

# **Our Code of Ethics**

### **ර**්∂ Preamble

### Dear Colleagues,

It is said that good things will stand the test of time. Ceská sporitelna has been on the market foralmost two hundred years now and in our strategy, we return to the original idea of teaching peopleto manage money, guide them towards prosperity and de facto help all of society. The prerequisitefor us being able to meet this commitment, apart from our professionalism and ability to provide quality and specialist financia ladvisory services, is to act and behave honorablyand ethically in all circumstances.

It is the Code of Ethics that is the guide to keep us on the right path. For our successfulfuture and fulfilment of the FHC/#stronger Sporitelna strategy, it is crucial to know the contentsof the document, to respect and follow it daily.

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## Clients

- I create and develop long-term relations with clients based on loyalty, discretion, trust, honesty, and compliance with agreements.
- I take care of the transparency of products and services, including the terms and conditions under which they are provided.
- I always openly communicate full, true and comprehensible information to clients about a product or service, including the price, level of the interest rate and all related charges.
- I consistently protect all client data and consider confidential all information communicated to me by clients.
- I propose to clients only the best solutions for them in terms of their needs and the way they are serviced.
- I never force clients into concluding a relationship with the bank and fully respect their right to make a responsible decision based on all available information.
- In case clients get into financial distress, I actively search with them for an acceptable solution to their financial situation and fulfilment of their financial commitments.
- I work to bring profit to clients and the bank and to help clients increase their financial literacy and have better orientation inthe world of finance.
- I respect the right of clients to present a suggestion or complaint and actively cooperate on its solution.



### **Employees**

- I am proud to be working in the Erste Group which actively fulfils the mission to guide individuals, families and communities towards prosperity thereby contributing to the prosperity of all society.
- I respect all codes and standards which we, as a Group, endorse and in accordance with them and the Erste philosophy, I fulfil the goal of five million fans and the healthy finance strategy of Ceská sporitelna.
- I believe in what I do and, in the products, and services I provide to clients.
- I actively cooperate with others because I am convinced that together we can achieve a better result.
- I like people and bearing in mind that I am providing a service, I approach clients, business partners and colleagues with respect and esteem, and I am pleased to help them.
- I accept the responsibility for my decisions and consider any errors I make to be experience from which I want to and can learn.
- I spend my working hours fulfilling my work duties, working on myself, my abilities, my expertise, and competence, and help in the development of others.
- An open, safe, and healthy working environment is a priority for me, my colleagues, business partners and clients.
- I respect the boundary between my work and personal life and that of my colleagues.
- I do not tolerate any form of discrimination and, on the contrary, I consider diversity a competitive advantage which helps us to be more successful and a company better perceived on the market.
- I contribute to the development of a company that is decent, open, does not tolerate violence, rejects bullying, respects the individual and at the same time supports cooperation and synergy locally and at the level of the Erste Group.
- If I am a manager, then I set an example to my team at a professional and personal level.



### Loyalty and investors

- I protect the good reputation of the company, place the interests of the employer above my own and ensure the
  protection of the interests of our shareholders and all other interested parties.
- I consistently ensure adherence to the highest standards of the protection of information and data on clients, and I demand the same from business partners.
- I am aware of the risks of the digital world therefore I work with the relevant colleagues on the maximum protection of our systems.
- I avoid any conflict of interest, adhere to valid legislation and respect the procedures and recommendations of all institutions which supervise our business.
- I support healthy competition and free, fair competition and do not tolerate any form of unfair practices or cartel agreements.
- I respect trademarks and other intellectual property rights.
- I support an undisputed and prudent approach to all and any risks when providing products and services and consider the ethical as well as the economic aspect and impact on society and the environment.

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### Social responsibility

- I support the development of communities in which I live, work or do business and support other socially beneficial
  activities which are in accordance with our strategy.
- I actively educate clients and the public about financial literacy thereby improve their qualifications to make the right financial decisions.
- I protect the company's property, behave ecologically, save natural and corporate resources and contribute to sustainable corporate growth.