lending, it is planned to increase by 33% (green /circular)
Direct environmental impacts	Reducing environmental footprint: Earth Hour	<ul style="list-style-type: none"> - Earth Hour savings (adding a Friday to the weekend): 14.7 kWh. 	<ul style="list-style-type: none"> - Continuing the programme.
	Reducing environmental footprint: Green mobility	<ul style="list-style-type: none"> - According to the rules on the use of company cars, replacing the motor vehicle fleet with hybrid, plug-in hybrid, and electric vehicles, in line with ESG guidelines. - Placement of company electric bicycles at 5 branch sites. - 37% of the company car fleet consists of low-consumption hybrids or plug-in hybrids. - Employees travelled 7,245 km in the capital using GreenGo community e-carsharing. - Modernisation of UPS systems - Modernisation of mechanical equipment by installing more energy-efficient systems 	<ul style="list-style-type: none"> - Achieving a share of more than 50% hybrid, plug-in, and electric cars in the fleet. - Installation of vehicle telematics devices for measuring fuel consumption in company cars. - Development of an incentive system to reduce fuel consumption in company cars. - Installation of electric car chargers in the head office, also for charging private cars. - Modernisation of mechanical equipment by installing more energy-efficient systems (heat pumps, air conditioners) in the branch office in Vác. - Installation of heat pumps in 5 branch offices. - Energy reduction through the installation of LED lights at branch offices.



Material topics	Projects	2024 Actions/Results	2025 Objectives
Direct environmental impacts	Reducing environmental footprint: Energy use	(heat pumps, air conditioning units) - Energy reduction through the installation of LED lights at branch offices. - Wall insulation and replacement of doors and windows to save energy.	- Replacement of doors and windows in 2 branches to save energy. - Achieving energy savings in 16 branches through the installation of a BMS system. - Procurement for the expansion of solar electricity capacity. -
	Responsible management of resources	- The bank saved 6,713 kg of paper when sending bulk mail (2023: 11,520 kg). - Total energy savings: 641,977 kWh (2023: 938,889 kWh).	- There are no plans for paper reduction, the relevant project has been suspended, so the bank expects the same result in 2025 as in 2024. - Continuation of selective waste collection at the head office.

1. Transition to a sustainable, green and circular economy

COMPANY POLICIES

In accordance with the principles of the Code of Ethics and the Rules for the environmental and energy policy, the CIB Group has long paid particular attention to the green products and services it offers its customers, one of the goals being to contribute to the combating of climate change. The CIB Group supports the transition to a low-carbon economy, promoting renewable energy, energy efficiency and the circular business model, and encouraging the development of its various customer segments, committed to reducing their environmental footprint, by gradually increasing its green product and service portfolio. Since December 2022, CIB Group has applied the document 'Rules for the classification of sustainable loan products and credit transactions', which ensures that loan products and services introduced are properly classified in terms of sustainability.

The product range supporting environmental sustainability developed in 2023 remained unchanged in 2024. In both housing loans and personal loans, products supporting sustainability continue to be available, targeting residential energy efficiency investments. In 2025, these products were complemented by a state-subsidised workers' loan, which contributes to the bank's environmental objectives in the social category.

1. Loans and services for a circular and low-carbon economy

Corporate segment

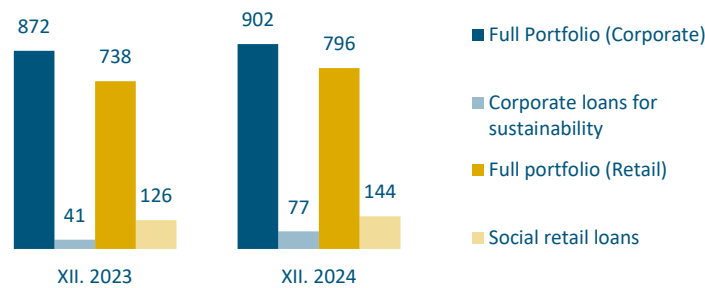
In the corporate segments, the bank encourages its customers to invest in green and circular investments and developments through preferential pricing. This includes developments related to renewable energy, investments targeting energy efficiency as well as efficiency technology upgrades.

Currently available corporate products supporting sustainability:

- Széchenyi Restart Investment Loan MAX+ loan facility for energy efficiency improvements and technology shift
- Agricultural Széchenyi Restart Investment Loan MAX+ loan facility for energy efficiency improvements and technology shift
- Széchenyi Restart Investment Loan MAX+ supporting green transition and sustainable development, a so-called 'GREEN' sub-loan facility
- Agricultural Széchenyi Restart Investment Loan MAX+ supporting green transition and sustainable development, a so-called 'GREEN' sub-loan facility
- EXIM JEA Green loan purpose
- S-Loan product family
- Circular Economy and Green Plafond investment loans

Environmental sustainability has an increasingly important role in the financing of the corporate business line, and, simultaneously with this, restrictions are implemented in the coal, unconventional oil, and gas extraction sector. The bank's loan portfolio has seen an increasing share of loans provided for renewable energy production (photovoltaic solar power plants and biogas plants), loans supporting transition and energy investment loans.

CIB Group ESG loan portfolio (HUF billion)



The bank is steadily increasing its financed portfolio, with the total corporate portfolio exceeding HUF 900 billion in 2024, and the total retail portfolio standing at nearly HUF 800 billion. The share of corporate sustainable loans amounts HUF 77 billion, and the share of retail social loans exceeded HUF 140 billion.

The production of renewable energy and the transition to a circular economy are promoted by the bank's owner, Intesa Sanpaolo S.p.A., through its subsidiary banks, within the scope of Circular Economy and Green Plafond, in which CIB Bank also participates. In addition, EXIMBANK's Green refinancing programme is also available at CIB Bank.

Sales have started for the S-Loan and the dedicated S-Loan product range, which provides funding for sustainability purposes at a discounted rate for SMEs, medium-sized and large enterprises.

Sustainability financing is increasingly becoming a mainstream part of operations. It is important to ensure that transactions are identifiable from a sustainability perspective, as well as to identify the statutes and guidelines under which the bank categorises transactions into compliance classes. A complete solution – compliant with Regulation (EU) 2020/852 – has been developed and is currently being implemented. A financing solution to support renewable energy production and the transition to circular economy, as well as other social, corporate governance and environmental financing solutions, is already available in the bank. The bank rewards transactions in this category with a pricing discount. In addition, the bank continues to look for opportunities to provide financing from the green credit line provided by a refiner, such as the EXIMBANK Green Refinancing Programme available at CIB Bank. As the framework conditions for the financing solutions available under the above schemes are different, the bank can cater for various customer needs.

Full compliance with the Taxonomy is the highest of the multi-level sustainability objectives. This legislation (Regulation (EU) 2020/852) imposes the most conditions on the financed investments. For the time being, the number of transactions that fully meet the legal requirements is not significant.

As a member of the Intesa Sanpaolo Group, CIB Bank is committed to sustainable and responsible investments. Eurizon Capital SGR S.p.A., the Intesa Sanpaolo Group member responsible for asset management, was the first to set up an ethical investment fund in Italy in 1996, and in 2017 it integrated ESG guidelines into its investment-related decision-making processes. In 2021, Eurizon adopted a sustainability policy in line with the SFDR (EU Sustainable Finance Disclosure Regulation) and ensured that more than 54% of its products are in compliance with Articles 8 and 9 of the SFDR.

Intesa Sanpaolo S.p.A. and Eurizon Asset Management Hungary Zrt., a member of the Eurizon Group, have made the implementation of ESG (Environmental, Social and Governance) and SRI (Socially Responsible Investment) aspects a priority in the development of new products – in compliance with the relevant EU regulations and the expectations of the Eurizon Capital Group – and therefore, taking these aspects into account, CIB Bank also offers its customers investment funds issued in HUF and EUR falling within the scope of Article 8 of the SFDR that promote environmental and social characteristics:

- Subfund of the Eurizon ESG Talentum Total Return Funds
- Subfund of the Eurizon Euro ESG Talentum Total Return Funds

Small business

In the small business segment, in line with the ESG guidelines and the MNB's Green Recommendations, a key focus is on the digitisation of services, thus the online account offer platform and online account opening is currently available to small businesses, where more than 450 small business accounts were opened fully online in 2024. The bank plans to expand online loan application system to other products in the future. In lending in 2024, the bank helped businesses through the products of KAVOSZ Széchenyi Card Programme (Széchenyi Card Programme Max+), in addition to its own loan products.

Mass segment

On 1 February 2023, CIB Bank introduced the dedicated Green Interest Discount, which provides a low-interest loan for the purchase and construction of low-energy consumption real property, provided that the property has at least 'BB' energy rating and its primary energy consumption does not exceed the following values:

- For a real property with a construction permit issued before 1 November 2023: the property has at least 'BB' energy rating and its primary energy consumption does not exceed the value of 80kWh/m²/year,
- For a real property with a construction permit issued on or after 1 November 2023: the property has at least 'BB' energy rating and its primary energy consumption does not exceed the value of 76kWh/m²/year,
- This gives customers access to the bank's most favourable interest rate without any income-related conditions.

In 2024, CIB Bank focused on the sale of existing green loan products and did not launch any new products in addition to the existing ones.

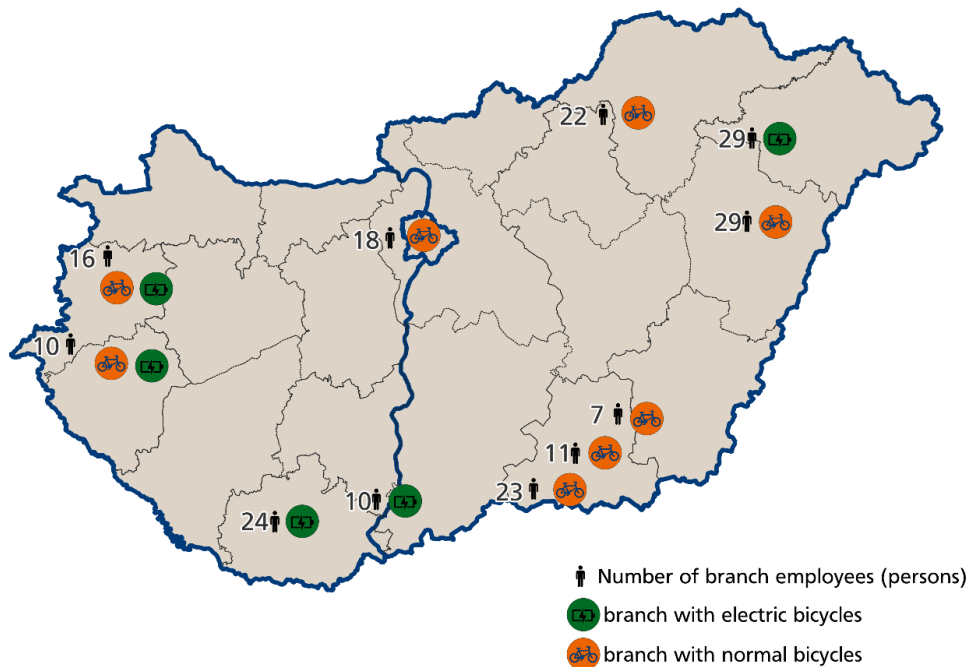
2. Green culture and initiatives

Earth Hour

Among the environmental initiatives the CIB Group first joined Earth Hour, the WWF's international climate protection initiative, 14 years ago, in 2010. This continued in 2024, with the non-essential external lighting in the head office switched off not just for an hour, but for the whole weekend, to underline the importance of climate change and the environment. Similarly to the previous year, we saved a total of 14.7 kWh in energy.

Riding a bike to work

Riding a bike to work continues to be popular, and our bicycle storage facilities were used to full capacity last year.



Reducing harmful emissions, increasing energy efficiency

The bank placed KTM electric bicycles in five rural branches to further reduce harmful emissions from its own operations and to strengthen its commitment and ambition among its customers, partners and employees through using these e-bikes. Employees at eight rural branches continue to actively use the traditional bikes placed there.

The bank has amended its company car policy to allow only hybrid or plug-in hybrid company cars to be ordered. Accordingly, in 2024, it replaced more than 30% of the fleet by energy-efficient (low-consumption) hybrid and plug-in hybrid vehicles, which replace standard petrol and diesel cars, further reducing the annual fuel consumption per car.

For business purposes, electric or hybrid taxis can still be ordered in Budapest.

In 2024, bank employees travelled a total of 7,245 km in the capital using vehicles through electric car-sharing.

AWorld initiative

On the initiative of its Parent Bank, Intesa Sanpaolo S.p.A., CIB Bank has launched a campaign from April to 5 June 2024 to encourage its colleagues to download and use the AWorld app. AWorld is the official platform of ACTNOW, the UN's campaign for individual action on climate change and sustainability. The platform is a playful way to help users develop long-term sustainable habits and to help track and reduce carbon emissions by offering personalised solutions. The application has been downloaded and used by 210 colleagues. In addition to engaging colleagues, CIB Bank supported the Forest Savers Foundation, donating HUF 1,000,000.

GoGreener initiative

The bank joined the GoGreener initiative launched by Mastercard, encouraging its employees to collect sustainable mileage collected between home and work, from 2 to 30 September. The aim was to achieve that they choose lower-emission means of transport to work, such as public transport, scooters, walking, boat services or car-sharing. Colleagues registered their eco-friendly kilometres on an online platform, which showed that they travelled a total of 29,160 kilometres using environmentally friendly means of transport.

World Environment Day

Apropos of the World Environment Day (5 June), the theme of which was desertification, the bank used its social media platform to raise awareness of the importance of this issue.

World Soil Day

The aim of the World Soil Day, initiated by the Food and Agriculture Organization (FAO) of the United Nations, was to raise awareness of soil erosion, soil pollution and desertification, and to how sustainable management and informed decisions can help to protect this essential resource. On the initiative of the Parent Bank, the bank raised awareness of the importance of healthy soil on its website and social media platforms.

Tree planting

The MNB's and the WWF's current recommendation to both the banking sector and the corporate sector is to think around and develop biodiversity/habitat programmes rather than simply planting trees. For this reason, the CIB Group decided to discontinue its tree planting programme to avoid even the risk of greenwashing.

2. Direct environmental impact

COMPANY POLICIES

The Intesa Sanpaolo Group’s Code of Ethics and the Rules for environmental and energy policy, define the principles and guidelines that apply to the environmental commitments of CIB Bank and to the monitoring of the impact of its activities. Intesa Sanpaolo S.p.A. decided to follow the ‘Net Zero’ target by 2050 in all its main business sectors, including own issues, lending and investment portfolios, asset management and insurance. The Group joins the Net-Zero Banking Alliance (NZBA), the Net Zero Asset Managers Initiative (NZAMI), the Net Zero Asset Owner Initiative (NZAOA) and the Net Zero Insurance Alliance (NZIA).

We aim to use all our resources sparingly. We promote conduct that is based on the most efficient and environmentally friendly use of resources and on the avoidance of waste and excess. We give priority to solutions that are designed with sustainability in mind.

In December 2016, CIB Bank adopted its own energy policy, in which we have stated:

- we are committed to complying with all the legal requirements and other commitments undertaken in relation to energy management;
- we are continuously working towards improving our energy performance indicators and our energy management system;
- we provide access to information and resources to achieve our energy management goals;
- we integrate energy efficiency, as a key element, into our procurement, refurbishment and newbuild plans;
- we strive to prevent pollution and reduce our ecological footprint and energy consumption by raising the energy efficiency awareness of our colleagues;
- we motivate our people to actively contribute to achieving our corporate goals and to creating more effective processes.

Also, in 2023 the bank adopted Intesa Sanpaolo Group’s Green Banking Procurement; its implementation and the development of control functions is in progress. The bank recently upgraded from the original ISO 50001:2012 standard to the more sophisticated ISO 50001:2018 standard. The certificate was issued in compliance with the new standard on 27 January 2021.

Greenhouse gas emissions and energy consumption

CIB Bank Zrt. Energy Policy

The management of CIB Bank Zrt. declares its commitment to reducing unnecessary energy consumption, increasing energy efficiency and, as part of its social responsibility, to high-level, impeccable compliance with the requirements of the relevant EU directives, as well as to maintaining and continuously developing a modern, integrated energy management system. The primary goal is to maintain the bank’s customer trust by operating an effective energy management system, to preserve the good reputation of CIB Bank Zrt. and to secure and improve its market position. To this end: the bank intends to comply with all relevant legal requirements and other obligations related to energy management, continuously improves its energy performance indicators and energy management system; ensures the availability of information and resources to achieve its set energy management goals; incorporates energy efficiency as a key element in its procurement, renovation and new construction plans; By increasing the responsibility of its employees for energy efficiency, it strives to prevent environmental pollution, reduce environmental impact and energy consumption; it encourages its employees to contribute constructively to the achievement of corporate goals and the development of the effectiveness of processes. The energy policy is an equal and coordinated part of the general policy and strategy of CIB Bank Zrt.

	2023	2024
Sustainability-related investment in real property (HUF million)	416	515

ISO 50001 at the CIB Bank

Recognising that energy management has become a key factor both in business and from a social point of view, CIB Bank introduced the ISO 50001 energy management system standard at the company in 2016, which helps embed energy management into its corporate culture. Besides being a legal requirement, the introduction of this standard is also a means of improving the company’s energy efficiency through regulated and monitored energy management and is therefore justified by both management expectations and professional reasons. In January 2023, CIB Bank successfully renewed its certification for another three years in compliance with the

ISO 50001:2018 standard. Its goal is to reduce energy costs, greenhouse gas emissions and other forms of harmful environmental impact.

The standard aims to integrate energy management activities into a single system and is based on the 'plan, do, check, act' (PDCA) process cycle.

	2022	2023	2024**
Total energy use (GJ)	34,567	34,001	26,731
Electricity use (kWh)	5,528,170	5,162,785	4,682,624
Other renewable energy (kWh) - Solar panel for hot water	15,592	6,690	328
Natural gas consumption (m ³)	337,599	337,174	162,730
Heat energy: district heating (GJ)	3,099	3,855	3,706
Fuel consumption (l)	208,858	205,259	211,493
Petrol company car (l)	108,410	118,142	144,752
Diesel company car (l)	63,753	65,208	48,039
Petrol private car (l)	22,513	12,961,82	12,288
Diesel private car (l)	14,182	8,198.53	6,322
Vehicle Group (piece)	137	135	142
Energy consumption (GJ/person)	16	16.58	12.21
Energy consumption (GJ per m² of office space)	0.72	0.75	0.59
Total Direct Greenhouse gas emissions [CO ₂ eq] (Scope1) (tCO ₂)	473.62	1,139.14*	831
Total Indirect Greenhouse gas emissions [CO ₂ eq] (Scope2) (tCO ₂)	1869.60	991.25*	1,865
Total Greenhouse gas emissions [CO₂eq] (Scope1+ Scope2) (tCO₂)	2343.20	2,130.39	2.697
CO ₂ emissions from energy consumption (t/per employee)	1.20	1.04	1.23
Employee headcount (average)	2,031	2,051	2,189
Office m ²	47,972	45,654	45,669
Selective waste (head office)		3.55	3.08
CO ₂ emissions saved through selective waste (tCO ₂)		2.5	2.0

* The share of Scope1 and Scope2 emissions has changed due to a shift in consumption. The company is continuously replacing its gas-based heating systems, switching to heat pump and air conditioning solutions, which has resulted in a significant transfer of carbon consumption from Scope 1 to Scope 2.

** Methodology changed in 2024 due to CSRD application

Total energy saving	2023	2024
	938,889 kWh	641,977 kWh
Key measures contributing to energy savings:	<ul style="list-style-type: none"> - Modernisation of mechanical equipment by installing more energy-efficient systems - Energy reduction through the installation of LED lights at branch offices. - Energy savings by modernising and programming lifts in the head office - Modernisation of the IT cooling system in the head office and air-ventilation zoning of the office space - Installation of heat pump system for the head office to improve cooling/heating energy use - Space use optimisation 	<ul style="list-style-type: none"> - Installing heat pumps to achieve energy efficiency and to replace gas boilers - Installation of building management systems in branches to achieve energy efficiency - Achieving energy savings by replacing doors and windows - Purchase of green electricity - Modernisation of mechanical equipment by installing more energy-efficient systems - Energy reduction through the installation of LED lights at branch offices. - Zoning the heat pump system at the head office to improve energy use - Space use optimisation

The CIB Group is committed to introducing the ISO 14001 Environmental Management System in 2026, and to developing its Scope 3 calculation methodology.

The solar collectors installed on the roof of the head office in Petrežselyem Street, as well as on the CIB24 buildings, provide part of the hot water to the two central office buildings. The solar collectors have been under

repair in 2024, and therefore the energy generated by them has been minimal; the longer-term fall in output being due to system failures in recent years.

	2022	2023	2024
GHG emission avoided using solar collectors (tons)	2.80	1.56	0.07
Volume of green electricity purchased (kWh)	0	0	456,900

Based on data as of 31 March 2025. Supplemented by the volume of green electricity starting in 2024.

The bank's successful environmental programs related to energy consumption and climate change:

- In one bank branch, the interior lighting was upgraded, and any faulty old fittings were replaced with LED lighting;
- There were minor mechanical engineering investments at branches to improve subsystems (fan coils, radiators, thermostats);
- Reduction of energy consumption by air-supply zoning of the heat pump in the head office space;
- A heat pump cooling/heating system was installed in the branches to improve energy use efficiency;
- Installation of new air treatment equipment in the Székesfehérvár branch;
- The company car policy was reviewed at the end of 2024 with a view to the possible introduction of zero-emission cars.
- The CIB Group
 - created 6 parking spaces equipped with electric charging points in the underground parking garage of its central building for the charging of electric (to be procured later) and plug-in hybrid company cars (already in the fleet);
 - amended its company car policy to allow only hybrid or plug-in hybrid company cars to be procured. Accordingly, in the same year, it replaced more than 30% of the fleet by energy-efficient (low-consumption) hybrid and plug-in hybrid vehicles, procured to replace standard petrol and diesel cars, thus CIB Group further reduced the annual fuel consumption per car;
 - the GreenGo electric car-sharing service remains available to employees, with a total mileage of 7,245 km by CIB Group's employees with shared electric cars this year, instead of using taxis or company pool cars;
 - as before, only hybrid or electric taxis can be ordered for business use; employees complied with this rule in 95% of cases this year.

Responsible management of resources

	2022	2023	2024
Water use (m ³)	12,703	18,340*	26,208
Water consumption (m ³ /per employee)	6.3	8.9	5.5
Paper consumption (office A4, A3) (kg)	87,089	59,529	100,943
Paper usage per employee (office A4, A3) (kg/person)	43	29	46
Employee headcount (average)	2,031	2,051	2,189
Office m ²	47,972	45,654	45,669

*Water consumption has increased due to the return from hybrid work schedules after the pandemic, and due to gardening activities.

Successful environmental programs related to responsible resource management:

- An information system has been introduced to provide branch managers with monthly information on the electricity, gas, and water consumption of the branch they manage. In addition, regional energy forums will be organised to analyse consumption data from branches with branch managers and share good practices.
- Paper usage per employee - office A4, A3 – 46.11 kg/person (2023: 29 kg/person)
- Paperless projects: Starting from 2018, CIB Bank has launched some specific actions to promote dematerialisation and reduce paper consumption related to commercial and/or transactional activities.

- In 2024, the bank used 128,058 kg of paper, a change of 117% compared to 2023. Despite the increase, the proportion of uncertified paper in total paper consumption decreased from 36% to 18%. The bank saved 6,713 kg of paper in bulk mailing (2023: 11,520 kg). Paper used for bulk mailing continued to decrease, accounting for 80% of the paper used in 2023, however, due to increased business activity in the office, paper used in office for business activities increased by 38% compared to the amount used in 2023. Within this category, there was a particular increase in printing paper consumption, by 51%. Paper used for marketing activities decreased by 12%, while the use of hygienic paper increased by 27%.

Paper consumption

	2022			2023			2024		
	Office	Non-office	Total	Office	Non-office	Total	Office	Non-office	Total
Paper total (kg)	87,089	58,243	145,332	59,529	49,680	109,208	100,943	27,115	128,058
Certified paper: 100% recycled	36,061	-	36,061	36,292	3,211	39,503	74,712	0	74,712
FSC-certified paper	979	-	979	3,210	29,528	32,738	10,920	19,948	30,868
Uncertified paper	50,049	58,243	108,292	20,026	16,941	36,967	15,311	7,167	22,478

IX. Annexes

1. The most relevant group and company policy and rule

All policies and guidelines are relevant to all business units of the bank.

Name of policy/rule	Year of issue by ISP	Adopted by CIB (year)	Introduced by CIB (year)	Local (CIB) owner of the policy
POLICY CONCERNING RELATIONS BETWEEN INTERNATIONAL SUBSIDIARY BANKS AND POLITICAL PARTIES	2008	15.04.2009	15.04.2009	Compliance & AML
RULES GOVERNING THE SUSTAINABILITY IN THE ORGANISATION OF COMMUNICATIONS EVENTS AND TRAINING COURSES	21.06.2011	02.01.2012	26.09.2012	HR & Organization
SUSTAINABILITY RULES FOR THE PURCHASE AND USE OF PAPER AND DERIVATIVE MATERIALS	08.11.2012	23.04.2013	01.05.2013	Procurement
RULES FOR THE ENVIRONMENTAL AND ENERGY POLICY	03.02.2014	15.07.2014	11.03.2015	Cybersecurity, BCM and Logistic
RULES ON DIVERSITY FOR SEXUAL ORIENTATION AND IDENTITY	01.10.2014	13.01.2015	31.12.2016	Compliance & AML
INTESA SANPAOLO SPONSORSHIP GUIDELINES	22.05.2015	22.05.2015	22.05.2015	PR & Marketing Communication
GROUP GUIDELINES FOR THE MANAGEMENT OF COMPLAINTS, DISAVOWALS, PETITIONS TO SUPERVISORY AUTHORITIES AND APPEALS TO ALTERNATIVE DISPUTE RESOLUTION BODIES	09.08.2016	02.02.2017	01.03.2017	Customer Satisfaction and Quality Assurance
CONSUMER PROTECTION RULES	07.02.2017	17.10.2017	30.10.2018	Compliance & AML
INTESA SANPAOLO GROUP'S CODE OF ETHICS	04.04.2017	23.05.2017	31.05.2017	Compliance & AML
RULES FOR THE MANAGEMENT OF GIFTS AND ENTERTAINMENT EXPENSES	04.10.2017	17.10.2017	01.01.2018	Compliance & AML
PRINCIPLES ON HUMAN RIGHTS	19.01.2018	22.03.2018	22.03.2018	PR & Marketing Communication
PRINCIPLES OF CONDUCT IN FISCAL MATTERS	07.05.2018	24.04.2018	25.04.2018	Accounting
GDPR PROJECT - GUIDELINES ON THE PROTECTION OF PERSONAL DATA OF NATURAL PERSONS (APPLICABLE IN THE EU)	22.05.2018	01.10.2018	01.10.2018	Legal Department
RULES ON INVESTOR PROTECTION OF CORPORATE CUSTOMERS FOR INTERNATIONAL SUBSIDIARIES (APPLICABLE IN VUB, CIB, PBZ, ISP SLO, ISP RO)	01.10.2018	27.11.2018	27.03.2019	Compliance & AML
RULES ON INVESTOR PROTECTION OF RETAIL CUSTOMERS FOR ISB (APPLICABLE IN VUB, CIB, PBZ, ISP SLO, ISP RO)	01.10.2018	27.11.2018	27.03.2019	Compliance & AML



Name of policy/rule	Year of issue by ISP	Adopted by CIB (year)	Introduced by CIB (year)	Local (CIB) owner of the policy
RULES FOR OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM IN THE ISBS	22.01.2019	09.04.2019	31.03.2020	Cybersecurity, BCM and Logistic
SECURITY PRINCIPLES	17.06.2019	29.10.2019	06.10.2021	Physical Security
GUIDELINES ON THE DRAFTING OF THE CONSOLIDATED NON-FINANCIAL STATEMENT IN ACCORDANCE WITH LEG. DECREE NR 254/2016	21.06.2019	17.07.2019	30.09.2019	Accounting
RULES FOR DONATIONS IN THE INTERNATIONAL SUBSIDIARY BANKS	23.09.2019	29.10.2019	29.10.2019	PR & Marketing Communication
INTESA SANPAOLO GROUP GUIDELINES FOR THE GOVERNANCE OF THE GROUP'S MOST SIGNIFICANT TRANSACTIONS	14.01.2020	28.04.2020	28.04.2020	Credit Policies
GROUP ANTI-CORRUPTION GUIDELINES	09.04.2020	28.04.2020	26.05.2020	Compliance & AML
GUIDELINES FOR COMBATING MONEY LAUNDERING AND TERRORIST FINANCING AND FOR MANAGING EMBARGOES	09.04.2020	28.04.2020	26.05.2020	Compliance & AML
INTESA SANPAOLO GROUP COMPLIANCE GUIDELINES	09.04.2020	28.04.2020	26.05.2020	Compliance & AML
RULES ON GROUP NEW SETTLEMENTS IN COUNTRIES WITH DEFICIENCIES IN ANTI-MONEY LAUNDERING AND COMBATING TERRORIST FINANCING	06.05.2020	19.06.2020	22.06.2020	Compliance & AML
RULES ON THE MANAGEMENT OF MOST SIGNIFICANT TRANSACTIONS	07.05.2020	20.10.2020	20.10.2021	Strategic Risk Management
INTESA SANPAOLO GROUP GUIDELINES FOR THE APPROVAL OF NEW PRODUCTS, SERVICES AND ACTIVITIES AIMED AT SPECIFIC TARGET CUSTOMERS & IMPLEMENTING	11.06.2020	19.06.2020	01.09.2020	HR & Organization
GROUP RULES ON INTERNAL SYSTEM FOR REPORTING VIOLATIONS (WHISTLEBLOWING)	18.06.2020	07.05.2020	31.07.2020	Internal audit
RULES ON CREDIT RISK APPETITE ISBS	24.06.2020	16.07.2020	04.12.2020	Credit Risk Management
SECURITY RULES FOR PREVENTING AND MANAGING SERVICE FRAUDS	15.07.2020	01.12.2020	01.01.2021	Cybersecurity, BCM and Logistic
GUIDELINES FOR THE GOVERNANCE OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE RISKS CONCERNING LENDING OPERATIONS	03.08.2020	22.09.2020	02.12.2022	Strategic Risk Management
RULES ON LENDING OPERATIONS IN THE COAL SECTOR	03.08.2020	22.09.2020	29.06.2021	Credit Policies
GUIDELINES FOR THE GOVERNANCE OF THE GROUP'S REPUTATIONAL RISKS	18.08.2020	08.09.2020	04.12.2020	Strategic Risk Management



Name of policy/rule	Year of issue by ISP	Adopted by CIB (year)	Introduced by CIB (year)	Local (CIB) owner of the policy
ANTITRUST COMPLIANCE PROGRAMME	10.11.2020	12.01.2021	15.06.2021	Compliance & AML
EU COMPETITION COMPLIANCE POLICY (EU ANTI-TRUST RULES) (APPLICABLE IN THE EU)	10.11.2020	12.01.2021	15.06.2021	Legal Department
ADMINISTRATIVE AND FINANCIAL GOVERNANCE GUIDELINES	20.11.2020	17.11.2020	17.11.2020	GAF
RULES CONCERNING STRESS TESTING	20.11.2020	01.12.2020	15.12.2020	Strategic Risk Management
INTESA SANPAOLO GROUP RULES ON DATA GOVERNANCE	24.11.2020	23.03.2021	01.09.2023	Data Office
RULES ON INTERNAL APPROVAL PROCESS FOR CREDIT RISK MEASUREMENT INTERNAL SYSTEMS IN THE FOREIGN BANKS	27.11.2020	15.12.2020	24.03.2021	Credit Risk Management
GROUP'S INTERNAL CODE OF CONDUCT	30.11.2020	15.12.2020	31.08.2021	Compliance & AML
RULES CONCERNING THE EQUATOR PRINCIPLES	09.12.2020	09.02.2021	21.05.2021	Credit Policies
CONFLICTS OF INTEREST MANAGEMENT GROUP RULES	17.12.2020	09.02.2021	29.06.2021	Compliance & AML
GROUP GUIDELINES ON OUTSOURCING	21.12.2020	05.10.2021	05.10.2021	Procurement
AML RULEBOOK ON MEASURES AND ACTIONS FOR ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING	15.01.2021	09.02.2021	01.02.2022	Compliance & AML
REGULATION OF INTESA SANPAOLO GROUP	27.01.2021	09.02.2021	20.11.2024	Legal Department
CREDIT GRANTING RULES FOR INTERNATIONAL SUBSIDIARY BANKS	28.01.2021	09.03.2021	20.10.2021	Credit Policies
DIVERSITY AND INCLUSION PRINCIPLES	03.02.2021	23.02.2021	21.06.2022	PR & Marketing Communication
GROUP RULES FOR THE HARMONISATION OF THE MONEY LAUNDERING RISK PROFILE OF THE SHARED CUSTOMERS	08.02.2021	23.02.2021	05.08.2021	Compliance & AML



Name of policy/rule	Year of issue by ISP	Adopted by CIB (year)	Introduced by CIB (year)	Local (CIB) owner of the policy
GROUP RULES FOR THE MANAGEMENT AND USE OF COUNTRY LISTS FOR COMBATING MONEY LAUNDERING AND TERRORIST FINANCING	23.02.2021	23.02.2021	05.08.2021	Compliance & AML
GROUP MODEL RISK MANAGEMENT GUIDELINES	15.03.2021	18.05.2021	18.05.2021	Strategic Risk Management
HEALTH AND SAFETY RULES FOR PERSONNEL OF ITALIAN GROUP COMPANIES WHO ARE ON FOREIGN ASSIGNMENTS	26.03.2021	26.11.2022	25.11.2022	Cybersecurity, BCM and Logistic
PROCESS GUIDE: CYBERSECURITY AND BC SERVICES – SECURITY OPERATION CENTER	16.04.2021	28.02.2022	22.03.2022	Cybersecurity, BCM and Logistic
GROUP CREDIT GOVERNANCE GUIDELINES	09.06.2021	20.09.2021	20.09.2021	Credit Policies
RULES GOVERNING TRANSACTIONS WITH SUBJECTS ACTIVE IN THE ARMAMENTS SECTOR	17.06.2021	29.06.2021	25.11.2021	Compliance & AML
GREEN BANKING PROCUREMENT	23.07.2021	30.11.2021	20.02.2024	Procurement
POLICY ON SEXUAL HARASSMENT	03.09.2021	20.09.2021	22.11.2023	HR & Organization
RULES FOR LENDING OPERATIONS IN THE UNCONVENTIONAL OIL&GAS SECTOR	07.09.2021	17.11.2021	18.11.2021	Credit Policies
GROUP-LEVEL GUIDELINES ON ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) RISKS	20.07.2022	23.08.2022	02.12.2022	Strategic Risk Management
RULES FOR THE CLASSIFICATION OF SUSTAINABLE CREDIT PRODUCTS AND CREDIT TRANSACTIONS	08.11.2022	13.12.2022	24.04.2023	Strategic Risk Management
RULES ON THE SECURITY OF DIGITAL DEVICES	09.01.2024	30.04.2024	in progress	Cybersecurity, BCM and Logistic
REGULATION OF THE INTEGRATED INTERNAL AUDIT SYSTEM	24.06.2022	30.06.2022	26.05.2023	Internal Audit
RULES OF PROHIBITING UNAUTHORISED PAYMENT TRANSACTIONS	17.06.2024	17.07.2024	in progress	Compliance & AML
GROUP RULES FOR AML/CFT REQUIREMENTS	19.04.2024	11.06.2024	not required	Compliance & AML
RULES APPLICABLE TO THE OIL AND GAS SECTOR	17.04.2024	16.07.2024	19.07.2024	Strategic Risk Management
PRINCIPLES OF INFORMATION SECURITY	24.04.2024	27.08.2024	in progress	Cybersecurity, BCM and Logistic
REMUNERATION RULES	29.03.2024	14.06.2024	28.05.2024	HR & Organization /HR Compensation
RULES ON SHORTING	29.05.2024	11.06.2024	01.04.2025	Compliance & AML

Name of policy/rule	Year of issue by ISP	Adopted by CIB (year)	Introduced by CIB (year)	Local (CIB) owner of the policy
GROUP-LEVEL RULES FOR HANDLING EMBARGOES (FINANCIAL SANCTIONS)	05.06.2024	17.07.2024	not required	Compliance & AML
SECURITY RULES REGARDING ARTIFICIAL INTELLIGENCE	19.07.2024	27.08.2024	02.10.2024	Cybersecurity, BCM and Logistic
GUIDELINES ON SANCTIONS AGAINST ACTIVE OPERATORS IN THE ARMS INDUSTRY	05.08.2024	27.08.2024	not required	Compliance & AML
GROUP-LEVEL GUIDELINES FOR THE CREDIT RISK APPETITE FRAMEWORK	21.02.2022	09.03.2022	05.07.2022	Strategic Risk Management
RULES FOR THE RECONCILIATION OF ESG AND REPUTATION RISKS	01.12.2023	16.07.2024	19.07.2024	Strategic Risk Management
RULES FOR MANAGING ESG CONTROL ROOM AND RELATED TABLES	26.11.2024	04.02.2025	not required	ESG Office
GENERAL SECURITY RULES FOR THE PROTECTION OF INFORMATION DEVICES	10.12.2024	04.02.2025	in progress	Cybersecurity, BCM and Logistic
GROUP-LEVEL ACCOUNTING POLICY	30.06.2023	05.09.2023	12.12.2023	Accounting
GUIDELINES FOR ALGORITHMIC TRADING	20.12.2024	23.01.2025	in progress	Compliance & AML
GUIDELINES FOR ASSESSING RISKS RELATED TO THE GEOPOLITICAL ENVIRONMENT	24.12.2024	04.02.2025	in progress	Strategic Risk Management
Market Risk Charter	26.01.2024	06.02.2024	not applicable	Financial and Market Risk Management
Rules of the business continuity plan of the Intesa Sanpaolo Group	31.01.2024	05.03.2024	05.03.2024	Cybersecurity, BCM and Logistic
Guidelines of property valuation for loan purposes	01.01.2024	25.06.2024	04.07.2024	Credit Portfolio Analysis & Administration
Group-level guidelines for the planning process	06.05.2022	30.06.2022	08.11.2022	Planning and Controlling
Rules for applying the European taxonomy from the perspective of the Green Asset Ratio (GAR)	01.03.2024	04.04.2024	not applicable	Accounting
Operational risk Classification rules	20.05.2024	11.06.2024	27.09.2024	Operational risk management
guidelines for the identification of Group risks	08.11.2024	19.11.2024	18.04.2025	Strategic Risk Management
Guidelines for Group liquidity risk management	15.06.2020	23.06.2020	17.12.2020	Financial and Market Risk Management
Guidelines for preparing recovery plan and its activation processes	29.11.2023	30.01.2024	21.05.2024	Strategic Risk Management

* The Parent Bank regulations are available in English.



2. Hungarian Advertising Self-Regulatory Organization



CERTIFICATE

about Corporate Social Responsibility

Önszabályozó Reklám Testület (ÖRT), the Hungarian Advertising Self-Regulatory Organization certifies that

CIB Bank Zrt.

was full member of ÖRT between 1 January 2024 and 31 December 2024

WITH ITS MEMBERSHIP COMMITTED ITSELF:

to responsible commercial communication,
to comply with the Advertising Code of Ethics,
to submit itself to the resolutions issued by the Advertising Jury,
asking for Copy Advice for prior control of the legality and ethical correctness
providing training for its staff about ethical standards.

28 March 2025, Budapest

dr. Molnár Kálmán
Chairman

dr. Fazekas Ildikó
Director



3. Sustainable Development Goal contribution

CIB Group's material topics	Group value and solidity	Direct environmental impacts	Transition to a sustainable, green and circular economy	Retention, enhancement, diversity and inclusion of the Group employees	Well-being, health and safety of the Group employees	Employment protection	Quality of service and customer satisfaction	Access to credit and financial inclusion	Community support	Integrity in corporate conduct	Innovation, digital transition and cybersecurity
UN Sustainable Development Goals (SDGs):											
1. No poverty	■		■			■		■	■		
2. Zero hunger									■		
3. Good health and well-being		■			■		■	■	■		
4. Quality education								■	■		
5. Gender equality	■			■				■			
7. Affordable and clean energy		■	■								
8. Decent work and economic growth	■		■	■	■	■		■		■	
9. Industry, innovation and infrastructure	■							■			■
10. Reduce inequalities	■			■				■			
11. Sustainable cities and communities								■	■		
12. Responsible consumption and production		■								■	■
13. Climate action		■	■								
15. Life on land		■									
16. Peace and justice, strong institutions										■	
17. Partnerships for goals										■	

In terms of UN's sustainable development goals, the Group's operational model and business conduct have 7 Sustainable Development goals of higher attention:

- Good health and well-being,
- Gender equality,
- Decent work and economic growth,
- Industry, innovation and infrastructure,
- Reduced inequalities,
- Responsible consumption and production,
- Climate action.

4. Contribution to the 10 principles of the UN Global Compact

In 2007, the Intesa Sanpaolo Group joined the UN Global Compact initiative and its 10 principles in the areas of human rights, working conditions, the environment and anti-corruption.

This publication is about progress in line with the principles set out in the UN Global Compact, and reflects the contribution of the CIB Group.

The following table shows the location of the information on the principles in the report, and the following GRI Content Index also provides cross-references.

Global Compact principles	Chapter
1. Businesses support and respect the protection of internationally proclaimed human rights.	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Human rights risks / People / Responsibility towards the supply chain
2. Businesses make sure that they are not complicit in human rights abuses in any way.	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Human rights risks / People / Responsibility towards the supply chain
3. Businesses uphold the freedom of association and the effective recognition of the right to collective bargaining.	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Human rights risks / People / Responsibility towards the supply chain
4. The elimination of all forms of forced and compulsory labour.	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Human rights risks / People / Responsibility towards the supply chain
5. The effective abolition of child labour.	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Human rights risks / People / Responsibility towards the supply chain
6. The elimination of discrimination in respect of employment and occupation	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Human rights risks / People / Community support / Access to credit and financial inclusion
7. Businesses support a precautionary approach to environmental challenges	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management The MNB Green Recommendation / CIB Bank's commitment to the recommendations / Managing environmental, social and governance risks
8. Businesses undertake initiatives to promote greater environmental responsibility.	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Responsible investment / Climate change and environment
9. Business encourage the development and diffusion of environmentally friendly technologies	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Responsible investment / Climate change and environment
10. Businesses work against corruption in all its forms, including extortion and bribery	Vision and values / Responsibilities and diversity of the management and control bodies / Sustainability in governance, ESG management / Integrity in corporate conduct



GRI Content Index

Declaration		The CIB Group's report for the period between 1 January and 31 December 2024 has been prepared in accordance with the GRI standard.		
GRI 1 applied		GRI 1: Foundation 2021		
GRI Sector Standard applied		Not applicable		
Disclosure	Brief description	Page number	UN Global compact	SDG
<i>GRI 2 - General disclosure 2021</i>				
2-1	Organizational details	pages 8-12		
2-2	Entities included in the organisation's sustainability report	page 7		
2-3	Reporting period, frequency and contact point	pages 6, 97, annually		
2-4	Restatements of information	Marked at the relevant information.		
2-5	External assurance	No external assurance		
2-6	Activity, value chain, and other business relationships	pages 8-10, 56-57		1,8,9,12,17.
2-7	Employees	pages 9, 58-61	Principle 6	8.
2-8	Workers who are not employees	pages 60-61		8,10, 12,17.
2-9	Governance structure and composition	pages 21-25		6, 16.
2-10	Nomination and election of members of the highest governance body	page 21 and Report on disclosure to the public 2024.12.31		
2-11	Chair of the highest governance body	page 21		6, 16.
2-12	Role of the highest governance body in overseeing the management of impacts	pages 21-24		
2-13	Delegation of responsibility for managing impacts	pages 21-24		16.
2-14	Role of the highest governance body in sustainability reporting	pages 14-24		
2-15	Conflict of interest	pages 21-24, 38 -40 and Report on disclosure to the public 2024.12.31 pages 16-18		
2-16	Communication on critical concerns	pages 31-32		
2-17	Collective knowledge of the highest governance body	pages 21-24 and Report on disclosure to the public 2024.12.31 pages 16-18		
2-18	Evaluation of the performance of the highest governance body	pages 23-24		
2-19	Remuneration policies	pages 62-63 Report on disclosure to the public 2024.12.31 pages 82-86		
2-20	Process to determine remuneration	pages 63 Report on disclosure to the public 2024.12.31 pages 82-86		
2-21	Annual total compensation ratio	pages 63 Report on disclosure to the public 2024.12.31		
2-22	Statement on sustainable development strategy	pages 4-5		



Declaration		The CIB Group's report for the period between 1 January and 31 December 2023 has been prepared in accordance with the GRI standard.		
GRI 1 applied		GRI 1: Foundation 2021		
GRI Sector Standard applied		Not applicable		
Disclosure	Brief description	Page number	UN Global compact	SDG
2-23	Policy commitments	pages 11-12, 81-85	Principle 10	16.
2-24	Embedding policy commitments	At the beginning of each chapter and at the specific topic		
2-25	Processes to remediate negative impacts	pages 29-32 and at every topic		1,2,3, 5,7,8, 9,10, 11,12,13, 15,16.
2-26	Mechanisms for seeking advice and raising concerns	pages 28, 39-43	Principle 10	16,17.
2-27	Compliance with laws and regulations	pages 3, 26, 30-33, 41-43		
2-28	Membership associations	page 13		
2-29	Approach to stakeholder engagement	pages 14-15		
2-30	Collective bargaining agreements	pages 58-59	Principle 3	8,16.
<i>GRI 3: Material topics 2021</i>				
3-1	Process to determine material topics	pages 6-7, 16-20		
3-2	List of material topics	pages 6-7, 16-20		
3-3	Management of material topics	At the beginning of the chapter relevant to the material topic.		

Material topics

Disclosure	Brief description	Page number	UN Global compact	SDG
Group value and solidity		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	page 10		1,8,16.
<i>GRI 201: Economic performance 2016</i>				
201-1	Direct economic value generated and distributed	page 10 and Consolidated annual report 2024		5, 7, 8, 9, 13.
201-2	Financial implications and other risks and opportunities due to climate change	pages 28-32, 16-19, 72-74 Reason for omission of cost data: confidentiality constraints	Principle 7	
Quality of service and customer satisfaction		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 45-51		3, 8, 9.
own	Business line portfolios	pages 47-48		8, 9.
own	Number and type of complaints	page 48-49		
own	NPS	page 46		



Material topics

Disclosure	Brief description	page number	UN Global compact	SDG
Integrity in corporate conduct		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 11-13, 26-32, 39-43.		8,12,16, 17.
<i>GRI 205: Anti-corruption 2016</i>				
205-1	Operations assessed for risks related to corruption	pages 39-42	Principle 10	16.
205-2	Communication and training about anti-corruption policies and procedures	pages 39-42	Principle 10	16.
205-3	Confirmed incidents of corruption and actions taken	page 40-41-	Principle 10	16.
own	Number and types of ethics reports	pages 40-42.		
Innovation, digital transition and cybersecurity		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 33-38, 49, 53		9, 12.
<i>GRI 418: Customer data security 2016</i>				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	page 41-42		16.
own	Cybersecurity training participants	pages 37-38, 44		
own	CIB Customer digital ratio	pages 33-34, 48		9, 12.
own	Digital sales on total sales	pages 34, 43-44		9, 12.
Access to credit and financial inclusion		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 52-53		1,3,4, 5, 8, 9, 10, 11.
own	Initiatives to improve access to financial services for disadvantaged people	pages 52-53		4, 5, 8, 9, 10, 11.
own	Initiatives to enhance financial literacy by type of beneficiary	pages 43-44, 52-53		4, 5, 8, 9, 10, 11.
Employment protection		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 58-60.		1,8.
<i>GRI 2: General presentation 2021</i>				
2-7	Employees	pages 59-60	Principle 6	8.
<i>GRI 401: Employment 2016</i>				
401-1	New employee hires and employee turnover	pages 60-61	Principle 6	8.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	pages 64-65		
401-3	Parental leave	pages 66-67, 71		
<i>GRI 402: Employee relations 2016</i>				
own	Number of trade union members	pages 58, 61	Principle 6	



Material topics

Disclosure	Brief description	page number	UN Global compact	SDG
Well-being, health and safety of the Group's employees		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 67-71		3,8.
<i>GRI 403: Employee health and safety 2018</i>				
403-1	Occupational health and safety management system	pages 70-71		
403-2	Hazard identification, risk assessment, and incident investigation	page 70		
403-3	Occupational health services	pages 70-71		
403-4	Worker participation, consultation and communication on occupational health and safety	page 72		
403-5	Worker training on occupational health and safety	pages 71		3,8.
403-6	Promotion of worker health	pages 70-71		
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	pages 70-71		
403-8	Workers covered by an occupational health and safety management systems	pages 70-71		
403-9	Work-related injuries	pages 70-71		3,8.
403-10	Work-related ill health	No such case occurred in 2024.		
own	Home office	pages 70		
Retention, enhancement, diversity and inclusion of the Group employees		Direct impact on external stakeholder: Customers		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 61-67		
<i>GRI 202: Market presence 2016</i>				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	page 62	Principle 6	1,2,5,8,10.
<i>GRI 404: Training and education 2016</i>				
404-1	Average hours of training per year per employee	pages 65-66,-69	Principle 6	5,8, 10.
404-2	Programs for upgrading employee skills and transition assistance programs	pages 66-69		5,8,10,17.
404-3	Percentage of employees receiving regular performance and career development reviews	pages 66-69		
<i>GRI 405: Diversity and equal opportunities 2016</i>				
405-1	Diversity of government bodies and employees	pages 23, 58-61, 65-66, 69-71	Principle 6	5,8,10.
405-2	Ratio of basic salary and remuneration of women to men	page 62-63	Principle 6	5,8, 10.
2-21	Annual total compensation ratio	page 63	Principle 6	5,8, 10.
Transition to a sustainable, green and circular economy		Direct impact on external stakeholder: Customers, Owner, Society		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 72-90	Principles 7, 8, 9	1,7,8,10, 13.
<i>GRI 302: Energy 2016</i>				
302-5	Reduction of energy consumption related to products and services	pages 23-24, 26-32, 72-76, 78	Principles 8, 9	7,11,13.
own	ESG rate of portfolio	pages 73-74	Principles 8, 9	7,11,13.
own	ESG rate of lending	page 23	Principles 8, 9	7,11,13.



Material topics

Disclosure	Brief description	page number	UN Global compact	SDG
Direct environmental impacts		Direct impact on external stakeholder: Nature, Society		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 77-80,	Principles 7, 8, 9	3,7,12, 13,15.
<i>GRI 301: Materials 2016</i>				
301-1	Materials used by weight or volume (Paper consumption)	page 80	Principles 7, 8	12, 13.
301-2	Recycled input materials used (paper)	page 80	Principles 7, 8	12, 13.
<i>GRI 302: Energy 2016</i>				
302-1	Energy consumption within the organisation	pages 78-79	Principles 7, 8	12.
302-3	Energy intensity	page 78	Principles 8, 9	7,11,13.
302-4	Reduction of energy consumption	pages 77-80	Principles 8, 9	7,11,13.
<i>GRI 303: Water and wastewater 2018</i>				
303-3	Water withdrawal	page 79	Principles 7, 8	
<i>GRI 305: Emissions 2016</i>				
305-1	Direct (Scope 1) GHG emissions	page 78	Principles 7, 8	7,12, 13.
305-2	Energy indirect (Scope 2) GHG emissions	page 78	Principles 7, 8	7,12, 13.
305-3	Other indirect (Scope3) GHG emissions	Reason for omission: information unavailable / incomplete		
305-5	Reduction of GHG emissions	pages 78-79	Principles 8, 9	7,12,13.
Community support		Direct impact on external stakeholder: Local community		
<i>GRI 3: Material topics 2021</i>				
3-3	Management of material topics	pages 54-55		1, 2, 3, 4, 11.
<i>GRI 413: Local communities 2016</i>				
413-1	Operations with local community engagement, impact assessments, and development programs	pages 54-55		1, 2, 3, 4, 11.
own	Amount of community support	page 55		1, 2, 3, 4, 11.

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