

OSCHADBANK

MY BANK. MY COUNTRY

ESG Impact Book 2024



Oschadbank: 2024 at a glance

Oschadbank is a universal bank serving all customer segments. We play a key role in supporting Ukrainian economy and society during the war and will continue to do so in the post-war period.

Key facts



The second largest bank in Ukraine by net assets, customer accounts and equity



100% state-owned bank, ensuring reliability and stability



One of the **systemically important banks** as identified by the NBU in 2024



The largest branch network among Ukrainian banks



Key financial results 2024

UAH **428.5** billion
total assets
 as of January 2025
 (+UAH 82 billion in 2024)



UAH **18.6** billion
record profit before tax



UAH **111.1** billion
loan portfolio,
 +25% growth over the year



UAH **17.2** billion
**taxes, fees, and dividends
 paid to the state budget**



UAH **24.3** billion
net interest income
 (up 30% compared to 2023)



Oschadbank values and strategic vision

In 2024, Oschadbank developed a new Strategic Program for 2024-2028

Strategic Program was approved by the Supervisory Board on September, 26, 2024. One of its key priorities is our commitment to sustainability principles. This focus is reflected in the updated mission and vision of Oschadbank. Increased attention to ESG issues is among the nine strategic directions outlined in the Program.



Our mission:

We work to provide inclusive, innovative and affordable financial services of the highest quality as a universal bank for Ukrainians and entrepreneurs throughout Ukraine, ensuring stability, leading the recovery and further supporting Ukrainian businesses and strategic sectors of the economy, and promoting high standards in sustainable growth.



Our vision:

Oschad is an inclusive all Ukrainian bank that operates on high standards of ethics, earns the trust of its customers and is the bank of first choice thanks to its state of the art products and services to help grow Ukrainians and businesses, playing a vanguard role in ESG and in the sustainable development of the economy, achieving the goals of its stakeholders, with constant care for employees, commitment to innovation and improvement of performance.

Key objectives of the Strategic Program 2024-2028:

- **Performance:** business growth, improved customer experience, strong profitability
- **Further modernization:** innovation, process optimization, and digital transformation
- **Resilience:** financial stability, customer trust and ESG

Oschadbank's core values:

- **Humanity**
- **Ukraine-centricity**
- **Support and backbone**
- **Europeanness**

Scale and versatility - the foundation of our resilience

Oschadbank is a reliable pillar of the Ukrainian economy

As one of the largest banks in Ukraine, we have an extensive branch network, serve millions of customers, and play a crucial role in the country's financial system.

Our scale transforms into strong financial performance, active support for strategic sectors of the economy, development of small and medium-sized enterprises, participation in national and international programs, support for households, and ensuring stability of the financial system. Through our operations, we are reshaping Ukraine's economic landscape.

Supporting customers and communities*

UAH 44.5 billion

in lending under the
"Affordable loans 5-7-9%" program
(2nd bank by the number
of loans issued)



UAH 1.82 billion

in municipalities financing
(market leader)

UAH 465 million

in grants for more than
1,000 veterans and veteran
businesses

UAH 452 million

in energy efficiency loans
for households

UAH 6.6 billion

in agricultural financing



* - Here and below all data is provided for 2024 unless specified otherwise

Supporting society



Nearly **18,000 employees** across Ukraine



Over 1,100 operating branches, including 700+ adapted for people with limited mobility



Member of Power Banking program: **442 branches operate without electricity or mobile network**



Key partner in government financing and lending programs



Leader in the eOselya affordable mortgage program – 3,000+ loans for UAH 5 billion



The only bank operating in the frontline settlements (5 mobile units)



Nearly **UAH 55 million** allocated to support the **Armed Forces**



UAH 10 million donated to the **SuperHumans Center** for rehabilitation of wounded soldiers



UAH 420,000 to support social initiatives for the NGO “Barrier-Free”



Message from the CEO



The full-scale war that Ukraine is experiencing has inflicted severe damage on our country. After victory, we will face the monumental task of rebuilding. This recovery must align with Ukraine's strategic path toward the European Union. Everything created in post-war Ukraine should meet EU standards – including environmental protection, social responsibility, and strong corporate governance.

At Oschadbank, we understand this deeply. That's why implementing ESG principles is a core part of our new Strategic Program through 2028, approved by the Supervisory Board. This stream includes developing inclusive financial products and services, transforming branches to be more accessible to all client groups, and expanding sustainable finance and "green" projects. It also calls for respon-

sible environmental management and continued support for our people and the most vulnerable groups in society. We plan for Oschadbank to be a leader in ESG reforms in Ukraine.

Of course, the motivation for responsible businesses to implement ESG standards is not only about compliance with EU requirements. Clean environment, support for those in need, and business integrity benefit not only society, but also the businesses themselves and their employees. We all want our children to grow up in a country that protects nature, addresses social issues, and where businesses strive for long-term development.

I invite you to explore this ESG Impact Book and learn more about what Oschadbank is doing to make this vision a reality. Join us on this journey!

Sincerely yours,
Sergii Naumov

Oschadbank ESG principles - our responsibility that changes the country

Oschadbank systematically integrates ESG principles into its operations, combining financial stability and support for the Ukrainian economy with a strong commitment to society and environment.

We build a sustainable business, contributing to the reconstruction of Ukraine and helping society adapt to global challenges

01

Social Impact

Oschadbank ensures that financial services are accessible to all, promotes inclusion, supports veterans, and helps Ukrainian society thrive.

[Learn more about social initiatives and programs on page 9](#)

02

Environmental Impact

Oschadbank finances “green” projects, supports businesses on their path toward environmental transformation, and continuously improves its own energy efficiency.

[Learn more about environment initiatives and programs on page 30](#)

03

Corporate Governance

Oschadbank adheres to high ethical standards, emphasizes transparency and accountability, strengthens compliance practices, and actively engages with stakeholders.

[Learn more about corporate governance on page 37](#)



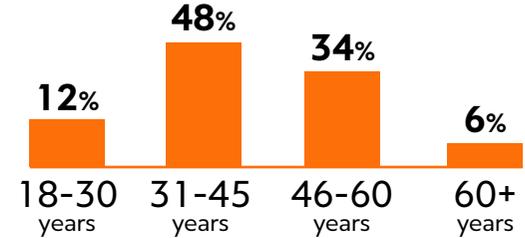
Social Impact

Oschadbank team: the people advancing the bank

Oschadbank is powered by a large team of dedicated professionals. We are among **the top three largest employers in Ukraine's banking sector**. Our focus is on creating flexible and comfortable working conditions, promoting professional development, and ensuring safety and well-being for every employee.



*as of December 2024



We base our personnel policy on openness, transparency, inclusivity, and support for career growth. **Oschadbank guarantees equal opportunities for all, regardless of gender, age, health status or other personal characteristics, and works to eliminate discrimination and gender-based pay gaps.**



Special attention is paid to **preventing gender-based violence**. We strive to ensure that every employee feels safe and supported. According to the Code of Conduct (ethics), Oschadbank has an established system for reporting unacceptable behavior, including issues of gender-based violence. Everyone can report unacceptable behavior through the confidential reporting mechanism (whistleblowing).

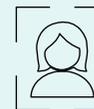
We aim to foster an inspiring environment, where every team member feels part of a strong, purpose-driven team with the opportunity to realize their full potential.



72%
Women in the team



37%
Management roles held by women



Oschadbank employee portrait

- Specialist
- Woman, 41 years old
- Education - higher economic
- 7 years of work experience in the bank

Decent working conditions and employees' safety

Oschadbank is committed to creating a work environment, where every employee feels comfortable, valued and protected

Caring for our team means not only offering competitive salaries and social guarantees, but also **flexible working conditions, medical support, and enhanced safety measures.**

Hybrid work format provides opportunity to work both from the office and remotely

Additional paid leave for irregular working hours and for parents

Medical insurance – over 13,000 employees insured as of end of 2024

Additional payments to employees working in frontline regions

Financial assistance in cases of hardship or difficult life circumstances



Considering the war, we pay special attention to occupational safety and personnel security.

We comply with **all legal safety requirements** and introduce additional protective measures.

We pay special attention to the working conditions of employees in frontline regions.

The **Occupational Safety Center** and **Civil Protection Center** coordinate safety efforts across the bank.

We offer **first aid training programs** to employees:

- 10 one-day first aid trainings for 556 employees in 2024
- An online course with 10 video lessons on first aid was created, completed by nearly 14,000 employees
- Occupational and electrical safety testing for all employees

Mental health support for employees

Oschadbank cares deeply about the psychological well-being of its employees

In 2024, we launched a **mental health support program** designed to help manage stress, prevent emotional burnout, restore emotional resources, and strengthen resilience:

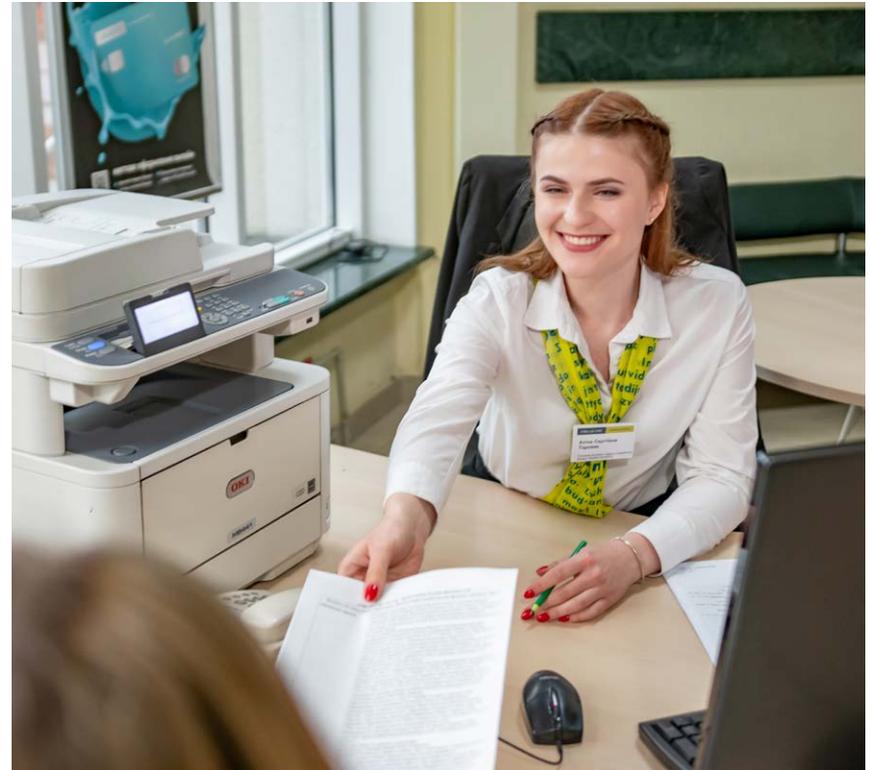
- Confidential individual consultations with psychologists
- Online lectures and offline events to raise awareness about mental health
- Training courses and self-care materials for emotional well-being

Focus areas of the program:

- Stress management
- Burnout prevention
- First psychological aid
- Work-life balance
- Building interpersonal relationships

Key results:

- **7 focus groups** created among employees to study the impact of stress and develop effective self-support methods (October 2024)
- **3,000+ employees** participated in a mental health survey (November 2024)
- **382 individual consultations** for employees
- **On-site group sessions** in Kharkiv, Dnipro, Odesa, Mykolaiv, Zaporizhzhia, and Donetsk regions



Learning and development

Oschadbank largely invests in personnel development: we create in-house training programs and provide access to external learning opportunities to foster professional excellence.

We encourage our team to unlock their potential, deepen their knowledge, sharpen their skills, and achieve outstanding results



Internal online learning and testing:

190 training topics

451,163 tests conducted to assess knowledge

18,042 employees completed testing



Professional skills development:

Training for branch employees - **2,763 participants**

Premium managers development program - **83 participants**

Training for micro, small, and medium-sized enterprise managers - **955 participants**



Leadership skills development:

Program for retail business curators development, MSME curators, and premium client curators - **236 participants** completed three training modules

Talent Pool Program - an internal project to identify and develop talents within the bank: **384 participants** in the first group



Inclusivity and new service model standards:

61 inclusive service trainings conducted for **1,021 branch employees**

15,159 employees completed School of Inclusivity online course

A center of expertise created: **14 employees** trained and certified as inclusive service trainers, now leading internal training sessions

Supporting and reintegrating veterans

Oschadbank systematically supports veterans by providing financial, medical, and psychological assistance. We apply a comprehensive approach to supporting veterans at all stages of their adaptation to civilian life

Main objectives of the veteran reintegration program



Ensure respect for veterans' rights, including access to social protection, healthcare, psychological support, and professional adaptation

53 veterans
(Oschadbank employees)
returned to work after service



Support veterans throughout all stages – from mobilization to full reintegration after service

23 external veteran candidates
employed by the bank since the
full-scale invasion began



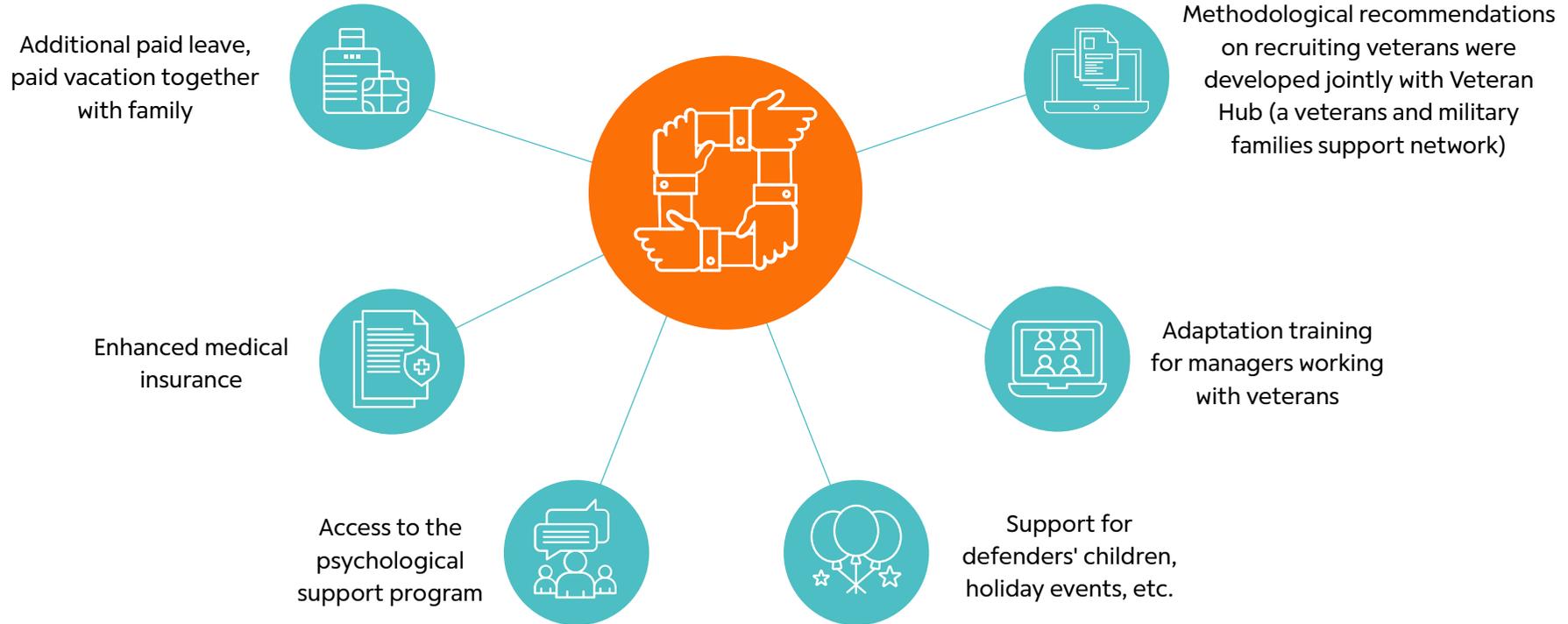
Coordinate all efforts between departments for prompt and effective support of veterans

12 veterans
joined the team
in 2024

Oschadbank's Peer-to-Peer approach

We build open and respectful communication with demobilized employees, avoiding intrusiveness and formality. An individual approach is applied to each employee, taking into account their current needs – whether it's time for rest, psychological care, or material assistance.

Veteran support complex



Changing ourselves and leading changes around us: My Barrier-Free inclusive program

Oschadbank is one of the first banks in Eastern Europe to systematically implement inclusivity in the banking sector

In 2023, we launched My Barrier-Free program, aimed at ensuring equal access to financial services for all customers. The program also seeks to raise public awareness about the importance of creating a barrier-free environment and highlights the need for inclusive infrastructure.

Program components:

01 Physical barrier-free environment - expansion and support of inclusive infrastructure

Oschadbank is a leader in inclusive banking. Since 2014, 25 super-inclusive branches were opened (2 located in temporarily occupied territories), and the first “Iron branch” was opened at the Central Railway Station in Kyiv. Super-inclusive branches are designed considering the needs of the widest possible range of clients: people with disabilities, elderly people, parents with children, etc.



714 branches are adapted for clients with limited mobility (as of the end of 2024) - they have certificates of compliance with state building codes for inclusivity



538 ATMs modernized with voice modules to serve clients with visual impairments



Video identification via contact center video calls was introduced as a key tool for internally displaced persons and those in occupied territories



Online onboarding was introduced for new clients and individual entrepreneurs



Oschadbank’s website and mobile app were upgraded to meet current inclusivity standards



02 Service barrier-free environment - adapting services to meet the needs of people with disabilities and vulnerable groups

Adapting services to meet the needs of people with disabilities and vulnerable groups

Gradual transformation of the branch network into fully barrier-free spaces

Special Inclusion Friendly training for all employees

Creation of a separate service model for people with disabilities and veterans

Specially trained staff members in branches to assist customers with disabilities



03 Communication barrier-free environment - promoting inclusive thinking and service standards in society, implementing appropriate service standards and training all personnel



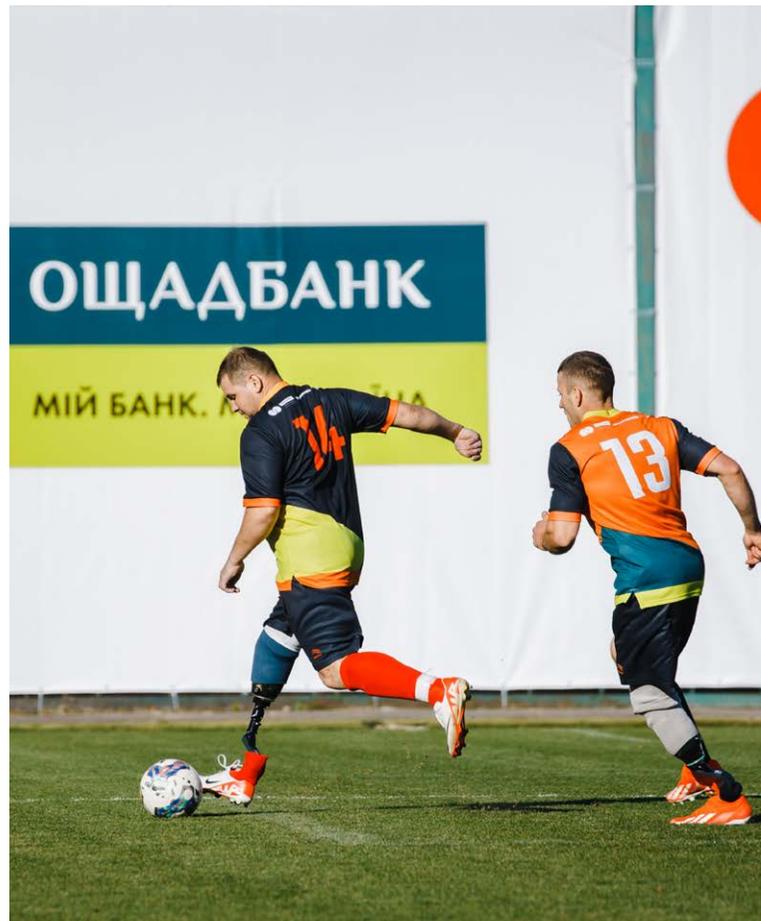
Communication initiatives: YouTube show "Legs-off", support for the Bachelor TV show featuring Oleksandr Teren, a veteran with prosthetics

Development of a comic-style guide for training staff on inclusive service standards

Hosting the Barrier-Free Forum, attended by over 160 companies

Special media project "My Barrier-Free" in partnership with delo.ua, attracting over 70,000 views

Match for Heroes: 16 veterans with prosthetics played a charity football match alongside Ukrainian celebrities



Financial inclusion: accessible banking services for everyone

Our team is dedicated to its mission and maintains professionalism in any situation. We ensure that Ukrainians have access to financial services wherever they are – Oschadbank is launching unique mobile branches in frontline regions, resuming operations in the liberated territories, and enhancing digital solutions so clients can access services across Ukraine and abroad.

Oschadbank operates where no other bank can



5 mobile banking units based on armored vehicles operate in frontline regions, with 5 more preparing for launch in 2025. These mobile branches have no analogues and offer key services: opening accounts, setting up deposits, reissuing payment cards, transferring funds, and distributing social assistance.



Operations of 2 branches were restored in frontline territories (Donetsk and Mykolaiv regions) in 2024.



Oschadbank is constantly developing remote banking services to ensure online access to financial services under any conditions:

70%
of client operations
 are conducted through
 Mobile Oschad app

27,000
cards issued remotely
 without visiting a branch, using
 remote identification

75%
of contact center requests
 are processed automatically via
 the intelligent assistant Sofia,
 replacing the work of 500 operators



Ensuring uninterrupted service during energy crisis:

442
Power Banking branches -
 operate without electricity
 or mobile network access

800
branches
 are equipped with
 alternative power sources

91%
of operational capacity
 is maintained by self-service
 banking terminals in 2024

Social responsibility and charitable initiatives

Oschadbank is a socially responsible business that helps Ukraine endure, rebuild and grow

We support our defenders, as well as charitable initiatives and social projects aimed at helping those most in need. Our social responsibility strategy covers a wide range of assistance areas – from financing social projects and fostering inclusivity to supporting culture, education, and sports.

Support for the military forces and veterans

- **-UAH 55 million** directed to military units and divisions
- **UAH 10 million** allocated to equip two wards and establish a sterilization unit at the SuperHumans Center – rehabilitation center for adults and children affected by the war
- **UAH 8 million** raised during Match for Heroes to fund sports prosthetics for military (the event featured 16 veterans with amputations and Ukrainian celebrities)
- **3 mobile rehabilitation centers** opened for veterans and those affected by the war (in partnership with VISA and Mindy Foundation)





Rebuilding and supporting society

UAH 10 million donated to restore the Okhmatdyt Children's Hospital after a missile strike.

UAH 10 million raised for rebuilding a gymnasium in Velyka Kostromka (through the "My Voice Rebuilds" project - Oschadbank doubled all card-based donations).

UAH 3 million - support for the Ukrainian Paralympic team.

UAH 2.9 million raised internally through the "Let's Help Together" campaign for the treatment of war victims and support for mobilized employees.

UAH 480,000 - generator for Kyiv Aviation Institute design bureaus.

UAH 420,000 contributed to projects by the NGO "Barrier-Free".

Over UAH 150,000 invested in **financial literacy training** for teachers at Kyiv National Economic University – with over 90 participants and 60 hours of training delivered.



Art support

For over 10 years, Oschadbank is committed to promoting Ukrainian art – and has continued this support during the full-scale war. In particular, in September 2024, Oschadbank became the general partner of the exhibition "Guarding Saint Sophia", highlighting the historical confrontation between Ukraine and Russia.

In October 2024, Oschadbank supported the premiere of the film "People of Steel", dedicated to the defenders of Mariupol.

We promote contemporary Ukrainian art: works by artists such as Nazar Bilyk, Pavlo Makov and Oleg Tistol are displayed in our Kyiv premium center.



Our clients

Oschadbank places great emphasis on client care, creating valuable financial opportunities even during the most challenging times

As one of Ukraine’s largest banks, we fulfill our mission of supporting businesses and citizens by offering accessible financing, expanding grant access, and growing partnership programs to stimulate entrepreneurship and strengthen the national economy.

Client financing in 2024
(according to management reporting):

- UAH 59.2 billion - net corporate loan portfolio** (+UAH 11.3 billion growth)
- UAH 26.1 billion - net loan portfolio for micro, small, and medium-sized enterprises** (+UAH 4.7 billion growth)
- UAH 21.1 billion - net retail loan portfolio** (+UAH 6.1 billion growth)

Key achievements

Leader in the "5-7-9% Affordable Loans" program:
15,834 loans for UAH 44.5 billion - 2nd place in both number of loans and amount



Support for the agricultural sector:
1,872 loans totaling UAH 6.64 billion



EUR 430,000 - loan to a major agricultural company operating near the frontline



UAH 4.03 billion - in partnership loans for agricultural machinery and equipment purchasing



EUR 45 million - corporate business transactions in the energy sector (almost four times the 2023 figure)





Leader in lending to energy companies, municipalities and metallurgy

Second place in retail and wholesale trade, agriculture, and food production sectors



Leader in the eOselya Affordable Mortgage program

3,037 loans for UAH 5 billion in 2024
49% of borrowers – military personnel and security forces



Leader in the auto loan market with a 38% share

3,900 loans issued worth UAH 3.6 billion (10% more than in 2023)



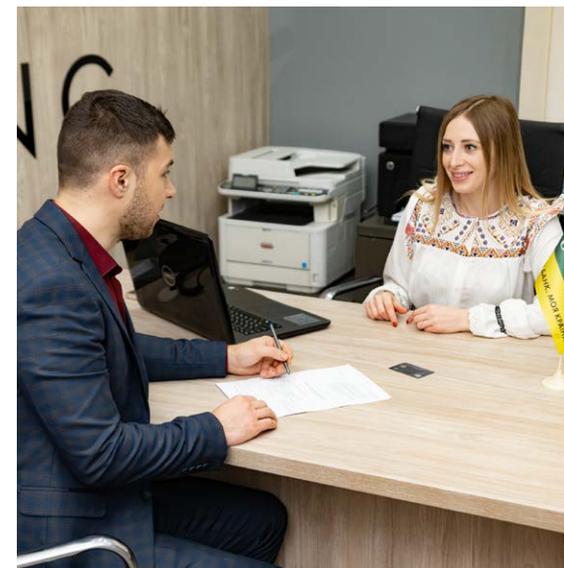
Leader in term deposits volume, reflecting high client trust

UAH 210 billion in individual accounts (excluding accounts payable and accrued expenses), 11.6% growth in 2024



Leader in financing municipalities

UAH 1.82 billion in loan agreements with municipalities, primarily for energy saving and environmental projects



Supporting responsible micro-, small, and medium-sized enterprises

Creating favorable financial opportunities and supporting MSMEs is our contribution to rebuilding Ukraine and our communities. **Small and medium-sized businesses form the foundation of economic growth and social stability.** Therefore, Oschadbank offers favorable lending terms for businesses striving to operate more efficiently and help build a stronger future for our country.

Our social lending programs empower people to start businesses, support their families, and become pillars for their communities. A key element of such MSME support is the bank's extensive partner network, which comprises over 300 organizations. This enables us to lead in grant distribution: 90% of all grants in Ukraine are processed through Oschadbank. We offer more than 10 grant programs to expand opportunities for our clients.

UAH 40 billion – total loan volume disbursed to MSMEs by Oschadbank during wartime

Key instruments for supporting MSMEs in Oschadbank:

Preferential financing through the “5-7-9% Affordable Loans” program

Grant support from the government and international donors

Partnership programs to improve lending terms

Cooperation with regional military administrations

Collaboration with export credit agencies



Main support areas:

Business relocation

Support for production and manufacturing industries

Recovery of businesses in liberated territories

Export promotion

Development of women's entrepreneurship

Energy efficiency

Agribusiness development

Support for veteran-led businesses

Oschadbank supports the state **financing program for creating and developing processing enterprises**, offering loans up to UAH 8 million for MSMEs. Since its launch, 1,025 clients have been granted financing totaling UAH 4.8 billion. Additionally, Oschadbank finances horticulture, berry growing, and viticulture. Since the initiative's launch, UAH 0.8 billion have been allocated to 193 clients.

Programs supporting veteran-led businesses

Oschadbank is committed to supporting veteran-led businesses and helping veterans start or expand their business by offering grants, preferential loans, and consulting services.

The Business 4.5.0 is a unique program designed to provide **financing for veterans and veteran-led businesses**. Its aim is to create affordable conditions for combatants and their families to reintegrate into society and transit to civilian life through entrepreneurship. The program also fosters job creation and community resilience. We provide funding to launching or scaling veteran-led businesses, purchasing franchises, and offer discounted cash settlement services, consultations, and trainings.

Oschadbank is the only bank in Ukraine financing newly established veteran-led businesses. The first startup of such kind has been financed for UAH 1.8 million in Odesa region

Key results as of the end of 2024:

59 loans totaling UAH 105 million

696 clients opened 731 accounts

UAH 533 million in grants were attracted through the program

Women represent 32% of all accounts, 15% of loans, and 35% of grants under the program



Partnership with the state “eRobota” program

Oschadbank is a partner in the state “eRobota” program, which provides grants to combatants, veterans, and their families to start or expand businesses. In 2024, Oschadbank provided over 1,000 grants totaling UAH 465.4 million under this initiative.



Support for women in business

Oschadbank is committed to empowering women in business and actively promotes development of female entrepreneurship. We recognize the crucial role women play in rebuilding Ukraine's economy during wartime and proudly serve as their reliable financial partner.

In collaboration with government and international financial institutions, **we provide tailored financial products, grants, and training programs that help women establish and develop their businesses.**

2024 key highlights:

Women represent 33% of Oschadbank MSME clients - around 80,000 entrepreneurs

UAH 3.7 billion totals loan portfolio for women-led businesses (+ UAH 2.4 billion over the past 3 years)

Lending to women-owned businesses is growing faster than overall MSME lending

Over 30% of business owners in energy, telecommunications, and manufacturing are women

Women account for more than 40% of Oschadbank's grant recipients

The highest concentration of women entrepreneurs (our clients) is in Odesa, Donetsk, and Kyiv regions

Top sectors among female clients: wholesale trade, food service, manufacturing, real estate, and education

Key bank programs supporting female entrepreneurship:

"5-7-9% Affordable Loans" program

Government and international grant programs

The Business 4.5.0 program tailored for veterans including female veterans

Regional support initiatives in partnership with regional military administrations

Educational programs supported by international financial institutions



Create! Program - Oschadbank's flagship initiative for women in business

This grant program supports women entrepreneurs in production and manufacturing. Its goal is to help high-potential businesses scale operations, automate production lines, and expand into new markets - even during the war.

Create! Program was launched in 2024 by the Ministry of Economy of Ukraine and UMAEF, and implemented by the KSE Foundation. Oschadbank is the exclusive financial partner.

Partnership with local authorities: supporting regional economic growth

Oschadbank continues to develop strong partnerships with regional military administrations and local communities to support MSMEs during wartime. Through signed memoranda, we implement financing programs on favorable terms and develop compensation mechanisms that ease the financial pressure on entrepreneurs. These efforts help preserve jobs, support local businesses, and lay the foundation for post-war regional recovery.

This program is implemented with the support of international partners and aligns with national wartime MSME support policies.

We actively support creating resilient business ecosystems, especially in vulnerable regions of Ukraine

Examples of local business support tools developed through local authorities:

-  Capital costs reimbursement
-  Interest rate compensation
-  Financing of initial payments
-  Government and international grants



Key results:

18
cooperation memoranda
signed with regional administrations
(2022-2024)

UAH 26.3 million
in reimbursements disbursed to
entrepreneurs

Nearly 300 entrepreneurs
participated in joint programs between
the bank and local authorities

Cooperation with IFIs for developing Ukrainian businesses

Oschadbank helps entrepreneurs adapt to today's realities by providing access to grants, preferential financing, and special credit programs. We support responsible entrepreneurship, micro, small, and medium-sized businesses, veteran-led companies, women entrepreneurs, and businesses affected by the war.

Oschadbank holds first place in the number of grant programs implemented through a Ukrainian bank

Main partnership programs in 2024:

Resilience and Livelihoods Program and Eastern Partnership SME's Competitiveness and Inclusiveness Program (in cooperation with the EBRD) - loans for SMEs to maintain stability during wartime: **110 projects financed totaling UAH 446 million.**

Grant program from Deutsche Sparkassenstiftung für internationale Kooperation - financial support for small businesses: **79 grants awarded totaling UAH 44.5 million.**

"Create!" program (with Western NIS Enterprise Fund, Ministry of Economy of Ukraine, and Kyiv School of Economics). Grants for women to develop manufacturing and processing businesses - **68 female entrepreneurs received grants USD 10,000 each.**

Support program for MSMEs in Kryvyi Rih district (backed by the Government of Luxembourg through LuxDev and the Entrepreneurship Development Fund) - grants up to EUR 10,000 to promote employment and economic stability. **Oschadbank is the authorized bank of the program.** 49 winners selected in the first round; 20 opened accounts and **received grants totaling UAH 2.3 million.**

EU4Business grant program for microbusinesses (financed by the German Government via GIZ) - support for entrepreneurs from war-affected regions. **543 grants provided for a total of UAH 66.5 million.**





Environmental Impact

Environmental Impact

Oschadbank recognizes the importance of environmental protection and the role we play both as a financial intermediary and as a large business

The bank finances environmentally responsible companies, supports communities in implementing sustainable projects, helps clients' transition to alternative energy sources, and introduces energy-efficient solutions in its own operations. We believe that these efforts not only contribute to preserving the planet, but also create additional value for our customers and society.

In 2024, Oschadbank implemented several key initiatives:

The Environmental and Social Management Policy was adopted, defining the bank's general approach to sustainability.

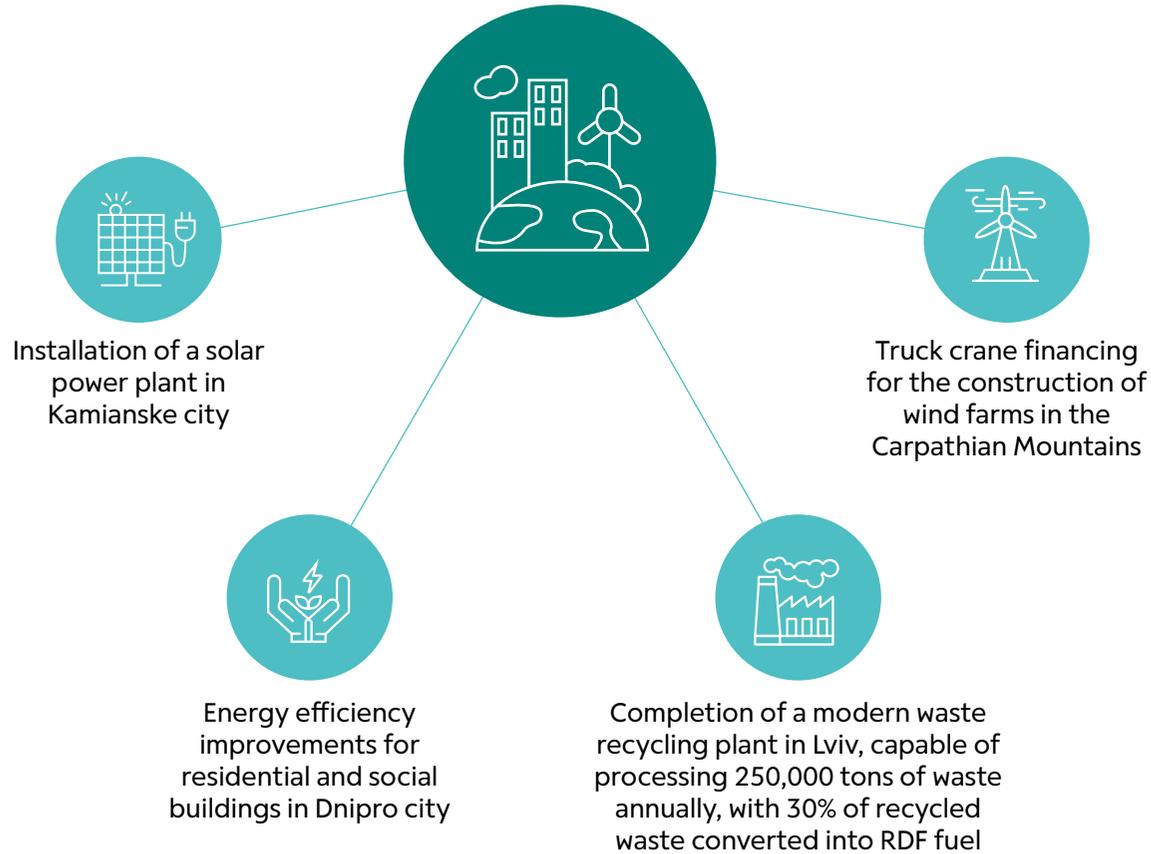
The Environmental, social, and governance risk management Policy for SMSEs lending was introduced and approved. It defines the bank's approach to addressing environmental and social risk management in financing MSME clients. The document establishes approaches to assessing eco-social risks and defines industries that generate high environmental and social risks and are not eligible for financing (Exclusion list).

Oschadbank also implemented an Environmental and Social Management System (ESMS) under the "Affordable Loans 5-7-9%" program. Based on a comprehensive Environmental and Social Due Diligence, Oschadbank's ESMS was recognized as compliant with the World Bank's Environmental and Social Standards (ESS 1-10) for projects with low and moderate risk. In 2025, Oschadbank plans to develop detailed ESMS tools to assess projects with significant and high risk.

Throughout the year, training sessions were regularly conducted for front-office employees and credit experts on environmental and social risk assessment.

An ecologist has joined the risk management team to assist in the development and implementation of ES risk assessment tools as part of the credit process for MSME.

Key environmental projects financed by Oschadbank in 2024



Financing energy independence: supporting MSMEs

Oschadbank is dedicated to **helping businesses adopt green technologies, reduce energy costs, and minimize environmental footprint**. We offer financial solutions that support entrepreneurs' transition to alternative energy sources. In addition to our own credit products, we continue to expand a network of partner programs that provide financing on the most favorable terms – including low-interest rates for energy efficient equipment.

Key results:

- 40 partner programs for **financing energy efficient equipment for MSMEs**
- Most popular products: solar power plants, generators, inverters, and energy storage systems
- UAH 2.2 billion total all submitted financing applications, **UAH 1 billion was approved and funded in 2024**
- Highest regional activity: Zhytomyr (UAH 627.2 million), Zakarpattia (UAH 307.3 million), Poltava (UAH 206.5 million) regions.

EUR **1** million

total grants awarded through collaboration with EBRD in 2024



EBRD is a strategic partner for Oschadbank in promoting business energy independence

Through joint grant projects with the EBRD, entrepreneurs can receive partial reimbursement for implementing energy efficient measures. Special attention is given to vulnerable groups – including war-affected business owners and veteran entrepreneurs.

Financing energy independence: support for households

Oschadbank aims to support every Ukrainian on the path to energy independence by offering favorable financing programs for installing equipment that generates energy from alternative sources

We have developed our own products and partnered with international financial institutions and state programs that help individuals invest in solar panels, wind power plants, and energy storage systems.



UAH **237 million**

was issued under the Energy Independence for Households state program that finances the purchase of solar and wind hybrid power systems with capacities of up to 10 kW for private homes.

Oschadbank is a market leader with a 60% share.

In 2024,
Oschadbank issued

UAH **452 million**
in loans

under energy independence
and energy efficiency
programs



UAH **215 million**

was issued under Oschadbank's own program for purchasing energy-saving and energy-generating equipment.

Financing is available for owners of private houses and apartments to purchase charging stations, heating boilers, solar plants and panels, wind generators, and installation equipment.

Additionally, through a program initiated by the Ministry of Energy, household owners can **purchase energy-generating units at 0% interest** (the interest is compensated) to encourage the development of personal alternative energy sources.

Oschadbank also implements the "My Energy" lending program for **purchasing new electric vehicles**. In 2024, the bank issued 220 auto loans totaling UAH 200 million, representing 6% of the total number of auto loans issued by the bank.

Oschadbank's own operations: responsible resource consumption

Oschadbank actively implements measures to improve its own energy efficiency, reduce environmental impact and optimize resource consumption

In 2024, the bank began developing an **automated monitoring system**, which will allow:

detailed tracking of energy resource consumption by facility

analysis and adjustment of resource consumption levels

efficient use of energy resources

effective waste management

reduction of pollutant emissions into the atmosphere

reducing carbon footprint

automation of ESG reporting



Energy efficiency and reducing environmental impact

Oschadbank is committed to responsible use of water, electricity, heating, and other key resources. We also pay close attention to responsible waste management. Our goal is to annually reduce the consumption of each resource that impacts CO₂ emissions or carries other environmental risks.

In 2024:

- **39 inverter air conditioners** were purchased for the central office, consuming up to 30% less electricity compared to conventional systems depending on conditions and usage.
- **786 "inverter + battery" systems** were installed in bank branches, including Power Banking network branches.
- **26 electricity storage systems** (inverter + battery sets) were purchased for installation at regional offices and headquarters facilities.

Energy consumption control

In 2025, Oschadbank will begin implementing two major projects at its central office and branches:

ASCAE (automated system of commercial accounting of electricity):

- Provides monitoring and analysis of energy consumption
- Controls electricity use across departments
- Detects losses and potential energy resources theft
- Automates the documentation of commercial accounting data

ESS (energy storage systems) monitoring and management system:

- Enables efficient energy management
- Optimizes the use of resources
- Improves energy efficiency across the bank
- Ensures stable operation during energy crises



Governance



Governance

Proper corporate governance is the foundation of Oschadbank's stability and efficiency

We build our management processes in line with global best practises, ensuring transparency, accountability, and a balance of interests between the shareholder, clients and society. Thanks to a clear system of control and strategic management, Oschadbank operates confidently, develops dynamically and strengthens its leadership position in the financial sector.

Oschadbank has implemented a two-tier corporate governance model:

- **The Highest governing body** - manages the State's corporate rights in the bank (Cabinet of Ministers of Ukraine).
- **The Supervisory Board** - a collegial management body that oversees and regulates the activity of the Management Board, ensures the implementation of the bank's development strategy, and protects the rights of depositors, creditors and the State. The Supervisory Board is not engaged in day-to-day operations.
- **The Management Board** - the executive body responsible for the bank's daily operations.



Key principles of Oschadbank's corporate governance:

- **Transparency and accountability** - the bank prepares and publishes reports in accordance with legislation, the NBU's requirements, the National Securities and Stock Market Commission, and standards of international financial institutions.
- **Compliance with international standards** - including those of the OECD, European Commission, Basel Committee.
- **Maintainance of the Supervisory Board's independence** from political influence.

Organizational structure of JSC “Oschadbank” as at 31.12.2024

Cabinet of Ministers of Ukraine

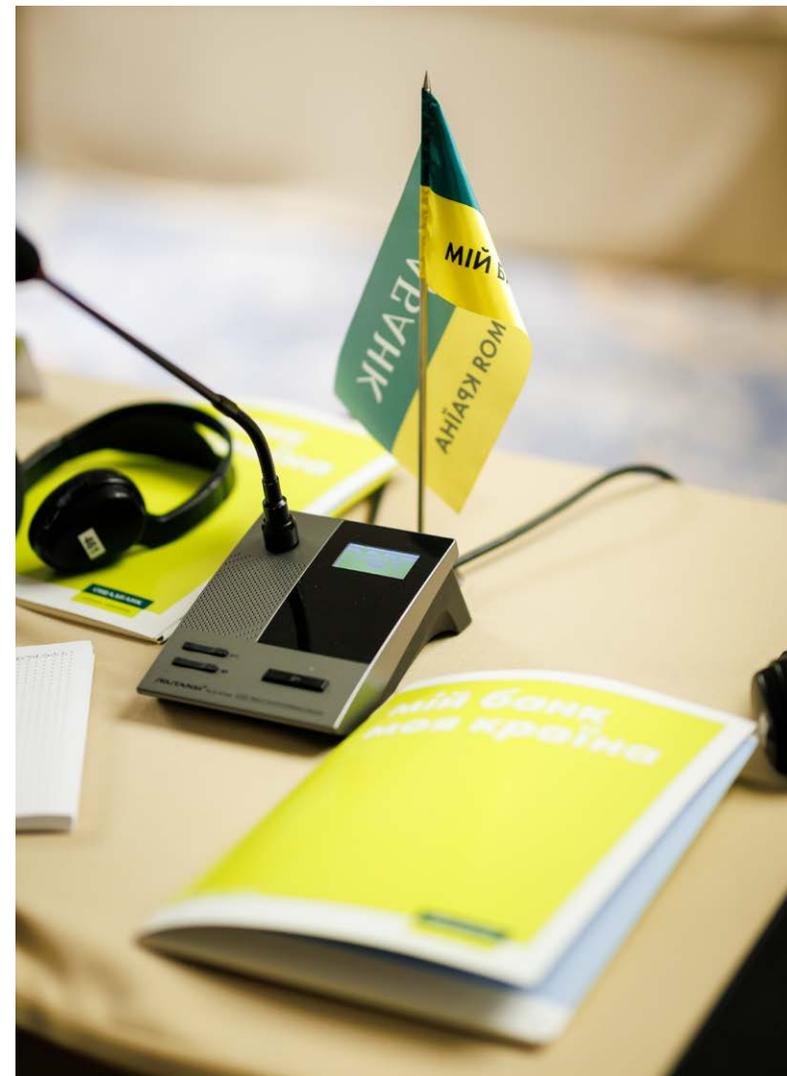
Supervisory Board

Audit Committee	Compliance Control and Regulatory Compliance Department
Nomination and Remuneration Committee	Internal Audit Department
Risk and Compliance Committee	Financial Monitoring Department
Strategy and Transformation Committee	General Risk Management Department
	Head of Corporate Governance Centre (Corporate Secretary) Corporate Governance Centre

Management Board

Management Board Committees

Head Office
Regional directorates, Main directorate for Kyiv Region - 24
Territorially autonomous non-accounting branches



Anti-Corruption Policy

Oschadbank adheres to the principle of zero tolerance for corruption in any form, recognizing that the trust of clients, partners, the State and society is our highest value

In our pursuit of sustainable development and a strong business reputation, we implement the best anti-corruption practices, maintain transparency in all processes and foster a corporate culture based on fairness, responsibility and integrity. A clear system of internal control, code of ethics and specialized training programs strengthen our commitment to these principles.

Oschadbank takes comprehensive measures to prevent, detect and address corruption at all levels:

Anti-Corruption Program applies to the whole bank activity and is mandatory for all employees

Internal control and compliance functions operate independently to monitor adherence to ethical standards and anti-corruption program

The Anti-Corruption Commissioner conducts internal investigations and coordinates prevention measures

A whistleblowing mechanism enables anonymous reporting of potential violations through secure channels

Key results 2024:

All reports of potential violations were processed - no cases of corruption were confirmed

The Code of Conduct (Ethics) was updated and adapted into a multimedia format for better accessibility

Mandatory anti-corruption training was conducted for all employees

The Policy on reporting unacceptable behavior was updated to align with EU standards

A dedicated external page was created on the Oschadbank's website to inform the public about corporate ethics and the whistleblowing mechanism

Risk management at Oschadbank

Oschadbank implements a comprehensive approach to risk management in accordance with international standards and the requirements of the National Bank of Ukraine

This approach allows minimize potential threats, maintain operational stability, strenghten financial sustainability and proactively respond to market challenges, ensuring the trust of clients and partners. In 2024, Oschadbank established the Occupational Safety Center, the Civil Protection Center and the Operations Continuity Center as part of efforts to centralize functions and strengthen process management.

Key principles of Oschadbank's risk management:

- Compliance with regulatory requirements and international best practices
- Application of the three lines of defense model to clearly define responsibilities
- Continuous monitoring, analysis and enhancement of risk management methods
- Strengthening of internal control processes to improve operations efficiency

Main risks in 2024 during wartime:

- Operational and credit risks that threatened the bank's stability
- Risk to the safety of personnel and infrastructure due to the active hostilities, temporary occupation of territories, and attacks on critical facilities
- Cybersecurity threats and the need for enhanced protection of operational systems
- Risks of energy blockade and blackout that could complicate access to banking services

Actions taken to minimize risks and enable rapid recovery:

- Development and implementation of evacuation procedures to ensure staff safety in case of escalation
- Strengthened cybersecurity measures and improved security of operational systems through the use of backup data centers and cloud technologies
- Ensured the continuous functioning of critical management processes, business operations and branch network activities
- Created safe conditions for restoring the branch network in liberated territories
- Collected and documented evidence of damages caused by the aggressor for future legal action to protect the bank's interests

Key recognitions

Public recognition of our work confirms that we are moving in the right direction. Oschadbank receives awards not only for financial services, but also for innovative solutions, business support, inclusivity, and other social initiatives.

All this is the result of teamwork, dedicated to clients and partners, striving for the highest standards

Key awards in 2024:

Chairman of the Management Board, Sergii Naumov, was named CEO of the Year at the nationwide HR PRO Awards for CEOs and HR professionals.

Oschadbank won in the categories "Corporate Bank" and "Savings Bank for Business" in the "Banks of the Year - 2025" ranking by Financial Club information agency.

Awarded Best Premium Banking (Ukraine's Best Domestic Private Bank) by the international analytical publication Euromoney – the only Ukrainian bank recognized in this rating.

Recognized as one of the Best Employers in the banking industry in the TOP-50 rating from NV in partnership with Odgers Berndtson Ukraine.

Recognized as the best bank for legal entities at the FinAwards 2024.

Won two categories at the Ukrainian Fintech Awards 2024: Best Financial Inclusion Provider and Best SME Banking Digitalization.

Three Oschadbank executives were named to the "50 Most Influential Women in Fintech 2024" list: Supervisory Board members Rosa Tapanova and Yulia Pashko, and Management Board member Natalia Butkova-Vitvitska.





"My Barrier-Free" Program:

First place in the category "Best Example of Implementing an Inclusive Approach" at the UKRAINIAN CX EXCELLENCE - a nationwide award for the best customer experience.

Winner in the "Inclusive Bank" category at the Banker Awards 2024.

Named best corporate social responsibility project at the PaySpace Magazine Awards 2024.

Two awards at the X-RAY competition: best marketing campaign "My Bank of the Future" (for AI implementation in marketing activities) and recognition for the inclusive travel show "Legs Off or All-Inclusive."

Conclusion

Oschadbank is more than just a financial institution. It is a pillar of the Ukrainian financial system that supports society and creates opportunities, even in the most difficult times. We are dynamically evolving to meet modern challenges - implementing innovative solutions, strengthening digitalization, enhancing customer experience, responsibly managing social and environmental impact, constantly modernizing the bank and contributing to the growth of the Ukrainian economy.

Oschadbank is confidently moving toward leadership in sustainable development within the Ukrainian banking sector. We continue to expand access to financial services, make them more inclusive, support responsible businesses, invest in strategic industries, and help those who need it most. Transparency, reliability and responsibility guide every decision we make, while the trust of our clients and partners remains our greatest asset.

Even more challenges and opportunities lie ahead, and Oschadbank remains where people need us most. Our future plans include implementing new strategic program, further enhancing ESG practices, expanding support programs for clients and employees, and playing an active role in Ukraine's reconstruction and development.



Oschadbank stands with those who build, protect, develop and strengthen Ukraine