



BANK
LVIV

SUSTAINABILITY REPORT 2023



EXECUTIVE SUMMARY

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Welcome from the Chair of the Supervisory Board

Dear reader, I am honored to present Bank Lviv's Sustainability Report for 2023. Our commitment to Sustainability is now even more important and urgent as war has brought not only human suffering and physical destruction to Ukraine, but also environmental devastation. Bank Lviv's Shareholders and Supervisory Board strive to ensure that Sustainability underpins all aspects of our work — from minimizing our own environmental footprint, to supporting the reduction of our clients' environmental impact.

Our dedicated Sustainable Development and Environmental Committee reviews and guides Bank Lviv, drawing on our shareholders' expertise and experience, and it seeks partners to support Ukraine's sustainable development.



Andrew Pospelovsky,
Supervisory Board Chair

Welcome from the Management Team

Dear reader, In Ukraine's current turmoil, including the widespread effects of a previous pandemic and a full-fledged war, Bank Lviv continues to assist its clientele, partners, and staff to advance the bank's Sustainable Development Strategy. With our support, we help them to face their challenges.

The war in Ukraine has underscored the need to bolster the nation's small and medium enterprises, so we have launched targeted support and stability programs in partnership with global allies. These initiatives reevaluate loan agreements, provide new lines of credit for impacted enterprises, and support humanitarian projects. A noteworthy venture is the Bank Lviv Technical Office, which was established to provide clients with financial backing and expert technical consultations to initiate and execute green financing projects.

In addition, every loan and business activity of the is reviewed from the perspective of promoting resource efficiency an reduucing our envirimental impact.



Tamar Tkhelidze,
Deputy Chair of the Board, Georgia



Ashot Abrahamian,
Chair of the Board, Armenia



Natalia Osadcii,
Deputy Chair of the Board, Moldova



Volodymyr Kuzyo,
Deputy Chair of the Board, Ukraine

Serving over **48,000 CLIENTS** in the west of Ukraine



40,000 Retail clients / **8,000** Business clients

Our services span a wide range, from nascent micro-enterprises to medium businesses aspiring to expand or shift to renewable energy sources. Our technical expertise and business insights enable us to deliver exceptional services.

The year 2023 marked a pivotal moment of strategic headway for Bank Lviv, particularly after the initial shock of 2022's onset. With a clear trajectory, we are focusing on fulfilling our client's needs and emphasizing sustainable development — a deliberate choice we had made in 2020.



Bank Lviv has undergone transformative changes in recent years, leading to a more streamlined business model characterized by reduced risk and a fortified organizational structure. These reforms have amplified our commercial reach and ensured we surpassed our financial objectives for 2023.

Our team's commendable efforts are mirrored in our financial achievements, an uptick in client numbers, growth in loan and deposit portfolios, bolstered investor confidence amidst the ongoing war, and robust employee engagement — all contribute significantly to the region's societal, environmental, and business landscape. At the end of 2023, Bank Lviv's loan portfolio was 6.8 B UAH with a growth of 48%, and the deposit portfolio, 6.8 B UAH with a growth of 54%.



BANK LVIV



Climate change and the ensuing green transition hold great significance for us, despite geopolitical and economic uncertainty. Particularly aware of the war's environmental toll, we are augmenting investments in green projects to partly mitigate the environmental detriment wrought since the war began in 2022. Initiated in 2020, our sustainable development strategy encompasses a comprehensive appraisal of our own and our clients' carbon footprint, and it sets immediate and long-term objectives to curtail CO₂ emissions.

This initiative not only facilitates a gradual shift towards greener technologies for the bank and its clients but also fosters a sustainable paradigm shift within the regional business community, encouraging more commitment to ecological sustainability.

This report reaffirms Bank Lviv's dedication to sustainable development principles and our continued support for our clients and workforce in this difficult time.

We invite you to peruse our fourth consecutive ESG report in which we describe the bank's progress towards its strategic goals, share carbon emission data for our operations, and delve into the bank's social components, governance metrics, the share of green loans within our portfolio, and our approach to managing environmental and social risks.



BANK LVIV ESG HIGHLIGHTS 2023

This report discloses ESG information by Bank Lviv to all stakeholders and answers questions about the bank's progress in achieving its strategic goals in managing internal operations and emissions, assessing environmental and social risks, green lending and services, partnerships, charity, and social projects.

This report is only available electronically.
Please consider the environment before printing it



We continue implementing our sustainable development strategy, reaffirming our commitment to make a positive impact despite the ongoing barbaric war in Ukraine.

Emissions from the bank's operational activities fully correspond to strategic goals

Total emissions in Scope 1 and 2 amount is

209.5 tons of CO₂



180 projects were reviewed ESG revision

by our technical engineer and the part have been qualified as green investments, resulting in reduction in CO2 emissions of 4346 tones'.

107 projects qualifying as green investments

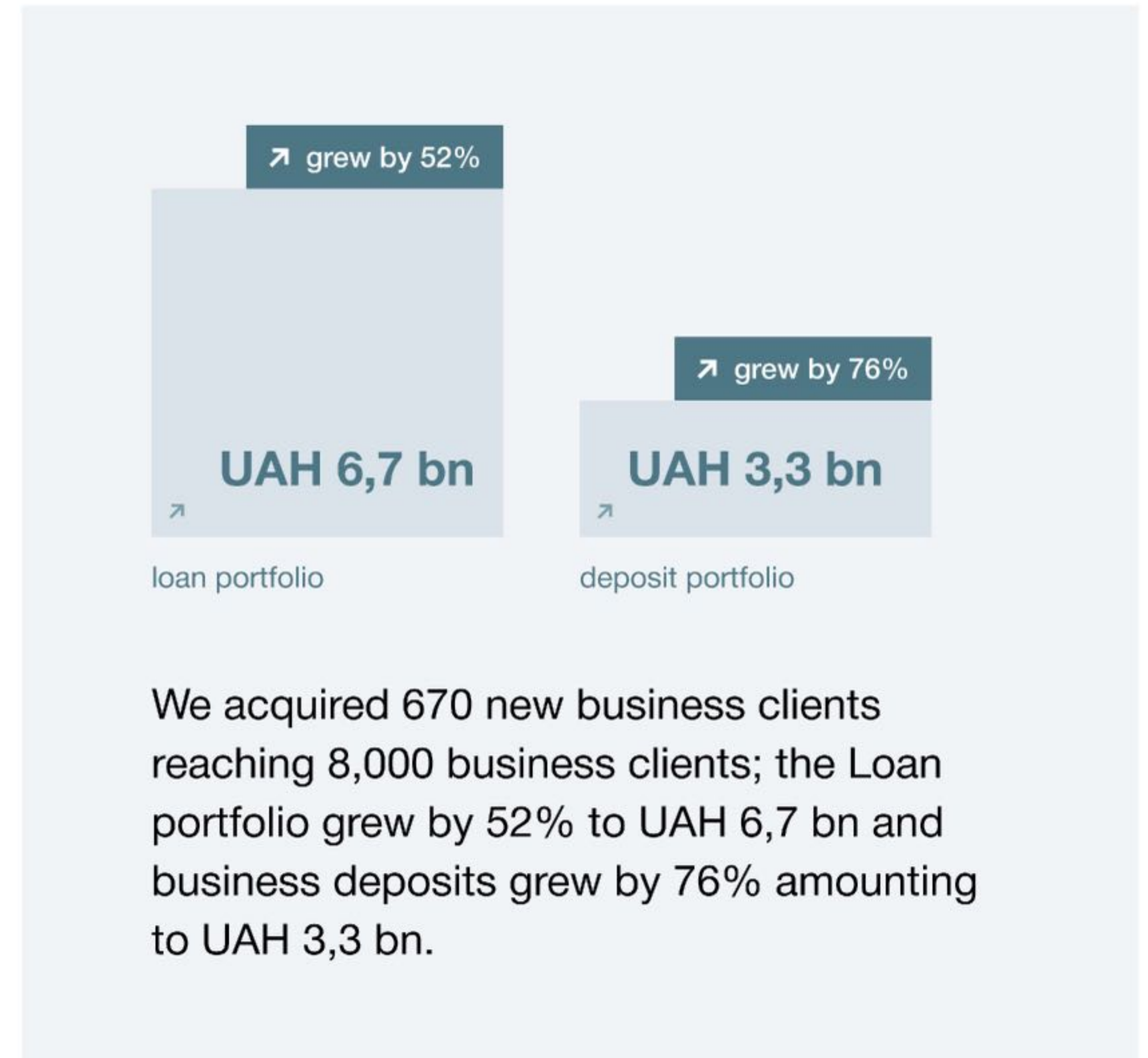
4% of our loan portfolio

UAH 387 MLN amount of investments

Our team Increased to **439 employees**. Average salary in the bank increased by **15%**, and we continue providing modern working conditions and benefits, including medical insurance.

3450 private persons became our clients, increasing our client pool to **40,000**. Private deposits grew by **37%**, reaching **UAH 3,5 bn portfolio**.

The impact of our green financing results in savings of **4364 tons of CO₂** emissions and **13,214 MW/year** energy consumption.





ABOUT THE BANK

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Bank Lviv was founded in 1990. In 2006, it became a fully foreign bank. On January 29, 2019, after acquiring 51% of the bank's shares, the Swiss fund responsAbility became a shareholder, and in 2022, Nordic Environment Finance Corporation (NEFCO) became a shareholder by acquiring 13.94% of the bank's shares.



100%

European capital

33 YEARS

of successful work

40 000

private customers

439

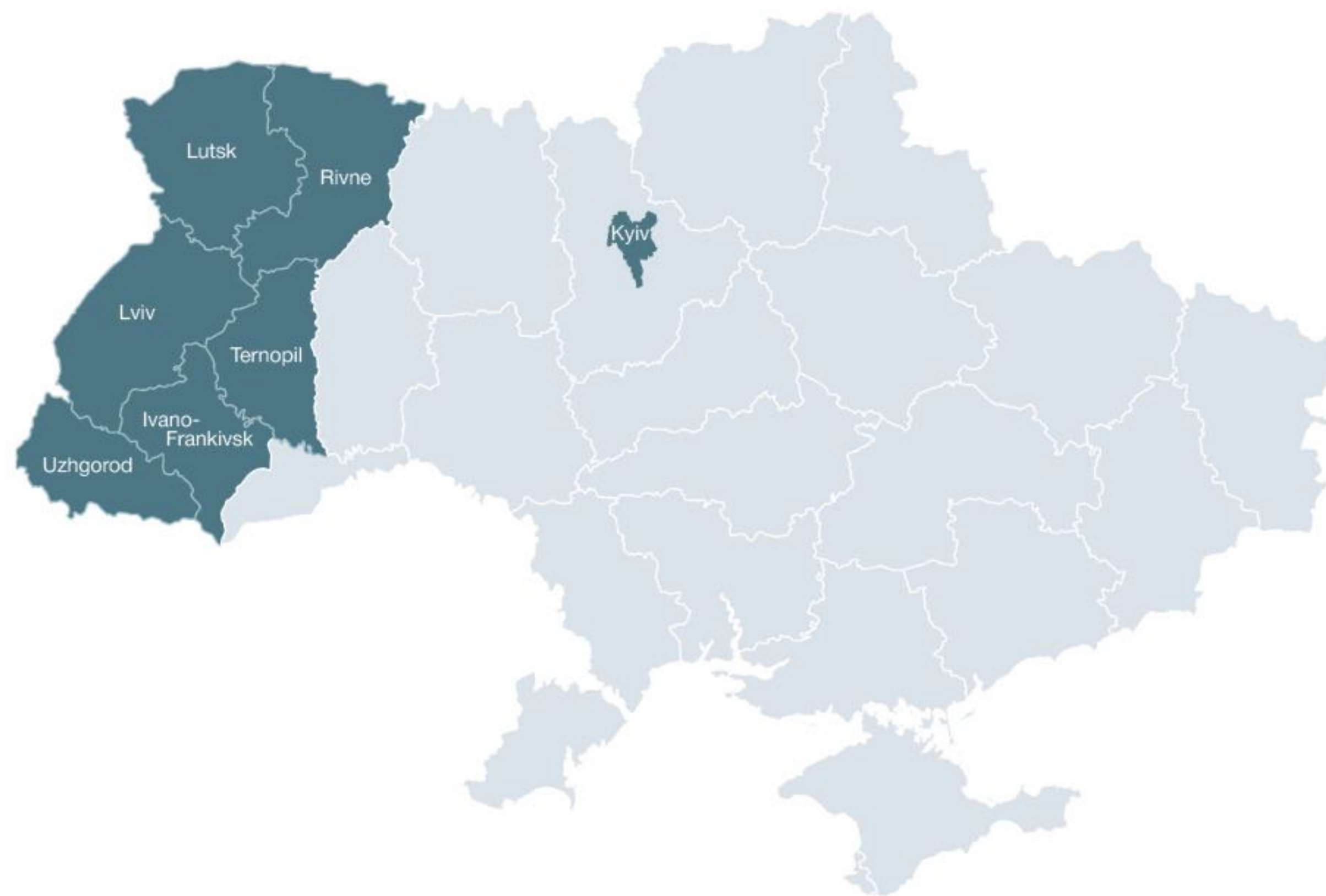
employees

8 000

business customers

19 BRANCHES

in western Ukraine, Kyiv and headquarters in Lviv



BANK LVIV'S HISTORY



1990



One of the first commercial banks in Ukraine

2006



99% of shares acquired by Margeir Petursson

2018



51% of shares acquired by responsAbility;
ID GmbH provides management services

2019



Brand modernization

2020



Bank masters the COVID challenge;
Sustainability strategy adopted
and implementation started





2021

Reaching 5th place by LP in the region
and 7th place by Deposits

2022

14% of shares acquired by NEFCO;
Ensuring the operational efficiency of the bank during
the war according to the principles of sustainable
development;
Financing green projects for business sustainability;
The beginning of the work of the bank's charity fund

2023

Business growth reached pre-war levels;
Ukraine's recovery talk organized in Berlin;
New shareholder DGGF



OUR MISSION



To be the №1 bank in Western Ukraine to develop and improve the local business environment.

We are building a new banking culture on a foundation of transparent relationships and common objectives.

Bank Lviv's mission is to create opportunities, provide support, and share experiences for those who strive for improvement. Bank Lviv is a 'European' bank that combines the best traditions with modern technology to create a new culture of personalized banking in Ukraine with sustainability values.



ESG STRATEGY

Our ESG strategy reflects our vision and mission to promote responsible banking by integrating environmental and social values into all our business practices.

Our strategy aims to achieve the following objectives:

reduce our
environmental impact

increase our
social impact

strengthen governance through
company culture





Additionally, we aim to develop and support green finance, engage with communities to develop sustainable values, and advance global goals.

We have specific initiatives in place to demonstrate our commitment to these areas, providing a clear roadmap for our ESG journey and our impact on society and business in the regions where the bank operates.



MAIN STRATEGIC ESG DIRECTIONS



INTERNAL OPERATIONS



E&S RISK MANAGEMENT



PRODUCT & SERVICES



PARTNERSHIPS



OUTREACH & ENGAGEMENT



2023 PROGRESS



INTERNAL OPERATIONS

The Bank successfully met its goal of limiting the growth of its total emissions to under 10% while its business grew by 50%. The bank calculates emissions per employee, square meters of area, so we can make decisions to achieve our goal. The bank plans to initiate or join emission compensation projects in the future.



E&S RISK MANAGEMENT

The Bank is constantly working to improve and update its approaches to dealing with environmental, social, and climate risks. During 2023, the bank and the EBRD worked on detailing the form for assessing these risks and updating policies and procedures to align the methodology with the modern approaches of international partners. The bank also conducted training for responsible employees.



PRODUCT & SERVICES



In 2023, the bank reached a share of **green loans of 4%** in the total loan portfolio. **107 projects** were financed for a total amount of **UAH 387 million**. Bank Lviv continues its active partnership with international and national financial institutions (GGF, EBRD, BDF, KFW) to develop and promote energy efficiency and renewable energy projects for Ukrainian businesses, which are in great demand given the realities of the energy market in Ukraine.

To be able to provide clients and partners with high-quality technical expertise on the topic of sustainable financing, assessment and control of technical parameters of projects, their calculation and audit, a technical office began operating in the bank.





PARTNERSHIPS

The Bank continues to form and participate in the community of companies that promote and implement the values of sustainable development. Together with partners, several events at the international and national level were held to ally with financial companies that implement the tasks and goals of sustainable development. The bank's partners are ASDE, EBRD, GGF, EFSE, KFW, DGGF, BDF, Klappir and others. Separately, the bank is preparing an assessment of the bank's current sustainable development — B Corp; we will share the results in future reports.



OUTREACH & ENGAGEMENT

Through the implementation of targeted programs for financing sustainable green projects and increasing partnership programs, the bank is confidently moving towards achieving its goal — to be a leading bank in the western region of Ukraine for sustainable development.





CLIMATE CHANGE INITIATIVES

CLIMATE CHANGE INITIATIVES



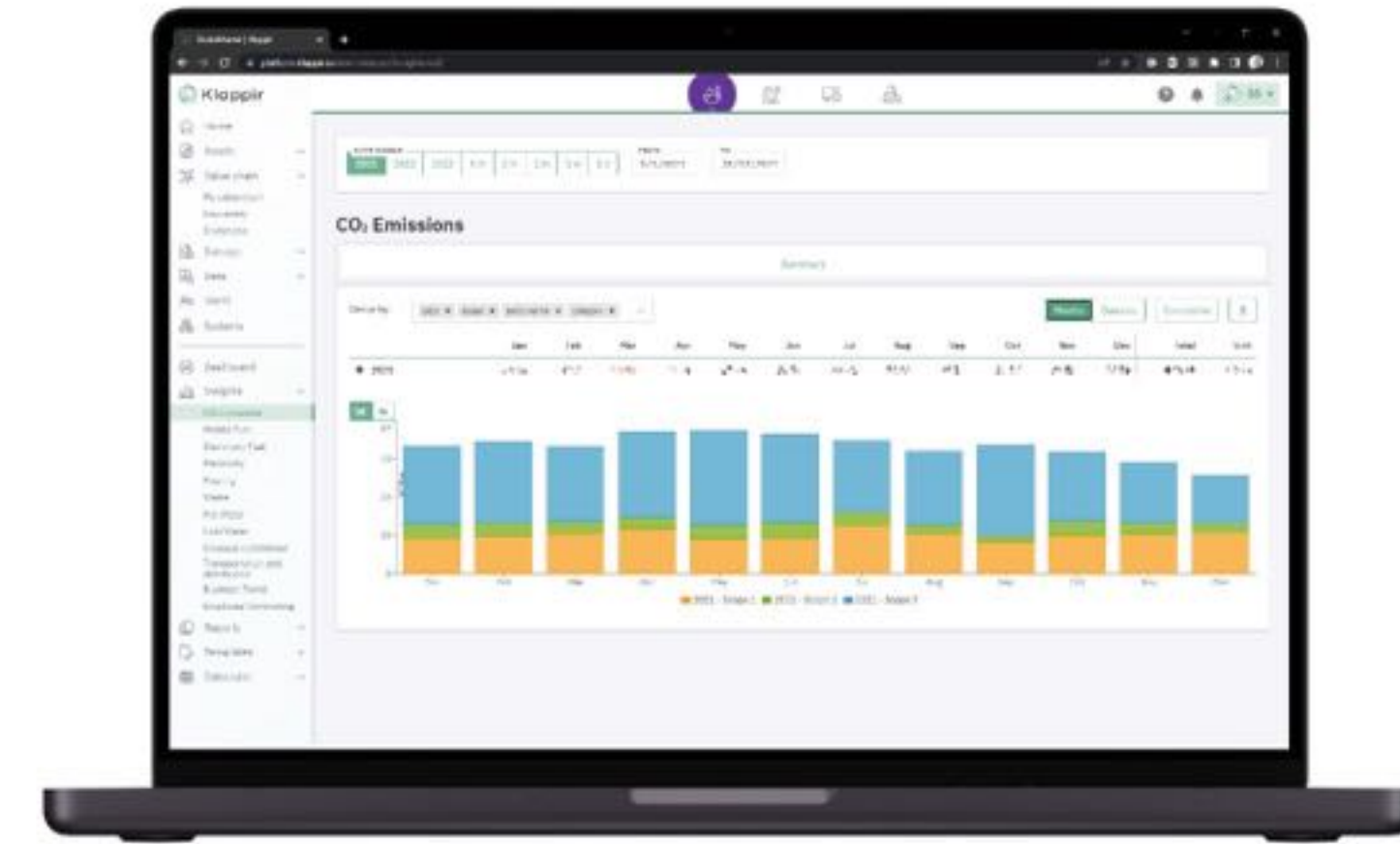
Bank Lviv is committed to combating climate change. This section details our efforts to assess and minimize our carbon footprint through specific reduction targets and adaptation strategies. We describe in detail our approaches to energy management, resource conservation, and sustainable operation, highlighting our intentions to protect the climate in the banking sector.



Accounting for emissions from the bank's activities in terms of energy consumption has been carried out since 2020 thanks to the collection and analysis of data through the online tool of our Icelandic partners, Klappir.



Klappir is a leading global sustainability software company, founded in 2014 and headquartered in Iceland.



Klappir stands out due to its comprehensive approach to operations, trusted experience, groundbreaking product portfolio, and strategic expansion into new markets.

In a world increasingly focused on sustainability, Klappir is not only driving its own growth but also spearheading a transformative shift in how businesses align with the complex challenges of sustainability accounting and reporting.



We analyze in detail the received data regarding emissions in Scope 1, 2 and make decisions about the behavior model with resource consumption at the bank-wide level or individually where necessary.

Thanks to this analysis, the bank adjusted the routes used by its own company cars for more efficient use.

Annual maintenance and cleaning of heating and ventilation equipment is carried out, which directly affects the level of consumption and the quality of the final result for consumers.

The bank takes care of its own waste processing and ensures that sorting and recycling are possible. This process also has a positive impact on reducing emissions.

Separately, we provide a service for our customers and employees regarding collecting and sending batteries for recycling.

Each branch and main office has boxes for collecting spent power batteries, which are eventually transferred to certified partners for further processing at a factory in Romania.





Among suppliers
and equipment for the purchase
of goods, the bank uses the rules of
"GREEN PROCUREMENT"

and gives preference to certified
manufacturers and energy-efficient
equipment, which makes it possible
to use quality products and reduce
the use of energy resources.

The bank's team cares about the environment and, despite the war, continues to participate in planting trees in its regions of operation.

Since 2020, the team
has planted more than

8,000 TREE SEEDLINGS





The bank's strategy generally consists of reducing and keeping the generated emissions at the level of the last 4 years with comparison per 1 employee and square meter of used working space.

It also initiates or joins climate initiatives to compensate for emissions, which lower the bank's emissions.

The bank tries to use advertising and office materials only from recycled paper and reduce their use by giving preference to digital marketing tools and electronic document management, so it reduces consumption and direct emissions.





SUSTAINABLE FINANCE

SUSTAINABLE FINANCE



Our commitment to sustainable finance is demonstrated through initiatives supporting green finance and renewable energy investments.

We offer a detailed look at our green lending programs, including volume and impact analysis, to showcase how we integrate environmental considerations into all our financial services — not just those labeled 'green'.

This section also highlights our environmental risk assessments and mitigation efforts, showing our comprehensive approach to responsible lending.



Thanks to cooperation with international financial institutions and organizations, Bank Lviv offers preferential lending for small and medium-sized businesses to reduce their use of energy resources and CO₂ emissions.

These programs are mainly focused on purchasing energy-efficient equipment and transport for business, as well as renewable energy sources, which is especially valuable in the current situation in Ukraine.

**OUR GOAL IS TO HELP
BUSINESSES BECOME
ENERGY-INDEPENDENT**





To simplify the decision-making process regarding this type of financing, to facilitate calculations, energy audits, selection of equipment, and control of the correctness of installation and use,

the bank has established a Technical office whose specialists — qualified engineers, at the request of customers, provide this range of services from the bank free of charge.

Also, these specialists take an active part in the process of assessing and checking the impact of projects from the point of view of environmental and social risks.



This is an important direction for us, not only for projects with a "green" component but also other projects that are analyzed for their potential for cooperation and financing.

THE EVALUATION AND CATEGORIZATION OF ENVIRONMENTAL AND SOCIAL RISKS

is carried out by the bank's specialists based on the current policy and procedures of environmental management based on EBRD approaches, and categorizes such risks into:

 low  medium  and high levels.

Striving for constant improvement and updating and unification of approaches to risk assessment, as well as starting work on assessment, including climate risks, **the bank, thanks to and together with the EBRD, is completing a separate project on updating approaches in assessing**

eco risks

social risks

climate risks

+ adding a new category B+ in the list of risk levels

The bank plans to carry out all updates and approvals of approaches in 2024



GREEN LOANS IMPACT 2023

Green loans in portfolio:

387 M UAH / 107 projects

4% fact share green projects in LP /
15% plan share till 2029

Reduction of energy
consumption and CO₂ emissions:

**13,214 MW*h/year
or 4,346 tCo₂**

Sectors:



Energy
efficiency

338 M UAH



Renewable
energy

39 M UAH



Social
and environmental

9 M UAH



Categories of projects:

Agriculture

170 M UAH

Transport

135 M UAH

Solar power stations

39 M UAH

Construction

27 M UAH

Equipment

6 M UAH

Health safety

4 M UAH

Waste management

3 M UAH

Other

3 M UAH

Environmental and social risks:

Loan portfolio structure
in terms of eco and social risks:



CUSTOMERS GREEN STORIES

Ukrainian small and medium businesses continue to develop successfully despite the challenges dictated by the war. What is the secret of such efficiency? In the courage, diligence, and openness of our entrepreneurs.

And also in their foresight. With our effective support, many clients of Bank Lviv have chosen the path of energy independence.



FARM BUSINESS



Yuriy and Maryana Malaniuk's family business in the Lviv region, specializes in cultivating mushrooms.

Greenhouse farming requires the maintenance of stable climatic conditions which often require considerable energy resources. The Malaniuk business received preferential financing for installing a solar power plant under our partner program «Add energy to your business» to reduce their environmental impact.



”

We have an active production process, so we constantly consume a lot of electricity.

And it does not depend on the season because the mushroom grows constantly here. We've been thinking about alternative energy solutions for a long time, and now we managed to attract preferential financing through Bank Lviv,



Maryana,
Co-owner of the Sovita Plus company

”

The solar power plant that will power the greenhouses uses 575 W monocrystalline photovoltaic panels. The annual energy generation of such a station is 55.7 kWh/year.

Therefore, it is already possible to predict a decrease in primary energy consumption by 139.2 MW*h/year. And the annual reduction of CO2 emissions is 59.3 tons.



AGRO BUSINESS



The company Lex Trade Ltd., which works in the agricultural sector, is developing intensively, using modern financial opportunities. The company's owners received a soft loan and purchased solar batteries, which allowed them to increase their energy independence significantly.



”

Our particular pride is the installation of a solar power plant. This is still a rare phenomenon in Volyn. Renewable energy is the innovation behind which the future lies.

In the summer, when there is a lot of sun, we are generally able to provide most of our own electricity needs



Ruslan Lischuk,
Co-founder of Lex Trade Ltd.

”

Ruslan Lischuk emphasizes that the winter of 2023 once again confirmed that energy independence should become a priority of modern business.

According to our experts' results of the energy audit, the LEX TRADE company will be able to reduce primary energy by 328.2 MW*h/year.

It will also reduce CO₂ emissions by 140 tons per year.





E&S RISK MANAGEMENT

E&S RISK MANAGEMENT

Bank Lviv is committed to managing environmental and social risks in a responsible and proactive manner. We understand that environmental, social, and climate risks can have a significant impact on our business operations, as well as the communities in which we operate.

Therefore, we use a comprehensive risk management system to manage these risks, and we have been working with EBRD representatives and consultants to update our approach in line with current market conditions.



Our risk management system for environmental and social risks includes three key components:

- 1 environmental and social risk assessment
- 2 mitigation of environmental and safety risks
- 3 monitoring of environmental and safety risks

We:

- assess all credit and investment operations and projects
- identify and assess potential environmental and security impacts
- develop and implement measures to mitigate risks.

We also monitor the implementation and effectiveness of our mitigation measures annually, as well as changes in the regulatory environment and environmental and safety indicators of our clients and investment properties.





SOCIAL RESPONSIBILITY

SOCIAL RESPONSIBILITY

Community Engagement

We detail our engagement in support of national and local communities through the activity of Bank Lviv Charity Fund "Free Land", international cooperation with Oxfam on the social grants area, and sustainability of national development with ASDE.

This section highlights our contributions to charity, economic development, and environmental sustainability, showcasing how we bring businesses together to foster environmentally responsible practices.



Sustainability during the war

Charity Fund activity in 2023

Following combat engagements, damaged landscapes, buildings, and even individual objects in the deoccupied territories of Ukraine present a significant challenge to resume everyday life and civic activities.

Landmines and unexploded ordnance threaten lives, hinder economic recovery, and the return of displaced residents.

Addressing this issue, the Lviv Bank Charity Fund and its 'Free Land' program have taken a decisive stand against these hidden dangers in official partnership with Ukraine's State Emergency Service (SES).



Established by bank employees in March 2022, the fund was created with a clear mission:

TO SUPPORT HUMANITARIAN DEMINING INITIATIVES IN TERRITORIES OF UKRAINE

As an official partner of SES, the fund plays an important role in coordinating government efforts to assist in the systematic and safe disposal of landmines and unexploded ordnance by sappers and their proper identification among civilians.

The fund's work is important for several reasons.

It directly saves lives by removing immediate physical threats.

It facilitates the rebuilding of communities by making areas safe for the return of residents and the resumption of agriculture and other economic activities.

Demining is crucial for the ecological restoration of the affected areas, ensuring that the land can be safely used by future generations.



To date, the fund has made significant progress in its relatively short existence. Over the past two years, the fund has provided equipment and transport to sapper groups that have successfully cleared lands in several regions, including Chernihiv, Kyiv, and Kherson. These efforts have directly benefited residents, allowing them to return to their homes and resume their lives without fear.

Additionally, the fund has created the first mobile mine safety class funded by donations, which has conducted dozens of educational sessions about mine risks for children and adults living in these areas. These sessions are crucial for personal safety and demonstrate the fund's long-term commitment to the community.

Collaboration is the foundation of Free Land's activities. The fund works closely with international NGOs, local authorities, and other partners to combine resources and expertise. Notably, the fund has received substantial support from Lviv Bank and private donors, which has facilitated the expansion of its operations and use of advanced demining technologies.



Furthermore, the fund plans a new initiative that integrates drone technology to more accurately and quickly identify minefields. This technological advancement will speed up the clearance process and reduce the risk to human deminers. This project is already underway in collaboration with a group of American student researchers who have developed techniques for such activities. The Lviv Bank Fund is their official partner in Ukraine.

The work of the Lviv Bank Fund is not just about assisting the SES in removing landmines; it is about restoring hope and security to areas torn apart by war. Each cleared field represents a plot where crops can be sown, a playground where children can safely play, and a community that can thrive without fear. As Ukraine continues to face challenges on its path to recovery, the fund and its partners are vital for a safer and more prosperous future.

The fund's dedication to humanitarian demining in Ukraine underscores the critical role of collaborative, well-funded initiatives in overcoming the aftermath of war. The fund clears the land and lays the groundwork for agricultural and business activities.



BANK LVIV CHARITY FUND REPORT 2023

Incoming account balance

UAH 140 666 86

Income

UAH 785 005,14

Spent

UAH 391 750

Balance

UAH 532 922

Demining identifiers courses

UAH 304 359

Specialized footwear for sappers

UAH 60 000

Technical preparation of a transport van

UAH 25 000

Other

UAH 2 400



UKRAINIANS ARE FREE PEOPLE

The goal of the Bank Lviv Charirty Fund is to support the demining of Ukraine



/ SOCIAL RESPONSIBILITY

2023 RESULTS

2 identifiers
courses supported

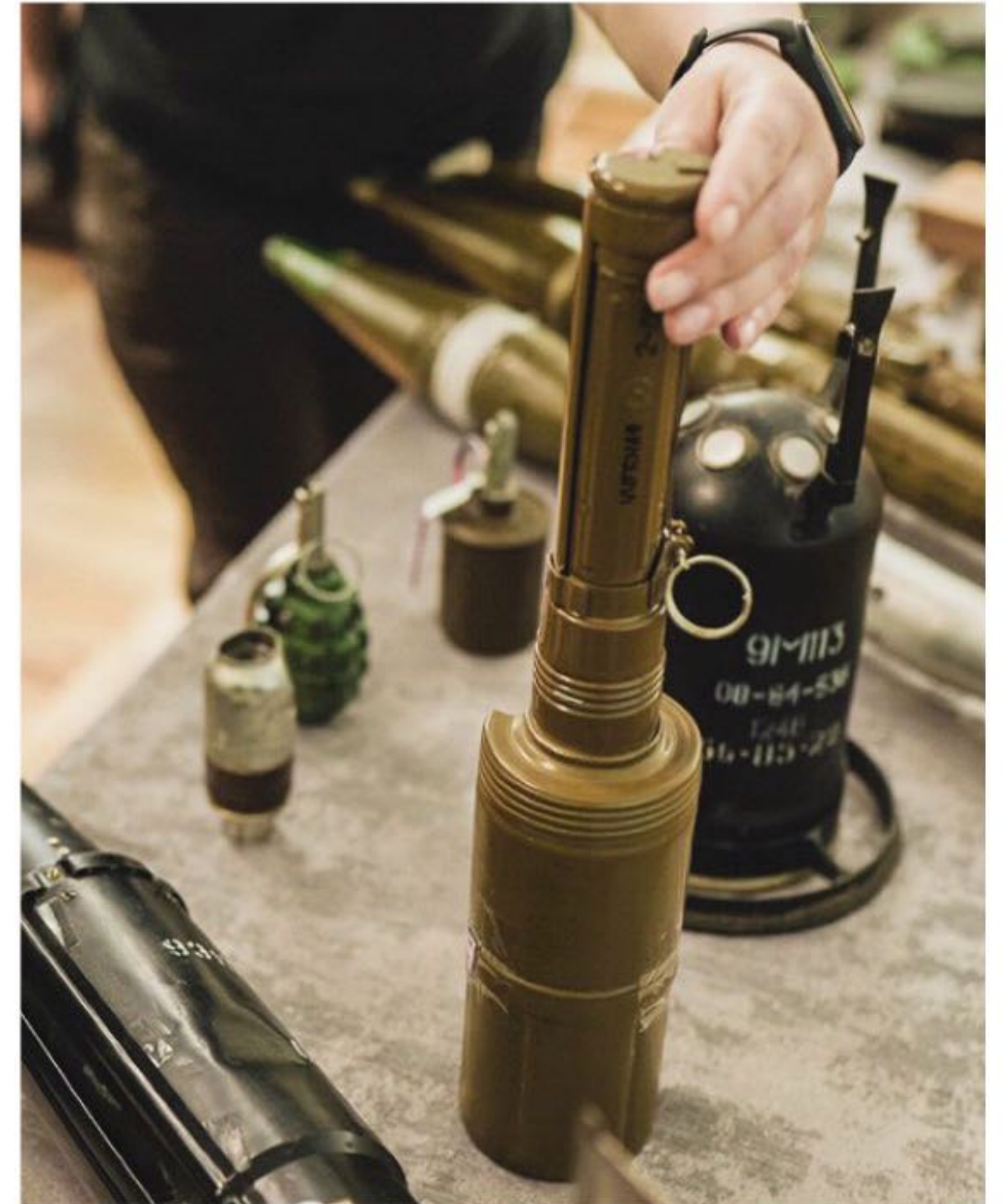
120 identifiers
certified

4 pairs of specialized
footwear

> 600 explosive object
have been identified

35 sapper probes
(together with the fund's partners)

9 / 520 the total number of conducted identification courses
and prepared identifiers of explosive objects in 2 years



OXFAM GRANT

1 MILLION EUROS FROM OXFAM AND BANK LVIV FOR BUSINESSES THAT HELP WAR VICTIMS

Bank Lviv and the international humanitarian and development agency Oxfam successfully completed a unique partnership grant program to support small businesses engaged in charity work to help Ukrainians affected by the war.



2022





Thanks to coordinated work with partners,
**the bank issued 36 grants for a total amount
of 1 million euros during 2022–2023.**

This, in turn, made it possible to provide
assistance (food, shelter, medical services, etc.)

TO 30,508 PEOPLE

who suffered from the consequences of the war

Also, as a result
of the implementation of the project,

82 JOBS CREATED



Bank Lviv & Association of Sustainable Development Experts:

ASDE

We have had a close collaboration with the Association of Sustainable Development Experts since 2021. It's a unique community of Ukrainian and international professionals who work relentlessly to develop sustainable development themes and values, making them interesting and a priority for Ukrainian society and business.

Thanks to the training sites organized by the association, Bank Lviv representatives get to share their experiences and achievements including in areas such as green financing, tracking of emissions from operational activities, and cooperation with international financial institutions.

In 2023, we should highlight our close collaboration under the idea of unification of the international community, government, and business for the recovery of the Ukrainian economy during and after the war, which can only be built based on sustainable development.

All participants and partners of the International Economic and Sustainable Forum agreed on this idea, and Bank Lviv was a partner during the ASDE forum in Hague. Our chairman of the board, Ashot Abrahamyan, took part in panel discussions together with representatives of the EBRD, IFC, and NBU, among others.

We highly value this collaboration and have high hopes for its future development. We believe that it will enable us to scale the values of sustainable development to all Ukrainian business and financial markets.



Commitment to Employee Protection and Development:

At Bank Lviv, we firmly believe that our employees are our most valuable asset. Our commitment to protecting and developing our employees is an integral part of our environmental, social, and governance (ESG) strategy, reflecting our dedication to creating a supportive and inclusive work environment.

The health and safety of our employees are of utmost importance. We adhere to the highest safety standards, regularly updating our policies to comply with international norms and local legislation. Each team member undergoes safety training relevant to their role, ensuring effective and safe performance of their duties.



Additionally, our health programs and initiatives, including comprehensive medical insurance, support the overall well-being of our employees, helping them maintain a healthy balance between work and personal life, which is especially important in times of war.





We actively invest in the development of our employees

Our training programs are designed to provide our team with the skills and knowledge needed to succeed in their current roles and prepare for future challenges. From developing leadership qualities to enhancing technical skills, we offer a wide range of learning opportunities. Additionally, we offer language courses, including English, to support our employees in a globalized market, ensuring their ability to communicate effectively and work with many of our international partners.

Feedback from employees is crucial for our continuous improvement. We regularly conduct surveys and organize feedback sessions to listen to our employees' suggestions and wishes. This open dialogue allows us to adapt our strategies and practices to better meet their needs and aspirations.



By focusing on the protection and development of our employees, Lviv Bank not only enhances the efficiency of its operations but also builds a sustainable and flexible banking business capable of growing in a rapidly changing global market. Our ESG commitments are designed to ensure that as we develop, we continue to provide support, safety, and development for all our employees.

Supporting our employees during the war in Ukraine is particularly important. In these challenging times, we focus on ensuring safety, stability, and psychological support for our staff. We have implemented additional support measures, including flexible work schedules, the option for remote work, extra days off for rest, and psychological support to help employees adapt and cope with the challenges associated with military actions.

Our goal is to ensure that every employee feels supported and valued, regardless of the circumstances, thereby continuing their professional development and enhancing their personal resilience and well-being.





GOVERNANCE AND ETHICS

GOVERNANCE AND ETHICS

CORPORATE GOVERNANCE

We describe the structure of our board of directors and committees, emphasizing their roles in ESG oversight. This section provides insight into how governance practices are woven into the fabric of our operations to uphold accountability and ethical conduct.

We are thrilled to share with you our approach to sustainable development at the bank. We believe that it is crucial for every member of our team to be an ambassador for the values of sustainable development, both at work and in their personal lives. That's why we have integrated our Sustainable Development Strategy into every level of the bank, from the supervisory board to every department in the head office or branch.





At the supervisory board level, we have established a Committee on sustainable development and the environment. This committee includes experienced members of the supervisory board, management, shareholder representatives, and an ESG coordinator.

We meet every quarter to discuss and make well-considered decisions on all matters related to the implementation of the strategy tasks. From analyzing the bank's emissions from economic activity to data on environmental and social risks, green financing, and more, we take a thoughtful and collaborative approach to all aspects of sustainable development.





We are proud to value the involvement of our shareholders and the Supervisory Board. Their feedback and input have been invaluable to us in making effective decisions that benefit everyone



Similarly, our bank-level eco committee, led by the deputy head of the board, Natalya Osadcii, takes a similar approach. We consider the environmental and social values of any decision made by the committee, ensuring that the project or idea has a positive economic effect while also taking into account all current issues and situations with eco and social components.

Thanks to the commitment and cooperation of our entire team, we are pleased to share our annual reports, which show the progress we have made compared to previous periods. We are dedicated to disclosing data on sustainable development from year to year, and we believe that our approach will have a positive impact on our bank and the community as a whole.



ETHICAL PRACTICES

In today's ever-changing financial landscape, banks are expected not only to be financially stable institutions but also to maintain the highest levels of ethical integrity. At Bank Lviv, we pride ourselves on our ethical practices, which include a strict code of conduct, an anti-corruption policy, and reliable decision-making procedures. These practices are crucial to maintaining trust, reliability, and transparency in our work.

Ethical practices are essential to us for several reasons

- 1 They help to prevent fraud and corruption, which can have severe financial and reputational consequences.
- 2 Ethical practices help build trust among stakeholders, including customers, investors, and regulators.

To implement ethical practices effectively, Bank Lviv has developed and enforces a code of conduct that clearly defines the expected behavior and responsibilities of all employees.

This code serves as a guide for daily operations and decision-making, ensuring that all actions meet the bank's ethical standards. Regular training sessions are held to familiarize employees with these guidelines, emphasizing the importance of ethics in their professional conduct.



Integrity policy is another critical element of the bank's ethical foundation.



These policies set out clear procedures for reporting corruption, mechanisms for investigating allegations, and penalties for violations. They also include preventive measures such as rigorous audit processes and transparent procurement systems that help minimize opportunities for corruption.

Effective management of ethical practices involves continuous monitoring and evaluation. **Banks use internal and external audits to assess compliance with ethical standards.** Feedback mechanisms such as employee surveys and stakeholder meetings are also integral to understanding current practices' effectiveness and identifying improvement areas.

GENDER EQUALITY

The bank highly values and cares about the development of women on the team. Women actively participate in the team's work at various levels, including the board and the supervisory board.

As of the end of 2023, **305 women** worked on our team, which is **69% of the total employees**. The number of women employed in the bank grows yearly.

We also note that the number of women represented in **the board and senior management positions is 50%** of their total number.





LOOKING AHEAD

LOOKING AHEAD



Bank Lviv proudly presents its strategic vision for the coming years, reaffirming its commitment to environmental, social, and governance (ESG) principles. The bank will help small and medium-sized businesses recover and develop, while also promoting a sustainable and responsible future for a free Ukraine.



The vision includes specific initiatives and goals to make a meaningful difference in the bank's operations and communities. Bank Lviv's commitment to these principles is fundamental for achieving a sustainable and responsible future, and it **will focus on the following areas:**

1. Environmental protection:

Scaling the environmental green financing program to support energy efficiency and renewable energy projects.

Keeping the carbon footprint at the same level or reducing it, despite the planned development of the business, by improving work efficiency, emission compensation projects, and more.

2. Social responsibility:

Promoting the creation of new jobs in the region through financing the region's business development in partnership with international partners.

3. Improvement of management:

Implementing state-of-the-art compliance tools to manage and mitigate the risks associated with environmental aims and commercial activities.



Bank Lviv expects to encounter challenges and opportunities that will shape its path while embarking on these initiatives. These include navigating regulatory changes, managing the complexities of implementing new technologies and engaging all stakeholders. However, these challenges also create opportunities to innovate, build stakeholder trust, and lead by example of corporate responsibility.

Bank Lviv is excited about using technology to improve its ESG reporting and performance measurement, enabling more informed decisions and greater transparency. The growing global attention to sustainable development gives Bank Lviv a chance to be at the forefront of the transition of the financial sector to more ecological and socially responsible practices.

We remain committed to driving change and contributing to a stable future. The bank is excited about the initiatives outlined in its roadmap and believes that they will go a long way towards achieving its ESG goals. By continuing to integrate these principles into its core business strategies, Bank Lviv enhances its competitive advantage and contributes positively to the broader social and environmental landscape.





Bank Lviv invites its stakeholders to join and support its efforts and share in the successes these commitments will surely bring. Together, Bank Lviv and its stakeholders can achieve a more sustainable and just future for all.



METHODOLOGY

METHODOLOGY

In 2020 Bank Lviv began to use software that collects measurements from each operating unit and feeds them into a central environmental database.

In the environmental software, the data is processed, the GHG emissions are calculated and the company's carbon footprint is calculated.

The information is published in the software's user interface which is designed to provide a clear overview of environmental issues and different areas of the business and to help the management achieve the desired results.



This report publishes Bank Lviv's GHG emissions for 2023, 2022, 2021, 2020. The calculations and the published statement are based on the Greenhouse Gas Protocol (GHG Protocol), a standardized methodology used to calculate company's and organization's environmental footprint (<https://ghgprotocol.org>).

The "Operational control" methodology from GHG Protocol has been chosen to report on the company's emissions. According to the "Operational control" methodology, companies should account for 100 % of greenhouse gas emissions from operations under their control. They should not account for greenhouse gas emissions from operations that it has no control over, even though they have a vested interest in their operations.

The GHG Protocol divides emissions into three scopes to effectively set boundaries between direct and indirect emissions (E1):

The "Operational control" methodology from GHG Protocol has been chosen to report on the company's emissions. According to the "Operational control" methodology, companies should account for 100 % of greenhouse gas emissions from operations under their control. They should not account for greenhouse gas emissions from operations that it has no control over, even though they have a vested interest in their operations.

Scope 1 contains emissions that have a direct impact on a company's operations and from sources that are owned or controlled by the company. Scope 1 is limited to fuel by the vehicles and natural gas from heating in the case of Bank Lviv.



Scope 2 contains emissions relating to electricity consumption and heating. Emissions of this type do not occur within the organizational boundaries of the company and are therefore is considered to have an indirect impact on operations. Bank Lviv has accounted for location-based emissions.

Scope 3 contains indirect emissions from services provided to Bank Lviv. There are several different factors involved, including emissions originating from contractors transporting goods on behalf of the company, journeys in vehicles by employees to and from work, and employees' flights. It also includes emissions from vehicles removing waste from the company's places of work. Scope 3 is limited to waste treatment in the Bank Lviv case.

Emissions originate from the transportation of supplies to the company, from the company's operations.

and the transportation of goods and services from the company. Scopes 1, 2, and 3 are divided into direct and indirect greenhouse gases. Also discussed are the operational factors that fall under each scope and contribute to Bank Lviv's carbon footprint.

The base year is 2023.

The operations covered by the emission inventory are: Company headquarters, Offices/buildings, vehicles owned and/or operated by the company.

Included in the company's operational boundaries for **Scope 1 and Scope 2 emissions are** the following business units: company's headquarters, offices, and vehicles owned and/or operated by Company.



The operations included in Scope 3 emissions are waste, employee commuting, international flights with Airline(s), and domestic flights with Airline(s).

Bank Lviv is accounting for emissions from waste in reporting years.

Fiscal year: The company's fiscal year runs from January 1 to December 31 and environmental data is calculated from January 1 to December 31.

Accounting method:

A closed-loop energy management system (Klappir EnviroMaster software) is used to collect most data and perform calculations automatically based on country-specific coefficients.

For further information see www.klappir.com

Direct and Indirect GHG Emissions (E1)

GHG emissions are calculated according to World Resource Institute (WRI) Greenhouse Gas Protocol. Carbon dioxide equivalent (CO₂e) is a quantity that describes, for a given mixture and amount of GHG, the amount of carbon dioxide (CO₂) that would have the same global warming potential (GWP), i.e. the ability of a gas to trap heat in the atmosphere when measured over specified timescale (generally 100 years).

Carbon and Energy Intensity (E2)

Carbon intensity figures are based on combined Scope 1, Scope 2 (location-based and market-based), and Scope 3 (business travel, employee commuting, and services to our activity). Emission intensity is calculated by dividing GHG emissions by a selected operational parameter unit and is reported as tCO₂e per unit (such as tCO₂e per revenue unit).



Emission intensity indicators are used to measure and compare the company's emissions relative to its operational scale.

Direct & Indirect Energy Consumption (E3)

The total energy consumption measures all energy consumed by the Bank, including fuels for the company's vehicles, heavy machinery, and vessels (Scope 1) and energy from electricity and hot water (Scope 2). The energy consumption is reported by a source in kilowatt-hours (kWh).

Energy Intensity (E4)

Energy intensity is calculated by dividing the total energy consumption by a selected operational parameter unit and is reported as kWh per unit (such as kWh per full-time equivalent employee (FTEe)). Energy intensity is used to measure the efficiency of energy usage and compare the company's energy consumption to its operational scale.

GRI stands for Global Reporting Initiative.

GRI helps companies, the government, and other authorities identify, gather, and report environmental, social, and governance (ESG) information within a defined framework. GRI framework for sustainability reporting guides how this information can be published clearly and comparably. Reporting is based on the GRI methodology and uses the appropriate performance indicators.

Please refer to the GRI website for more
(<https://www.globalreporting.org/>)



UN SDG stands for Sustainable Development Goals

The United Nations Sustainable Development Goals are a set of universal actions aimed at eliminating poverty, protecting the planet, and ensuring that all people enjoy peace and prosperity. Reporting is based on the Sustainable Development Goals.

See the UN SDG website for more information

<https://sdgs.un.org/goals>

United Nations Global Compact (UNGC). Participating in the Global Compact companies or institutions commit to working towards the Ten Principles (<https://www.unglobalcompact.org/what-is-gc/mission/principles>).

Find more details

<https://www.unglobalcompact.org/>

ESG reporting

The letters E, S, and G refer to the environment, society, and governance as set out in the ESG reporting guide for the Nasdaq Nordic exchanges.

See the Nasdaq website for more information

<https://www.nasdaq.com/ESG-Guide>

ESG





ESG DATA

OPERATIONAL PARAMETERS

Operational Parameters	Unit	2020	2021	2022	2023
Net revenue (from financial statement)	thousand EUR	904,54	2 301,02	3 266	2 525
Total assets (balance sheet)	thousand EUR	143 269,1	212 099,5	191 025	252 064
Total Equity (unlisted organizations)	thousand EUR	12 082,77	20 248,27	19 928	20 737
Number of employees (from financial statement)	FTEs	376	412	407	439
Total space for own operation	m ²	5 194,6	5 062	5 062	5 110
Total space for own operation	m ³	15 972,9	15 540	15 540	16 208
GhG emission intensity	Unit	2020	2021	2022	2023
GHG emissions per megawatt-hour consumed	kgCO ₂ e/MWh	160,2	149,1	147,5	151,6
GHG emissions per full-time equivalent (FTEe) employee	kgCO ₂ e/FTEs	576,2	538,6	492,4	477,1
GHG emissions per assets	kgCO ₂ e/thousand EUR	1,51	1,05	1,05	0,83
GhG emissions per unit of revenue	kgCO ₂ e/thousand EUR	239,52	96,43	61,36	82,95
GhG emissions per unit of equity	kgCO ₂ e/thousand EUR	17,9	11	10,1	10,1
GhG emissions per unit of space (m ²)	kgCO ₂ e/m ²	41,7	43,8	39,6	41
GhG emissions per unit of space (m ³)	kgCO ₂ e/m ³	13,6	14,3	12,9	12,9
<i>Nasdaq: E2 UNGC: P7, P8 GRI: 305-4 SDG: 13 SASB: General Issue / GHG Emissions, Energy Management</i>					
Energy intensity	Unit	2020	2021	2022	2023
Energy per full-time equivalent (FTEe) employee	kWh/FTEs	3 597,5	3 612,2	3 339,5	3 146,7
Energy per unit of revenue	kWh/thousand EUR	1 495,4	646,8	416,2	547,1
Energy per square meter	kWh/m ²	260,4	294	268,5	270,3
Energy per cubic meter	kWh/m ³	84,7	95,8	87,5	85,2
<i>Nasdaq: E4 UNGC: P7, P8 GRI: 302-3 SDG: 12 SASB: General Issue / Energy Management</i>					
Waste intensity	Unit	2020	2021	2022	2023
Total waste per full-time equivalent (FTEe) employee	kg/FTEs	89,2	61,6	59,8	56,3
Total waste per unit of revenue	kg/thousand EUR	37,1	11	7,5	9,8

The bank's operational parameters reflect growth and expansion over the past few years, particularly regarding assets, capital, and workforce. Environmental considerations related to the operational space remain in focus, and efforts are being made to minimize the impact of the bank's operations on the environment.

EMISSIONS

Greenhouse Gas Emissions	Unit	2020	2021	2022	2023
Scope 1	tCO ₂ e	170,5	188,6	173,2	189,5
Scope 2 (location-based)	tCO ₂ e	26,5	26,4	21,7	14,7
Scope 2 (market-based)	tCO ₂ e	-	-	-	-
Total Scope 1 and 2 (location based)	tCO ₂ e	197	215	195	204,2
Scope 3	tCO ₂ e	19,7	6,9	5,5	5,3
Total Scope 1,2&3 emissions (location-based)	tCO ₂ e	216,7	221,9	200,4	209,5
Nasdaq: E1 UNGC: P7 GRI: 305-1,305-2,305-3 SASB: General Issue / GHG Emissions TCFD: Metrics & Targets					
Carbon offset	Unit	2020	2021	2022	2023
Total emissions offset	tCO ₂ e	0	0	0	0
Of which verified carbon credits	tCO ₂ e	-	-	-	-
Of which non-verified offsetting projects	tCO ₂ e	-	-	-	-
Scope 1 - Details	Unit	2020	2021	2022	2023
Total Scope 1 emissions	tCO ₂ e	170,5	188,6	173,2	189,5
Stationary fuel combustion	tCO ₂ e	81,5	99,1	87,7	76,3
Mobile fuel combustion	tCO ₂ e	89	89,5	85,5	113,1
Fugitive emissions	tCO ₂ e	-	-	-	-
Industrial processes	tCO ₂ e	-	-	-	-
Scope 2 - Details	Unit	2020	2021	2022	2023
Total Scope 2 emissions	tCO ₂ e	26,5	26,4	21,7	14,7
Electricity	tCO ₂ e	4,9	5,4	5,1	5,1
Heating	tCO ₂ e	21,6	20,9	16,6	9,6
Cooling	tCO ₂ e	-	-	-	-
Steam	tCO ₂ e	-	-	-	-
Scope 3 - Upstream emissions	Unit	2020	2021	2022	2023
Category 5: Waste generated in operations					
Total emissions	tCO ₂ e	19,7	6,9	5,5	5,3
Transport, disposal and treatment of waste	tCO ₂ e	19,7	6,9	5,5	5,3

The bank successfully copes with its task of maintaining the level of CO₂ emissions from its own activities at 10% compared to previous periods. While the generation of emissions from electricity consumption remains at the same level, the generation of emissions from insulation and heating of premises has been reduced.

EMISSION SOURCES

Energy consumption	Unit	2020	2021	2022	2023
Total energy consumption	kWh	1 352 667	1 488 207	1 359 169	1 381 406
Fossil fuels	kWh	780 289	867 358	787 406	852 800
Electricity	kWh	466 513	518 053	490 445	481 398
Heating	kWh	105 865	102 796	81 318	47 208
Direct energy consumption	kWh	780 289	867 358	787 406	852 800
Indirect energy consumption	kWh	572 378	620 849	571 763	528 606
Nasdaq: E3 UNGC: P7, P8 GRI: 302-1, 302-2 SDG: 12 SASB: General Issue / Energy Management					
Energy mix	Unit	2020	2021	2022	2023
Total energy consumption	kWh	1 352 666,5	1 488 206,5	1 359 169,1	1 381 405,8
Fossil fuel	%	77,3%	70,2%	64,2%	74,3%
Renewables	%	4,2%	4,2%	2,2%	4,5%
Nuclear	%	18,5%	18,7%	9,9%	19,7%
Unknown	%	-0%	6,9%	23,7%	1,6%
Nasdaq: E5 GRI: 302-1 SDG: 7 SASB: General Issue / Energy Management					
Fuel consumption	Unit	2020	2021	2022	2023
Total fuel consumption	kg	63 120	70 076	63 725	69 117
Petrol	kg	31 043	31 088	30 705	39 083
Diesel	kg	-	-	884	-
Natural gas	kg	32 077,4	38 988,6	32 136	30 034,3
Water consumption	Unit	2020	2021	2022	2023
Total water consumption	m³	2 288	2 244	2 223	2 683
Cold water	m³	2 288	2 244	2 223	2 683
Nasdaq: E6 GRI: 303-5 SDG: 6 SASB: General Issue / Water & Wastewater Management					
Electricity mix	Unit	2020	2021	2022	2023
Total electricity consumption	kWh	466 513	518 053	490 445	481 398

Waste treatment	Unit	2020	2021	2022	2023
Total waste generation	kg	33 546	25 397	24 351	24 711
Sorted waste	kg	-	9 976	11 989	10 672
Unsorted waste	kg	33 546	15 421	12 362	14 039
Recycled waste	kg	33 546	18 946	11 989	14 106
Disposed waste	kg	-	6 451	12 362	10 605
Percentage of waste sorted	%	0%	39,3%	49,2%	43,2%
Percentage of waste recycled	%	100%	74,6%	49,2%	57,1%

The structure of emission sources remains relatively stable. There are small changes in the ratio of direct energy resource consumption and the share of waste without recycling. The growth of the vehicle fleet and the activity of its use ensure the growth of fuel consumption by vehicles.

ENVIRONMENTAL MANAGEMENT

Environmental management	Unit	2020	2021	2022	2023
Does your company follow a formal Climate Management Plan?	yes/no	Yes	Yes	Yes	Yes
Does your company follow specific waste, water, energy, and/or recycling policies?	yes/no	No	Yes	Yes	Yes
Does your company use a recognized energy management system?	yes/no	No	No	No	No
Nasdaq: E7 GRI: 103-2 SASB: General Issue / Waste & Hazardous Materials Management					
Climate oversight	Unit	2020	2021	2022	2023
Does your Senior Management manage climate-related risks?	yes/no	Yes	Yes	Yes	Yes
Does your Board of Directors oversee climate-related risk?	yes/no	Yes	Yes	Yes	Yes
Nasdaq: E8, E9 GRI: 102-19, 102-20, 102-29, 102-30, 102-31 SASB: General Issue / Business Model Resilience, Systematic Risk Management TCFD: Governance (Disclosure A/B)					
Climate risk mitigation	Unit	2020	2021	2022	2023
Total annual investment in climate-related infrastructure, resilience, and product development	thousand EUR	-	116	70	36
Nasdaq: E10 UNGC: P9 SASB: General Issue / Physical Impacts of Climate Change, Business Model Resilience TCFD: Strategy (Disclosure A)					

The Bank continues to progress in compliance and regulation of environmental management. In addition, the bank works on constantly improving its current policies and procedures to update them and comply with international approaches.

ENVIRONMENTAL MANAGEMENT

SOCIAL

Gender Pay Ratio	Unit	2020	2021	2022	2023
Median total compensation for men (X) to median total compensation for women (Y): X:1		0,7	0,6	0,7	0,7
Outcome of equal pay certification	%	-	-	-	-
S2 UNGC: P6 GRI: 405-2 SASB: General Issue / Employee Engagement, Diversity & Inclusion					
Employee Turnover	Unit	2020	2021	2022	2023
<i>Full-time Employees</i>					
Year-over-year change for full-time employees	%	12%	10%	10%	12%
Dismissal	%	14%	14%	11%	12%
Retirement	%	-	-	-	-
Job transition	%	-	-	-	-
Death	%	0%	0%	0%	0%
<i>Contractors and/or consultants</i>					
Year-over-year change for contractors and/or consultants	%	12%	8%	10%	8%
Dismissal	%	0%	0%	0%	0%
Retirement	%	-	-	-	-
Job transition	%	-	-	-	-
Death	%	-	-	-	-
<i>Gender</i>					
Men	%	29%	28%	31%	31%
Women	%	71%	72%	69%	69%
<i>Age</i>					
<20	%	1%	3%	2%	2%
20-29	%	24%	25%	26%	29%
30-39	%	40%	38%	37%	31%
40-49	%	22%	24%	24%	26%
50-59	%	10%	8%	9%	12%
60-69	%	3%	3%	2%	3%
70+	%	0%	0%	0%	0%
S3 UNGC: P6 GRI: 401-1b SDG: 12 SASB: General Issue / Labor Practices					

The bank continues to be responsible for the social component. Gender balance and the provision of high working conditions for women provide opportunities for them to work and develop in the company and reach management positions at all levels of HQ and branch networks.

SOCIAL

Gender Diversity	Unit	2020	2021	2022	2023
<i>Enterprise Headcount</i>					
Percentage of women in enterprise	%	70%	72%	69%	69%
Women	no.	265	294	282	305
Men	no.	111	118	125	134
<i>Entry- and Mid-level Positions</i>					
Percentage of women in entry- and mid-level position	%	71%	72%	68%	70%
Women	no.	260	289	277	300
Men	no.	106	113	119	130
<i>Senior- and Executive-level Positions</i>					
Percentage of women in senior- and executive-level positions	%	50%	50%	45%	55%
Women	no.	5	5	5	5
Men	no.	5	5	6	4
S4 UNGC: P6 GRI: 102-8, 405-1 SASB: General Issue / Employee Engagement, Diversity & Inclusion					
Temporary Worker Ratio	Unit	2020	2021	2022	2023
Total enterprise headcount held by part-time employees	%	2%	2%	2%	0%
Total enterprise headcount held by contractors and/or consultants	%	-	-	-	-
S5 GRI: 102-8 UNGC: P6					
Non-Discrimination	Unit	2020	2021	2022	2023
Does your company follow a sexual harassment and/or non-discrimination policy?	yes/no	Yes	Yes	Yes	Yes
S6 UNGC: P6 GRI: 103-2 (see also: GRI 406: Non-Discrimination 2016) SASB: General Issue / Employee Engagement, Diversity & Inclusion					
Injury Rate	Unit	2020	2021	2022	2023
Total number of injuries and fatalities, relative to the total workforce	%	0%	0%	0%	0%
S7 GRI: 403-9 SDG: 3 SASB: General Issue / Employee Health & Safety					
Global Health & Safety	Unit	2020	2021	2022	2023
Does your Company publish and follow an occupational health and safety policy?	yes/no	Yes	Yes	Yes	Yes
S8 GRI: 103-2 (See also: GRI 403: Occupational Health & Safety 2018) SDG: 3 SASB: General Issue / Employee Health & Safety					

Child & Forced Labor	Unit	2020	2021	2022	2023
Does your company follow a child labor policy?	yes/no	Yes	Yes	Yes	Yes
Does your company follow a forced labor policy?	yes/no	Yes	Yes	Yes	Yes
If yes, do your child and/or forced labor policy cover suppliers and vendors?	yes/no	No	No	No	No
S9 GRI: 103-2 (See also: GRI 408: Child Labor 2016, GRI 409: Forced or Compulsory Labor, and GRI 414: Supplier Social Assessment 2016) UNGC: P4, P5 SDG: 8 SASB: General Issue / Labor Practices					
Human Rights	Unit	2020	2021	2022	2023
Does your company publish and follow a human rights policy?	yes/no	Yes	Yes	Yes	Yes
If yes, does your human rights policy cover suppliers and vendors?	yes/no	No	No	No	No
S10 GRI: 103-2 (See also: GRI 412: Human Rights Assessment 2016 & GRI 414: Supplier Social Assessment 2016) UNGC: P1, P2 SDG: 4, 10, 16 SASB: General Issue / Human Rights & Community Relations					

GOVERNANCE

Board Diversity	Unit	2020	2021	2022	2023
Total board seats occupied by women (as compared to men)	%	0%	0%	17%	17%
Committee chairs occupied by women (as compared to men)	%	0%	0%	0%	0%
G1 GRI 405-1 SDG: 10 SASB: General Issue / Employee Engagement, Diversity & Inclusion (See also: SASB Industry Standards)					
Board Independence	Unit	2020	2021	2022	2023
Does the company prohibit CEO from serving as board chair?	yes/no	Yes	Yes	Yes	Yes
Total board seats occupied by independents	%	50%	50%	50%	50%
G2 GRI: 102-23, 102-22					
Collective Bargaining	Unit	2020	2021	2022	2023
Total enterprise headcount covered by collective bargaining agreements (X) to the total employee population	%	100%	100%	100%	100%
G4 UNGC: P3 SDG: 8 GRI: 102-41 SASB: General Issue / Labor Practices (See also: SASB Industry Standards)					
Supplier Code of Conduct	Unit	2020	2021	2022	2023
Are your vendors or suppliers required to follow a Code of Conduct	yes/no	Yes	Yes	Yes	Yes
If yes, what percentage of your suppliers have formally certified their compliance with the code	%	-	-	-	-
G5 UNGC: P2, P3, P4, P8 GRI: 102-16, 103-2 (See also: GRI 308: Supplier Environmental Assessment 2016 & GRI 414: Supplier Social Assessment 2016 SDG: 12 SASB General Issue / Supply Chain Management (See also: SASB Industry Standards)					
Ethics & Anti-Corruption	Unit	2020	2021	2022	2023
Does your company follow an Ethics and/or Anti-Corruption policy?	yes/no	Yes	Yes	Yes	Yes
If yes, what percentage of your workforce has formally certified its compliance with the policy?	%	100%	100%	100%	100%
G6 UNGC: P10 SDG: 16 GRI: 102-16, 103-2 (See also: GRI 205: Anti-Corruption 2016)					
Data Privacy	Unit	2020	2021	2022	2023
Does your company follow a Data Privacy policy?	yes/no	Yes	Yes	Yes	Yes
Has your company taken steps to comply with GDPR rules?	yes/no	Yes	Yes	Yes	Yes
G7 GRI: 418 Customer Privacy 2016 SASB: General Issue / Customer Privacy, Data Security (See also: SASB Industry Standards)					
ESG Reporting	Unit	2020	2021	2022	2023
Does your organization publish a sustainability report?	yes/no	Yes	Yes	Yes	Yes
If Yes: does the Sustainability Report disclose environmental, social and governance matters?	yes/no	-	Yes	Yes	Yes
Is sustainability data included in your regulatory filings?	yes/no	Yes	Yes	Yes	Yes
G8 UNGC: P8					

Disclosure Practices	Unit	2020	2021	2022	2023
Does your company provide sustainability data to sustainability reporting frameworks?	yes/no	Yes	Yes	Yes	Yes
Does your company focus on specific UN Sustainable Development Goals (SDGs)?	yes/no	Yes	Yes	Yes	Yes
Does your company set targets and report progress on the UN SDGs?	yes/no	Yes	Yes	Yes	Yes
G9 UNGC: P8					
External Assurance	Unit	2020	2021	2022	2023
Are your sustainability disclosures assured or validated by a third party?	yes/no	Yes	Yes	Yes	Yes
G10 UNGC: P8 GRI: 102-56					

The Bank continues to ensure transparency and completeness of information regarding management approaches and criteria first disclosed in the 2020 report. Much attention is paid to the development and relevance of these approaches, even in war conditions.



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