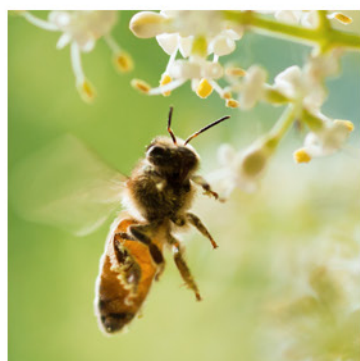


# 2018



## CSR Report

The CSR report presenting non-financial information of Bank BGŻ BNP Paribas S.A. and Bank BGŻ BNP Paribas S.A. Capital Group for the year 2018



**BGŻ BNP PARIBAS**

The bank  
for a changing  
world

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## Letter of the President of the Management Board of Bank BGŻ BNP Paribas



*Ladies and Gentlemen,*

*in 2018, Bank BGŻ BNP Paribas presented a new Fast Forward strategy, which outlined the direction of the Bank's development for the coming years. One of the drivers of the Bank's development is the merger with the core business of Raiffeisen Bank Polska, but while conducting ambitious business projects, we do not forget about the social dimension of our operations. The widely and comprehensively understood Corporate Social Responsibility is one of the pillars of our strategy.*

*We understand CSR not only as a commitment to society and the natural environment, but also as a way to build our competitive advantage. We believe that our attachment to socially important values and concern for sustainable development, which is real and not only declared, allow us to stand out from the industry and build long-term relationships with our clients. Actions implemented by the Bank, positively affecting our surroundings, indirectly favourably translate into our market position.*

*In 2018 we became the Responsible Business Leader in the "Banking, Financial and Insurance Sector" category of the Responsible Companies Ranking. This is a great distinction, as the banking industry is particularly responsible for the funds entrusted to us by customers and for the success of their business projects. Our industry is largely based on the trust that we build, also through CSR activities. We emphasized the issues of trust, during "Nienieodpowiedzialni" ("Not irresponsible") conference, last year's edition of which was devoted to the relationship of consumerism with finance and the ethics of product sales. The way to achieve long-term success is to ethically build long-term relationships and to be fair to our partners. This is the essence of banking, despite the fact that the image of our industry is not always definitely positive. Effective, comprehensive actions in the field of responsibility can change this image.*

*The key dimension of our organization's responsibility is to support economic development in the long-term perspective, which we understand as financing clients in accordance with ethical principles and considering the challenges of sustainable development. Taking into account global climate challenges, the Bank constantly develops the offer of products and services supporting customers in the transition to a low-carbon economy. In 2018 we established the International Financial Institutions and Sustainable Growth Programmes Bureau, whose aim is to identify and implement programs related to energy efficiency, renewable energy use, electromobility and environmental protection in cooperation with national and international financial institutions.*

*As the Bank, we believe that our role is to raise important social topics. We do not want to talk only about ourselves and our offer. That is why in 2018 we started the campaign “Why are there no women on banknotes?”. By organizing such a campaign, we want to trigger a broad discussion on the role of women in social and professional life. Personally, I am among the founding members of the Male Champions of Change Club created last year, the first organization in Poland to promote women and diversity in business.*

*In addition to domestic and macro-level discussions, actions are also important, including those seemingly on a small scale – such as adapting our Bank’s branches to the needs of people with disabilities. Our flagship branch, located in the former Sezam premises, received the prize for the best-suited service facility in Warsaw. We believe that the sum of minor steps and small changes will result in a large, desirable social change, which we confirmed by joining the Partnership for Accessibility within the Accessibility Plus Program.*

*I am glad that CSR in the social dimension grows in the DNA of our Bank, which may be confirmed by our involvement in the “Szlachetna Paczka” (“Noble Gift”) campaign. The bottom-up, spontaneous initiative has developed greatly over the years to become a strategic partnership in 2018, and our employees have broken the record in the number of gifts prepared as part of employee volunteering by one company. 2 thousand of employees of Bank BGŻ BNP Paribas prepared over 100 gifts for needy families. This is a reason for a great pride.*

*We understand CSR comprehensively, also as internal activities and the Bank’s responsibility towards our employees. In this aspect, we are happy that once again we were awarded the title of Top Employer and we found ourselves among the best employers in the country. In 2019, this internal dimension of CSR will be particularly important as we face a difficult process of two banks and two organizational cultures merger. I believe that the combination of our approaches to CSR will create an even more comprehensive culture of corporate social responsibility.*

*I could only mention part of our CSR activities in this short letter, and I did not have an opportunity to mention a number of others, all of them very interesting and inspiring. Therefore, I cordially invite you to read the entirety of this report.*

Greetings,

Przemek Gdański

2018



## Letter of the Chairman of the Supervisory Board of Bank BGŻ BNP Paribas



*Ladies and Gentlemen,*

*Bank BGŻ BNP Paribas is the bank for a changing world, but in 2018 it was itself a changing bank. I have the privilege, as a person associated with our Bank for a long time, to participate in the changes occurring in it and to see them from a wider perspective. In recent years, the Bank has changed radically. And it has changed for the better.*

*2018 was an extremely important year from the point of view of the history of our institution, because by announcing the new “Fast Forward” strategy we set goals and direction in which we want to move, and by the acquisition of the core business of Raiffeisen Bank Polska*

*we entered the top of Polish banks. In this way, we crown the arduous process of building the Bank’s position on the Polish market, and, at the same time, we are opening another chapter in the history of our institution.*

*The history of the Bank dates back to 1919 and the first days of the Second Republic of Poland. The turbulent fate of our country has not missed our institution, which over the last 100 years has taken different legal forms. However, invariably Bank BGŻ, and earlier the Polish Agricultural Bank and the National Agricultural Bank, were associated with Poland and the Polish economy. We are now part of the global BNP Paribas group, however, the local component of our identity has not been lost and will not lose its significance, even after the rebranding process planned for this year. We will still derive the best from both the currents – global and local – combining national identity and market knowledge with the possibilities and perspective of the global financial group.*

*The BNP Paribas Group is one of the largest in the world. After a series of mergers, our Bank has also become one of the largest in Poland. Bigger sizes mean more responsibility. We feel responsible not only in terms of the business dimension but also in the social dimension, engaging in various CSR projects. Some of them, such as cooperation and volunteering in “Szlachetna Paczka” (“Noble Gift”), the “Dzieciaki do rakiet” (“Kids to the Rackets”) campaign or the social campaign “Why are there no women on banknotes” are visible on the national scale. However, I would not like these great activities planned with great impetus to obscure those on a smaller scale. They are equally important, both from the point of view of the Bank and local communities. I am thinking, for example, of scholarships for talented young people under the scholarship program “Klasa” (“Class”) organized for many years, or The Local Ambassador project, thanks to which the employees of our Bank are actively involved in activities for the immediate environment. CSR also has a business dimension for us – In 2018, we withdrew from financing the tobacco sector, and, at the same time, we offer beneficial financing for ecological projects, also in the Agro sector.*

*The beginning of the year will primarily be marked by integration with Raiffeisen Bank Polska. As a result, we will build a universal, versatile Bank that will be able to successfully stand out from the industry and create long-term relationships with clients. We believe that an honest and comprehensive approach to CSR is an element of building this position, because credibility in this field will help us to strengthen business relationships. I trust that in the next year's Bank's report, after the operational merger of the two institutions, we will be able to describe activities no less inspiring than those of 2018.*

*Sincerely,*

*Józef Wancer*

2018

## 1. About the Bank BGŻ BNP Paribas

[GRI 102-1], [GRI 102-2], [GRI 102-3], [GRI 102-4], [GRI 102-5]

**Bank BGŻ BNP Paribas S.A.** is a strong local bank with a global reach.

We offer savings and investment products and a wide range of loans, including housing and consumer loans, to retail customers. We provide products and services to micro enterprises, SMEs and corporations in relation to financing solutions in the domestic and international market. We have a wide offer for enterprises from the agri-food sector; we specialize in financing agriculture, food economy and regional infrastructure. For the clients in the private banking segment, we offer a comprehensive range of products in the field of protection, optimization and multiplication of assets. Our Bank's clients can also benefit from the investment consulting service.

We provide services through a network of bank branches and bank stands in shopping centres throughout the country. Our credit products are also available through the points in partner stores as well as in selected car dealer networks. The headquarters of the organization is located in Warsaw at Kasprzaka 10/16.

**WE ARE A UNIVERSAL BANK, LEADER IN THE AGRI-FOOD SEGMENT, CONSUMER SEGMENT AND ONE OF THE MOST-FAVOURED IN THE SECTOR OF LARGE AND INTERNATIONAL CORPORATES. FROM MAY 2011, OUR BANK IS LISTED ON THE WARSAW STOCK EXCHANGE.**

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**OUR MISSION IS TO OFFER RESPONSIBLE AND INNOVATIVE FINANCIAL SOLUTIONS WHICH HELP OUR CUSTOMERS CHANGE THEIR WORLD AND SUPPORT THE POLISH ECONOMY.**

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**WE INTEND TO BECOME ONE OF THE FIVE LARGEST BANKS IN POLAND.**

[GRI 102-7]

## Year 2018 in Bank BGŻ BNP Paribas

**3 777 563**

clients of all business lines

**674**

branches of retail and business banking

**7**

Private Banking Centres

**105**

Customer Service Points

**44**

SME Business Centres operating within 6 Regional Branches of SME Banking

**8**

Corporate Banking Centres

**738**

ATMs, including 407 with a depository function

**2 009 tys.**

over 2,009 thousand of issued cards

**2 517 334**

clients with access to online and mobile banking

**10 854**

persons employed at the Bank in the full-time position

**2 496**

bank volunteers

**19 993**

hours worked as part of volunteering

**50**

Local Bank Ambassadors

**16 434**

Social Package Leader accounts

\* as at 31.12.2018 r.



## **Bank BGŻ BNP Paribas Group**

The Capital Group of Bank BGŻ BNP Paribas S.A. included the following subsidiaries as at 31 December 2018:

### **Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas S.A.**

Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas (TFI BGŻ BNPP) has been operating in the financial services sector since 1992. Previously, the company operated on the Polish capital market as a brokerage house. TFI BGŻ BNPP operates on the basis of the permission granted by the Polish Financial Supervision Authority as regards the creation and management of investment funds, intermediation in the sale and redemption of units and participation titles of foreign funds. At present, the company manages five funds: BGŻ BNP Paribas FIO, BGŻ SFIO, BNP Paribas FIO, Avantage FIZ, BGŻ BNP Paribas Globalnej Alokacji FIZ. TFI BGŻ BNPP cooperates with the Bank in the scope of distribution of fund participation units offered by the Company on the basis of an agreement concluded between the Bank's Brokerage Office and the company.

### **Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A. (currently: Riviera Towarzystwo Funduszy Inwestycyjnych S.A.)**

On 2 November 2018, Bank BGŻ BNP Paribas S.A. became the Company's only shareholder, which resulted from the Demerger Plan agreed and signed by the Bank and Raiffeisen Bank Polska S.A. (RBPL) in relation to the core business of RBPL. At the same time, from 2 November 2018, the entity responsible for the management of TFI Raiffeisen funds is the Brokerage Office of Bank BGŻ BNP Paribas S.A. On 30 November 2018, the Merger Plan of Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas S.A. and Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A. was agreed and prepared.

Currently, the company manages two Raiffeisen SFIO Parasolowy Funds, with four separate Sub-Funds: Raiffeisen Aktywnego Oszczędzania, Raiffeisen Aktywnych Strategii Dłużnych, Raiffeisen Globalnych Możliwości, Raiffeisen Aktywnego Inwestowania. Raiffeisen TFI cooperates with the Bank in the distribution of fund participation units offered by the Company based on an agreement concluded between the Company and the Bank.

On 4 January 2019, the name of the Company was changed from Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A. to Riviera Towarzystwo Funduszy Inwestycyjnych S.A.

### **BNP Paribas Leasing Services Sp. z o.o.**

In 2014, pursuant to an enterprise transfer and debt acquisition agreement concluded between Fortis Lease Polska Sp. z o.o. and BNP Paribas Bank Polska S.A., FLP has been transferred to BNP Paribas Bank Polska S.A. in exchange for the redeemed shares of FLP, which represented 99.98% of the share capital of FLP. Thus, the FLP leasing business was incorporated into the structures of BNP Paribas Bank Polska S.A. In 2016, the Extraordinary General Meeting of FLP adopted a resolution on the continuation of activity of the company and the change of the name from FLP to BNP Paribas Leasing Services Sp. z o.o. Along with the date of adopting the above resolution, FLP ceased to be a company in liquidation and started preparations to resume its operations. Operational activity began in October 2016. Currently, the entity has 81 branches.

In the first half of 2018, the Company was developing a business for banking clients from the micro-enterprise and Personal Finance segments. It also acquired new production for larger clients and offering financial products for SME and corporate clients from the Bank.

### **BNP Paribas Group Service Center S.A.**

In 2015, in line with the commitment of BNP Paribas S.A. to the Polish Financial Supervision Authority, Bank BGŻ BNPP acquired 100% of LaSer Services Polska S.A. shares from BNP Paribas S.A. Personal Finance. In 2016, changes were made to the company's statute. The name of the company changed to BNP Paribas Group Service Center S.A.

The areas of business activity of the company include:

- provision of financial intermediation services to Bank BGŻ BNP Paribas S.A., consisting of:
  - granting information about the conditions of obtaining a loan for those applying for a loan,
  - providing clients with assistance in completing loan applications,
  - accepting, verifying in terms of correctness and completeness as well as submitting to the Bank documents required by the Bank in the credit process,
  - registering documents in the Bank's sales system,
  - providing clients with information on credit decisions taken by the Bank,
- providing agency services in the field of insurance services,
- providing IT services for the development of applications and banking and financial systems for entities from the BNP Paribas Group,
- providing rental services to Bank BGŻ BNP Paribas S.A. in relation to the AVAYA telecommunications platform,
- świadczenie usług w zakresie wynajmu Bankowi BGŻ BNP Paribas S.A. platformy telekomunikacyjnej AVAYA,
- comprehensive support for loyalty programs for entities associated with the Bank,
- providing marketing services at the Bank's request for employees of the Bank's partners.

### **BNP Paribas Financial Services Spółka z o.o. (former Raiffeisen Financial Services Polska Sp. z o.o.)**

The company has been operating since 2001. It became a part of the Bank BGŻ BNP Paribas S.A. Capital Group as a result of the finalization of the acquisition of the core business of Raiffeisen Bank Polska S.A. in 2018.

BNP Paribas Financial Services Sp. z o.o. provides financial intermediation services consisting in the sale of banking products to the Bank's clients. The subject of the Company's activity is also the insurance agent's activity consisting in performing post-sale agency activities related to group insurance contracts concluded by the former Raiffeisen Bank Polska S.A. with insurers, in particular: verification of the correctness of accrued insurance premiums and checking the timing of premium payments by the Policyholder and informing the insurance agency about any irregularities.

Financial intermediation services provided by the company consist in:

- offering consumer loans, credit cards, deposit products, additional products related to the Bank's client's activity or others agreed with the Bank, and performing other actual activities related to banking operations,
- servicing the Bank's loyalty program,
- reaching the client from the target group indicated by the Bank and offering products to which the contract relates to the client,
- informing the client about a given product, procedures and financial conditions regarding the Bank's products in a reliable way, in accordance with the current tables of fees and commissions as well as within the limits resulting from the Agreement,
- completing current customer documents required by the Bank in order to apply for the Bank's product,
- checking documents received from the client with regard to its formal and substantive appropriateness, in particular: their validity, reliability and correctness, readability and completeness of documents submitted by clients,
- conducting negotiations with listed entities in the scope of banking services offered by the Bank,
- checking the manner and scope of representation of clients and persons authorized to make declarations of will on their behalf, including signature patterns,
- providing the Bank with client documents related to the performed activity and other documents that the Bank may request in order to consider the client's application,
- determining the identity of customers, stating the authenticity of signatures submitted on documents required by the Bank, and certifying compliance of the documents photocopies with the originals and signatures submitted by customers.

#### **BNP Paribas Solutions Spółka z o.o. (former Raiffeisen Solutions Sp. z o.o.)**

The company operates since 2014. It became a part of the Bank BGŻ BNP Paribas S.A. Capital Group, which resulted from finalization of the acquisition of the core business of Raiffeisen Bank Polska S.A. on 31 October 2018. The Company's business includes brokerage activities related to the securities and commodity markets – currency exchange offices activity, other activities supporting financial services, excluding insurance and pension funds – processing and settlement of financial transactions, activities related to software, IT consultancy, data processing, web site management (hosting) and similar activities, and the activity of insurance agents and brokers. Activities in the areas that require permits or concessions will be conducted after obtaining those permits.

Currently, the primary goal of BNP Paribas Solutions Sp. z o.o. is to provide individual and institutional clients with the widest range of currency exchange and funds transfer products via the Rkantor.com internet platform, with an emphasis on maintaining the highest level of security and speed, combined with low transaction costs.

### **Campus Leszno Sp. z o.o.**

Campus Leszno Sp. z o.o. was established on 28 June 2018 based on a company agreement in the form of a notarial deed and entered into the Register of Entrepreneurs of the National Court Register. The company was separated from the Bank's structures, as previously the Training and Conference Center (CSK Leszno) functioned as the Bank's Training Center. The Company's activity did not change as a result of the above and consists in providing training and recreational services as well as a training, hotel and catering base. The company's business is also related to, among others, entertainment and recreational activities, activities related to the organization of fairs, exhibitions and congresses, and other business services. The company's goal is to create a friendly place for both corporate and family events (including weddings), weekend and outdoor events, as well as the construction of a new development strategy based on offering exceptional quality services at affordable prices.

### **Bankowy Fundusz Nieruchomościowy Actus Sp. z o.o.**

The company was established in 1999 to conduct activities in the following subjects:

- purchase and sale of real property and limited property rights on real estates,
- conducting construction investments on own and foreign real estates,
- real estate brokerage and rental services,
- lease and rental of premises and real estates,
- services related to: real estate valuation, real estate management and real estate advisory (real estate agency activity).

The aim of the company is to sell the real estate at a profitable price.

### **BGZ Poland ABS1 Designated Activity Company**

BGZ Poland ABS1 Designated Activity Company ("SPV") with its registered office in Ireland, 3rd Floor Kilmore House, Park Lane, Spencer Dock, Dublin, is a special-purpose vehicle, with which the Bank performed a securitization transaction of a part of the loan portfolio in December 2017. The Group has no capital involvement in this entity nor is related to it organisationally. The subject of the company's activity is limited in the manner described in article 92a paragraph 4 of the Banking Law. The sole activity of this entity is the acquisition of receivables and the issuance of securities.

Pursuant to the agreements concluded on 11 December 2017 (as amended), the Bank transferred receivables from the portfolio of loans and cash loans as well as car loans granted in PLN to SPV. Subsequently, SPV issued securities and received a loan secured by the above-mentioned receivables. SPV is consolidated for the purpose of preparing the consolidated financial statements of the Group.

### **Methodological note**

Due to the lack of operational activity and, consequently, the lack of relevant non-financial information, the data on the Bankowy Fundusz Nieruchomościowy Actus Spółka z o.o. and BGZ Poland ABS1 DAC were not included in the following sections of the present report.

## **BNP Paribas Group worldwide**

### **[GRI 102-6]**

The Bank BGŻ BNP Paribas S.A. Capital Group (the “Group”) belongs to the leading international BNP Paribas banking group, which is present in 73 countries and employs approximately 200 thousand employees, of which about 150 thousand in Europe. The BNP Paribas Group operates in the following key areas:

- Domestic Markets and International Financial Services, provided by Retail Banking& Services; and
- Corporate and Institutional Banking.

The BNP Paribas Group supports its clients (retail clients, local governments, entrepreneurs, small and medium enterprises, corporations and institutions) in the implementation of projects, offering them a wide range of financial, investment and savings products as well as insurance protection.

In Europe, the BNP Paribas group operates on four domestic markets (Belgium, France, Italy, Luxembourg), and is a leader in consumer loans (BNP Paribas Personal Finance). The BNP Paribas Capital Group develops its integrated retail banking model in the Mediterranean countries, Turkey, Central and Eastern Europe and through an extensive network of branches - in the western United States. In the area of Corporate & Institutional Banking and International Financial Services, BNP Paribas is also one of the leaders in Europe, has a strong position in North and South America, and notes the rapid development of its companies in the Asia Pacific region.

In Poland, the BNP Paribas Group operates in many areas of financial services, such as: banking, investment funds, custody services, factoring, leasing, insurance, real estate and fleet management.

The BNP Paribas Group is aware of its role in four important areas of influence: the economy, employees, society, and natural environment. In all regions of its operations, the Group is actively engaged in the life of local communities.

IN JANUARY 2019, FOR THE FIFTH TIME IN A ROW, BNP PARIBAS WAS PLACED ON THE LIST OF THE "WORLD HUNDRED SUSTAINABLE ENTERPRISES" PUBLISHED EVERY YEAR BY THE CANADIAN MAGAZINE "CORPORATE KNIGHTS" TO CELEBRATE THE OPENING OF THE WORLD ECONOMIC FORUM IN DAVOS.

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BNP PARIBAS WON THE FIRST PLACE AMONG EUROPEAN BANKS IN THE SUSTAINABLE DEVELOPMENT CATEGORY (ASSESSMENT FOR 2018 FISCAL YEAR). THE AWARD WAS GRANTED SEVERAL MONTHS AFTER BNP PARIBAS WAS RECOGNIZED AS THE MOST ACTIVE EUROPEAN BANK IN TERMS OF THE FIGHT FOR ENVIRONMENTAL PROTECTION ACCORDING TO THE LATEST "GETTING TO GREEN", A BRITISH NON-GOVERNMENTAL SHAREACTION, WHICH EMPHASIZED THE GROUP'S STRATEGY IN THE AREA OF CLIMATE, CORPORATE GOVERNANCE IN CORPORATE SOCIAL RESPONSIBILITY, RESULT TARGETS FOR 2020, COMMITMENT TO CARBON NEUTRALITY AND SUPPORT FOR THE TRANSFORMATION OF THE ENERGY SECTOR, AS WELL AS RESPONSIBLE INVESTMENT POLICY AND FINANCING IN SENSITIVE SECTORS.

## **BNP Paribas Group in Poland**

The following entities from the BNP Paribas Group operate in Poland (apart from the BGŻ BNP Paribas Group):

### **BNP Paribas Lease Group Sp. z o.o. (BNP Paribas Leasing Solutions in Poland)**

BNP Paribas Leasing Solutions in Poland belongs to the BNP Paribas Group. The company was established in 1998 and is a 100% subsidiary of BNP Paribas Lease Group S.A., an unquestionable leader on the French market in financing equipment for enterprises and persons conducting business. European origin means that the company has access to capital and sources of financing as well as experience and knowledge regarding the financing of investment projects. As part of the Equipment & Logistics Solutions business line, the company finances primarily agricultural machinery and construction machinery. The company's offer is complemented by the second business line, namely Technology Solutions, which deals in financing IT equipment and medical equipment. BNP Paribas Leasing Solutions offers its partners the best financing solutions and sales support for their products. Thanks to the presence of BNP Paribas Leasing Solutions and its partners on most European markets, the offer that it addresses to customers can be global.

The company's offer includes the following products: leases, leaseback, loans, European loans, rentals. Services of financing fixed assets for various branches of industry are provided directly to enterprises and institutional clients as well as through partners – producers and distributors. Since 2010, BNP Paribas Leasing Solutions is a leader in financing agricultural machinery.

In 2018, the Company employed a total of 224 people.

In accordance with the Group's Policy, BNP Paribas Leasing Solutions conducts activities activating employees and involving them in the cooperation with local communities. In 2018, 113 employees of the Company were involved in social activities. They conducted charity fair for veterans, collection of gifts for patients of the Oncology Center in Warsaw, registration of potential bone marrow donors in cooperation with the DKMS Foundation, collection of books for Oncology Departments in Poland. The employees of the Company also participated in the charity run in Warsaw – "Bieg Mikołajów".

The plans of the Company for 2019 include the implementation of projects submitted as part of the CSR program "Join in!".



### **Arval Service Lease Polska Sp. z o.o.**

The company founded in 1989, belongs to the BNP Paribas Group. It is a leader in long-term car rental and fleet management. Arval provides the best solutions tailored to the needs of local and global customers as well as fleets of all sizes. Professional consultancy and the quality of services are provided by the team of 7 thousand employees in 29 countries. The total fleet leased by Arval around the world is over 1.2 million of vehicles. The company has been operating in Poland since 1999 and manages a fleet of over 29 thousand of cars. In the period between 2015-2017, Arval was the fastest growing company in the industry. In 2018, the Company employed 180 people.

As a company related to the automotive market, Arval, as part of the implementation of the social responsibility policy, conducts activities aimed at reducing traffic accidents, including those involving children, through actions raising the awareness of traffic participants and influencing their behaviour. In 2018, the most important CSR initiatives implemented by the company in the business area included the first edition of the pilot program Become an Arval's Security Ambassador. The aim of the program was to improve the safety of Arval car users and other traffic participants. About 1 thousand of Arval car drivers were engaged in the program, realized for 12 months – from 20 January 2017 to 19 January 2018.

#### **[Read about](#) the program:**

In addition, in 2018 the company organized the initiative "Our children safe on the road" addressed to primary school students. Arval joined the initiative "Szlachetna Paczka" ("Noble Gift") at Bank BGŻ BNP Paribas, but in the previous years the program was conducted by Arval independently.

### **BNP Paribas Securities Services Poland S.K.A. Oddział w Polsce**

The company is present in Warsaw since March 2008, and constitutes a part of the BNP Paribas Group specializing in servicing operations on securities and investment funds for institutional investors, financial institutions and major companies. After 10 years of presence in Poland, at present BNP Paribas Securities Services operates within two business lines: International Operations Center (IOC) – related to asset and fund management for institutional clients from all over Europe and Custody & Clearing Services – professional management of custody services for financial institutions. BNP Paribas Securities Services Poland deals in maintaining accounts and servicing securities, providing accounting services for funds, calculating and confirming the value of assets, and settling capital and cash. It also verifies the compliance of the operations with the investment policy and supports the instructions to purchase and sell fund units. In 2018, the Company employed 972 people (554 women and 418 men).

In 2018, the company implemented many CSR initiatives. In the area of responsibility in the workplace, among others, International Women's Day was organized, under which the company organized a series of meetings of employees with women in managerial positions. Joint lunches were an opportunity to talk about development and inspiration. Several dozen of people attended the meetings. On the occasion of Children's Day, a family picnic was organized, attended by about 350 people. BNP Paribas Securities Services also supported financially the Christmas concert of WSE – a cyclical charity event for about 2.5 thousand of people. The company employees and potential job candidates participated in the mentioned concert. Together with ABSL, the company also co-organized the Week of Diversity – a series of 5 events enriching the potential of employees irrespective of their race, nationality, culture and orientation.

In 2018, many social projects were implemented at BNP Paribas Securities Services. The company organized several integration trips combined with social activities, including IOC Integration Weekend, during which about 400 participating employees built two playgrounds and renovated playgrounds at two primary schools in Łochów, CIB Integration Weekend – training trip, during which the managers participated in club activities for children from the Children's Health Center. The employees of the company were also involved in the "Szlachetna Paczka" ("Noble Gift") campaign. Over 600 volunteers have prepared 11 gifts for those in need with a total value of over PLN 50 thousand, whereby the company supported each package with PLN 1 thousand. The employees at BNP Paribas Securities Services were also involved in the Letters to Santa campaign, thanks to which children from the day-care home received Christmas gifts listed in the letters to Santa before Christmas. As part of the Back to School campaign, the company's employees prepared over 30 backpacks for the new school year for children from a day-care home.

CSR activities of the company also concerned the area of impact on the natural environment. The company had two sessions of the Hungry for Knowledge project – an open workshop concerning the green office and the impact of employees on the energy consumption and resources of the building. Together with the Łąka Foundation, grass and plants were planted in urban areas – making employees aware of the need to provide greenery not only to people but also to animals. The Paperless Office project was also implemented – an employee education campaign on the need and possibilities of reducing paper consumption in everyday work. The action consisted of an information campaign and the activity of the IT team. Throughout the year, plastic closures were also collected at the office – the company cooperates with the foundation collecting closures on a regular basis and exchanging them periodically for the funds on charitable purposes.

### **BNP Paribas Cardif w Polsce**

The insurance company, present on the Polish market since 1998, specializes in life insurance and bancassurance. BNP Paribas Cardif offers a wide range of high quality products and insurance services sold through a network of partners: banks, leasing companies, telecommunications and retailers. Close cooperation with partners allows the company to create insurance solutions meeting the needs of customers. In 2018, the Company employed 118 people (59 women and 59 men).

As regards the business area in 2018, BNP Paribas Cardif in Poland introduced changes in the provisions of the General and Special Conditions of Insurance and introduced CPI protection for people aged up to 80 with a special insurance coverage for persons in the retirement age. The company also removed the provisions regarding the consequences of diseases occurring before the date of coverage of the insurance. In addition, a tool for making online claims has been introduced.

With the employees in mind, the company has completed the third edition of Endomondo – a sports competition for employees aimed at promoting a healthy lifestyle using the Endomondo application. The competition consisted in burning as many calories as possible by practicing outdoor sports, while at the same time every 1 kilometre travelled by the competition participants was the equivalent of PLN 1 for charitable purposes. The collected sum was transferred to the Academy of the Future – the program of the Wiosna Association, the organizer of the "Szlachetna Paczka" ("Noble Gift") campaign. As part of the "Różowy Październik" ("The Pink October") initiative, all the women employed in the company could benefit from a preventive ultrasound examination of the breast. The initiative also included a series of articles on the prevention of breast cancer by Adrianna Sobol, a psycho-oncologist at the oncology hospital Magodent in Warsaw and a lecturer at the Warsaw Medical University at the Oncology Prevention Institute.

2018

The team of BNP Paribas Cardif runners in Poland has already started the third year in a Corporate Run – a charity event organized by the Everest Foundation, funds paid for the participation of the team were donated to the treatment of ill children – the protégés of the Foundation. BNP Paribas Cardif in Poland also supported the campaign of book collection organized by the Zacztyani.org Foundation. The aim of the collection is to support children, adolescents and adults staying in hospitals and to promote readership. The company was also involved in the “Szlachetna Paczka” (“Noble Gift”) campaign and supported Wielka Orkiestra Świątecznej Pomocy organization.

Additionally, Cardif conducted activities in the area of impact on the natural environment. In 2018, as part of extending ecological awareness among the youngest, the company financed the construction of a kindergarten garden for children from the Public Kindergarten in Sobienek (Osieck commune). There is an educational path in the garden enabling to learn the names and characteristics of native tree species. Each of the pre-school groups received their own cultivation box so that the children could grow vegetables. Additionally, for pre-schoolers 50 sets of garden tools were purchased to properly care for their garden. BNP Paribas Cardif in Poland cooperates with the “Stowarzyszenie Niepełnosprawni dla Środowiska EKON” (“The Disabled for Environmental Association EKON”) , who collects electro-waste. The association is a social enterprise, and its aim is professional activation and job creation for people with disabilities.

#### **BGŻ BNP Paribas Faktoring Sp. z o.o.**

A factoring company, belonging to the BNP Paribas Factoring Group, is a leader on the international factoring market with over 50 years of experience. It has been operating in Poland since 2006 and is one of the fastest-growing financial institutions on the market. The company is a member of the Polish Association of Factors and Factors Chain International, an international association of factoring companies. The services offered by the company meet all international standards. BGŻ BNP Paribas Faktoring addresses its offer to small, medium and large production, commercial, service and agri-food enterprises that perform the sale with deferred payments.

In 2018, the company employed 85 people (63 women and 22 men). 69 people partially employed in the Factoring Management Department of BGŻ BNP Paribas (44 women and 25 men) also provided work for the Company.

The most important CSR initiatives of the company in 2018 concerned the social area. The company collected funds mainly for the foundation of siepomaga.pl as part of various charity campaigns: sweet Mondays, a Christmas decorations and handicrafts fair of Faktoring. The company participated in the “Szlachetna Paczka” (“Noble Gift”) campaign and Allegro auction.

#### **BNP Paribas Real Estate Poland Sp. z o.o.**

The company's operations are based on six business lines covering the whole life cycle of real estate: construction investments, transactions, consulting, valuations, property management and investment management. In Central and Eastern Europe, BNP Paribas Real Estate provides services in the fields of: capital markets, property management, commercial space rental, valuations and transactions. All services are supported by the Market Analysis and Advisory Department, which provides information, supporting the BNP Paribas Real Estate clients to make the best long-term business decisions. In 2018, the Company employed a total of 118 people (76 women and 42 men).

2018

In 2018, the company participated in the action of the Synapsis Foundation “Na niebiesko dla autyzmu” (“In blue for autism”). The employees of the company participated in the JLL beach volleyball tournament, participation in which was possible only after donating to a charity chosen in a given year. As part of the integration trip, the employees of the company built beehives for bees, and also participated in volleyball and football classes. The company participated in the “Szlachetna Paczka” (“Noble Gift”) campaign – it conducted a fundraiser among its employees for this purpose. As part of the cooperation with the “Fundacja Przyjaciele Szpitali Dziecięcych” (“Foundation of Friends of Children’s Hospital”) , an auction of decorations made by children – patients of the hospital at Niekłańska in Warsaw was organized. In the area of environmental impact, BNP Paribas Real Estate Poland managed the buildings in accordance with the principles of sustainable development in order to maintain the certification of the managed buildings.

## Governing bodies of the Bank

[GRI 102-18]

### Management Board of the Bank as at 31 December 2018

Przemysław Gdański	President of the Management Board
Jean-Charles Aranda	Vice-President of the Management Board
Daniel Astraud	Vice-President of the Management Board
Philippe Paul Bézieau	Vice-President of the Management Board
Andre Boulanger	Vice-President of the Management Board
Przemysław Furlepa	Vice-President of the Management Board
Wojciech Kemblowski	Vice-President of the Management Board
Kazimierz Łabno	Vice-President of the Management Board
Jaromir Pelczarski	Vice-President of the Management Board
Jerzy Śledziewski	Vice-President of the Management Board

**[GRI 102-10]**

**Changes in the Bank's Management Board in the period between 1 January and 31 December 2018:**

- On 19 February 2018, Mr. Bartosz Urbaniak submitted a resignation from the position of the Member of the Management Board of the Bank, with the effect from 31 March 2018.
- On 10 April 2018, the Polish Financial Supervision Authority, pursuant to article 22b of the Banking Act of 29 August 1997, unanimously agreed to the appointment of Mr. Przemysław Gdański as the President of the Management Board of Bank BGŻ BNP Paribas S.A. In connection with the above, on 10 April 2018, the resolution of the Bank's Supervisory Board of 26 October 2017 on the appointment of Mr. Przemysław Gdański as the President of the Bank's Management Board came into force.
- On 16 May 2018 the Supervisory Board appointed the Bank's Management Board in the unchanged composition for a new three-year term. The function of Mr. Jean-Charles Aranda, who until then served as a Member of the Bank's Management Board, has been changed. The resolution of the Supervisory Board came into force on the date of the General Meeting of Bank BGŻ BNP Paribas S.A. approving the financial statements for 2017, i.e. with the effect from 18 May 2018.
- On 26 September 2018, Mr. Blagoy Bochev submitted a resignation from the position of the Vice-President of the Management Board, with the effect from 31 October 2018. On the same day, the Supervisory Board appointed Mr. André Boulanger as the Vice-President of the Management Board with the effect from 1 November 2018 for the period until the end of the current three-year joint term of office of the Management Board members.
- On 8 November 2018, the Supervisory Board appointed Mr. Kazimierz Łabno as the Vice-President of the Bank's Management Board, with the effect from 8 November 2018 until the end of the current three-year joint term of office of the Bank's Management Board members.

## Rada Nadzorcza

Józef Wancer	Chairman of the Supervisory Board
Jarosław Bauc	Vice-Chairman of the Supervisory Board Independent Member of the Supervisory Board
Jean-Paul Sabet	Vice-Chairman of the Supervisory Board
Francois Benaroya	Member of the Supervisory Board
Stefaan Decraene	Member of the Supervisory Board
Jacques d'Estais	Member of the Supervisory Board
Michel Falvert	Member of the Supervisory Board
Piotr Mietkowski	Member of the Supervisory Board
Monika Nachyła	Member of the Supervisory Board
Stéphane Vermeire	Member of the Supervisory Board
Mariusz Warych	Independent Member of the Supervisory Board

### [Current composition of the Management Board and Supervisory Board.](#)

#### [GRI 102-10]

#### Changes in the Bank's Management Board in the period between 1 January and 31 December 2018:

- On 23 January 2018, the Extraordinary Meeting of the Bank appointed Mr. Francois Benaroya as a Member of the Supervisory Board until the end of the current five-year joint term of office of the Supervisory Board members.
- On 25 May 2018, Mr. Alain Van Groenendael, Member of the Supervisory Board, submitted a resignation from the position of the Member of the Supervisory Board of the Bank, with the effect from 25 May 2018.
- On 13 June 2018, Mr. Yvan De Cock, Member of the Supervisory Board, submitted a resignation from the position of the Member of the Supervisory Board of the Bank, with the effect from 13 June 2018.
- On 24 August 2018, the Extraordinary General Meeting of the Bank appointed Mr. Michela Falvert and Mr. Stéphane Vermeire as members of the Supervisory Board until the end of the current five-year joint term of office of the Supervisory Board members.



## **Special committees selected from among the members of the Supervisory Board::**

### **Audit Committee**

The task of the **Audit Committee** is to support the Supervisory Board in monitoring the reliability of financial information, monitoring the effectiveness of the internal control system, monitoring the performance of audit activities and ensuring the effectiveness of the internal audit function, including performance of supervisory activities over the Internal Audit Division.

### **Committee on Human Resources and Remuneration of the Bank**

The task of the **Human Resources and Remuneration Committee** of the Bank is to support the Supervisory Board in its supervisory duties in the area of human resources management through monitoring and supervision of key processes, in particular: succession plans, professional development of employees, remuneration policy.

### **Nomination Committee**

The task of the **Nomination Committee** is to support the Supervisory Board in performing its duties related to the assessment of the qualifications of candidates for members of the Bank's Management Board, as well as candidates for Supervisory Board members, defining the scope of duties for the candidate for the Bank's Management Board, as well as knowledge and competences requirements and expected commitment in terms of time necessary to perform the function, periodic (at least annual) evaluation of the structure, size, composition and effectiveness of the Bank's Management Board, and recommending changes in this respect.

### **Risk Committee**

The task of the **Risk Committee** is to support the Supervisory Board in its supervisory duties in the area of risk management, in particular: expressing opinions on the Bank's overall current and future readiness to take risks, expressing opinions on the risk management strategy developed by the Bank's Management Board and information submitted by the Management Board regarding the implementation of this strategy, supporting the Supervisory Board in supervising the implementation of risk management strategies in the Bank's activities by senior management, verifying that the prices of liabilities and assets offered to clients fully reflect the Bank's business model and its adopted risk strategy, and in case the prices do not adequately reflect the risks in line with the adopted model and this strategy, presenting proposals of appropriate changes to the Bank's Management Board in order to ensure the adequacy of the prices of liabilities and assets to these types of risk.

## **Business areas**

### **[GRI 102-2]**

Operating activities of Bank BGŽ BNP Paribas S.A. are divided into the following basic business areas:

The area of **Retail and Business Banking Segment** offers comprehensive services to retail customers, including private banking customers, as well as business clients (micro enterprises). The Bank offers consulting services in the scope of all forms of ongoing banking service, savings, investing and lending. As part of Retail and Business Banking, the Bank supports the following customer segments:

- Retail Customers:
  - Mass Clients;
  - Premium Banking Clients, i.e. those investing in the Bank or through the Bank the assets in the amount of minimum PLN 100 thousand or having receipts of a minimum of PLN 7,500 per month;
  - Private Banking Customers (Wealth Management, i.e. those investing in the amount of a minimum of PLN 1 million through the Bank);
- Business Customers (Microenterprises):
  - Corporates:
    - non-Agro entrepreneurs, not preparing full financial reporting, in accordance with the principles set out in the Accounting Act, meeting the criterion of annual net revenues for the previous financial year below EUR 2 million;
    - Agro entrepreneurs not preparing full financial reporting and who meet the criterion of annual net income for the previous financial year below EUR 2 million, conducting activities classified according to selected PKD 2007 codes;
  - Professionals: entrepreneurs not preparing full financial reporting in accordance with the principles set out in the Accounting Act and performing professions defined in a separate document;
  - Individual farmers, whose credit exposure is below PLN 3 million;
  - Individual farmers, whose credit exposure ranges between PLN 3 million and PLN 4 million, if the collateral on arable lands covers at least 50% of credit exposure;
  - Non-profit organizations (e.g. foundations and associations);
  - Cooperatives and housing communities.

In the Bank, the **Personal Finance** segment is additionally separated – dealing, in particular, with the development of the product offering and management of consumer loans distributed via the Retail and Business Banking segment branch network as well as external distribution channels.

The **Small and Medium Enterprises Banking (SME)** segment provides services to the clients preparing full financial reporting, whose net sales revenues for the previous financial year do not exceed PLN 60 million, and whose credit exposure is below PLN 25 million, as well as to individual farmers (not preparing financial statements), whose credit exposure ranges between PLN 3 million and PLN 25 million.

In the segment of Small and Medium Enterprises, the following sub-segments have been separated:

- individual farmers, whose credit exposure is between PLN 4 million and PLN 25 million;
- Agro-SME clients preparing full financial reporting in relation to net sales revenues for the previous financial year below PLN 60 million and credit exposure of up to PLN 25 million, as well as agricultural producer groups;

- non-Agro-SME clients including: (i) companies preparing full financial reporting, with net sales revenues for the previous financial year below PLN 60 million and loan exposures lower than PLN 25 million; (ii) public finance sector entities with a budget of up to PLN 60 million, which were included in the tender procedure or the request for proposals;
- small Agro-SME clients including: Agro entrepreneurs, preparing full financial reporting, with net revenues from sales for the previous financial year below PLN 10 million and with credit exposure below PLN 25 million;
- Small Agro-SME clients including: non-Agro entrepreneurs, preparing full financial reporting, with net sales revenues for the previous financial year below PLN 10 million and credit exposure below PLN 25 million.

**The Corporate Banking Segment** offers a wide variety of financial services to large and medium-sized enterprises as well as local government entities with annual turnover exceeding PLN 60 million or with the credit exposure above PLN 25 million, in addition to entities operating in multinational capital groups.

Clients of Corporate Banking are divided into:

- Polish mid corporates (i.e. with annual revenues between PLN 60 and 600 million);
- international clients (companies belonging to international capital groups);
- large Polish corporations (with annual turnover over PLN 600 million, listed on the stock exchange and with potential in the area of investment banking services);
- currency exchange offices;
- public sector entities and financial institutions.

Within the above groups there are sub-segments of clients from the Agro and non-Agro area.

**Corporate and Institutional Banking (CIB)** segment supports sales of products of the BNP Paribas Group dedicated to the largest Polish enterprises. It includes support for strategic clients and the Financial Markets Division.

**Other Banking Operations** segment is conducted mainly as part of the Asset and Liability Management Division.

## Financial results

[GRI 201-1]

### Selected consolidated financial data

Selected financial data	EUR `000	
	Consolidated data 2018-12-31	Separate data 2018-12-31
<i>Statement of profit or loss</i>		
Net interest income	493 766	486 657
Net fee and commission income	132 795	125 424
Profit before tax	109 891	110 778
Net profit	84 459	85 481
Total income	84 269	85 299
Total net cash flows	(4 160)	(15 920)
<b>Ratios</b>	<b>2018-12-31</b>	<b>2018-12-31</b>
Number of shares (items)	147 418 918	147 418 918
Earnings per share	0,85	0,86
<b>Statement of financial position</b>	<b>2018-12-31</b>	<b>2018-12-31</b>
Total assets	25 354 074	24 839 920
Loans and advances to customers measured at amortised cost	16 511 093	16 016 493
Loans and advances to customers measured at fair value through profit or loss	561 918	561 918
Total liabilities	22 898 304	22 381 418
Liabilities due to customers	20 277 141	20 815 478
Share capital	34 283	34 283
Total equity	2 455 770	2 458 503
<b>Capital adequacy</b>	<b>2018-12-31</b>	<b>2018-12-31</b>
Total own funds	2 838 788	2 846 597
Total risk exposure	19 407 268	19 538 568
Total capital ratio	14,63%	15,02%
Tier 1 capital ratio	12,38%	12,72%

Information on financial results can be found in the [Periodic reports](#) tab of Bank BGŻ BNP PARIBAS S.A.

## 1.1 Acquisition of the Core Business of Raiffeisen Bank Polska S.A.

[GRI 102-10], [GRI102-15]

### ***Integration strategy resulting from the acquisition of the core business of Raiffeisen Bank Polska ►***

THE BNP PARIBAS GROUP IS THE EUROZONE LEADER AND THE LEADING BANK IN EUROPE, CONSIDERING ITS HIGH AMBITIONS IN ALL MARKETS IT OPERATES. BNP PARIBAS WANTS TO STRENGTHEN ITS POSITION IN POLAND IN ALL SEGMENTS, AND IS ONE OF THE FEW FINANCIAL GROUPS THAT SYSTEMATICALLY INCREASES ITS INVOLVEMENT IN THE POLISH MARKET. THEREFORE, ON 31 OCTOBER 2018, BANK BGŻ BNP PARIBAS ACQUIRED THE CORE BUSINESS OF RAIFFEISEN BANK POLSKA S.A.

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FROM THE PERSPECTIVE OF BANK BGŻ BNP PARIBAS, THIS ENTITY IS AN EXTREMELY ATTRACTIVE PARTNER DUE TO THE COMPLEMENTARY CUSTOMER BASE AND LOCATION OF BRANCHES, AS WELL AS DUE TO THE STRONG POSITION IN SELECTED AREAS OF ACTIVITY, SUCH AS: SME, CORPORATE BANKING, FACTORING AND PRIVATE BANKING.

In April 2018, the BNP Paribas Group concluded an agreement with Raiffeisen Bank International regarding the acquisition of the core business of Raiffeisen Bank Polska by the Bank. The transaction was performed through the demerger of Raiffeisen Bank Polska by separating and acquisition of its core business by Bank BGŻ BNP Paribas.

The most important element of the transaction was the need to obtain approvals from the relevant regulatory authorities. The next steps included the legal demerger of the core business of Raiffeisen Bank Polska and its merger with our Bank.

The acquired core business of Raiffeisen Bank Polska covered SMEs, corporate banking, retail operations and Private Banking. Transactions in the area of foreign currency mortgage loans, wind farm exposures and other selected corporate banking exposures were excluded from the transaction. Similarly, all legal relations between Raiffeisen Bank Poland and six investment funds in liquidation were excluded.

The complementarity of the banks' offer meant that the organization created as a result of the merger has an established position in the SME, corporate banking, factoring and private banking segments. The transaction also strengthened the position of the BNP Paribas Group companies operating in Poland through the use of new cross-selling opportunities.

The total transaction price was set at PLN 3.25 billion.

We entered into rights and obligations towards the clients of the acquired part of Raiffeisen Bank Polska on 31 October 2018, along with the appropriate entry in the National Court Register. The acquisition did not require any activities from the existing clients of both banks. Agreements concluded by clients with banks remained in force and did not require signing of annexes. The numbers of bank accounts have not changed, all the cards and PIN numbers remain active. At the current stage, the Banks till operate under separate brands. On 18 December 2018, the PFSA agreed to change the name of BGŻ BNP Paribas to BNP Paribas Bank Polska. In order to make the change in the Statute effective, it must be registered in the National Court Register. The new name is the symbolic opening of a new chapter in the Bank's history. Rebranding is planned for spring of 2019. The integration of IT systems will take place in the fourth quarter of 2019.

The schedule of the acquisition of the core business of Raiffeisen Bank Polska SA by Bank BGŻ BNP Paribas can be found [here](#).

## 1.2 “Fast Forward” – new strategy of Bank BGŻ BNP Paribas

[GRI 102-14], [GRI102-15]

### “Fast Forward” strategy

In May 2018, Bank BGŻ BNP Paribas announced a new business strategy for 2018-2021. The main assumptions of the Fast Forward strategy are focus on the customer and digital transformation of products, services and processes. The implementation of these assumptions aims at accelerating the organization's development and will contribute to the Bank's profitability. The business development will be based on five key pillars: simplicity, digitalization, quality, growth and enthusiasm. The strategy assumes the implementation of growth also through the acquisition of an organized part of Raiffeisen Bank Polska's operations.

The strategic goals set in “Fast Forward” are to achieve: the growth rate of the Net Banking Income (NBI) faster than the market average growth, ROE (Return On Equity) over 10% and the cost to income ratio (C / I) at around 50%.



As regards the retail segment, the Bank intends to implement a package of initiatives supporting further development of this areas by redesigning the customer service process, focusing on comprehensive service with the use of digital channels, optimizing network productivity, sales model and remote service, and the use of advanced big data analytics to meet the customer needs in a best possible way.

In the microenterprise segment, the Bank aspires to be one of the first choice banks, focusing on creation of a new customer service path and Value Proposition for e-commerce and start up customers.

In the enterprise segment, the Bank intends to strengthen its established position, focusing on the implementation of the new Value Proposition in the field of the electronic banking system, investment banking and solutions supporting the international expansion of domestic companies.

The process of achieving these goals is supported by the fact of acquisition of the core business of Raiffeisen Bank Polska. The acquired bank is complementary to the BNP Paribas Bank in a significant number of aspects. The acquisition of Raiffeisen Bank Polska's core business will allow the Bank to strengthen its presence in large cities and develop the prosperous customer base, as well as to become one of the leaders in the Private Banking segment. In the area of SMEs, the acquired business with a strong distribution network, an innovative product platform and a modern centralized customer service centre ensures that the Bank enters major players of the fast-growing and highly profitable segment.

*– Our strategy is focused on growth, which we need to implement immediately, in each of our business segments. – Przemek Gdański, President of the Management Board*

[More information](#) on the strategy.

#### Strategic roadshows

In November and December 2018, meetings of the President of the Bank and Management Board Members with employees were organized in 10 Polish cities, during which the Management Board presented the Fast Forward strategy, the integration project plan and answered employees' questions. In total, 12 meetings organized in 10 Polish cities (Warsaw, Krakow, Gdansk, Lublin, Poznań, Szczecin, Toruń, Wrocław, Katowice, Ruda Śląska) were attended by nearly 2.5 thousand of people.

## Strategic roadshows

10

cities

12

meetings

Nearly **2.5** thousand  
participating employees

#### Our employees about Fast Forward roadshow

*– I was pleasantly surprised by the form of the meeting – both the preparation of the place itself and the course of the event. (...) Thanks to the participation in the meeting, I was familiarized with the direction in which the Bank will go and with BGŻ BNP Paribas – my new employer. I also met people who will decide about the future of our organization. – Employee of the Operational Center in Ruda Śląska*

*– Thanks to my participation in Roadshow, I know where we are and where we are going. – The organization of this meeting was a hit.*

### 1.3 Bank BGŻ BNP Paribas history

#### [GRI 102-10]

Bank BGŻ BNP Paribas was established in 2015, through the merger of BNP Paribas Polska and Bank Gospodarki Żywnościowej – two entities with a long, nearly 100-year history of presence on the Polish banking market. From that moment, the Bank continues to strengthen its forces, effectively combining innovation with the tradition of presence in Poland. **In 2018, BGŻ BNP Paribas acquired the core business of Raiffeisen Bank Polska. In this way, our organization joined the group of Polish banks with assets in the amount over PLN 100 billion.**

- On 31 October 2018, Bank BGŻ BNP Paribas S.A. acquired the core business of Raiffeisen Bank Polska S.A., which has been confirmed by an appropriate entry in the National Court Register.
- On 14 September 2018, the Polish Financial Supervision Authority did not raise any objections as to the intention of BNP Paribas S.A. to purchase a minority shareholding in Raiffeisen Bank Polska S.A. and allowed for the demerger of the acquired bank.
- On 17 May 2018, Bank BGŻ BNP Paribas announced a new “Fast Forward” strategy, the main assumption of which is focus on the customer, digital transformation of products, services and processes, which aims at accelerating the development and will contribute to the increased profitability. On 10 April 2018, the BNP Paribas Group together with Bank BGŻ BNP Paribas S.A. have entered into a contract for the acquisition of a part of Raiffeisen Bank Polska S.A.
- In 2016, a merger with Sygma Bank Polska S.A. occurred.
- In 2015, Bank BGŻ BNP Paribas was established.
- In 2014, the controlling stock of Bank BGŻ was acquired by the BNP Paribas Group.
- In 2011, Fortis Bank Polska changed its name to BNP Paribas Bank Polska.
- In 2011, the Bank had its debut on the WSE.
- In 2009, Fortis merged with Dominet Bank. The BNP Paribas Group acquired Fortis Bank Polska.
- In 2004, Rabobank and Ebor became strategic investors in Bank BGŻ.

- In 1999, Fortis acquired PPA Bank and Fortis Bank Polska was established.
- In 1994, PPA Bank had its debut on the WSE. Bank BGŻ was transformed into a joint-stock company.
- In 1991, the Polish-American enterprise fund became a strategic shareholder of KTB – thus the First Polish-American Bank in Krakow was established.
- In 1990, the Krakow Banking Society (KTB) was established.
- In 1975 Bank BGŻ was established.
- In 1919, Société Générale De Banque, later BNP Paribas Fortis, began its operations in Poland. The Polish Agricultural Bank was also established.

## 1.4 Corporate Social Responsibility in Bank BGŻ BNP Paribas

### **CSR as a strong attribute**

IN A CHANGING WORLD, RESPONSIBILITY MATTERS.

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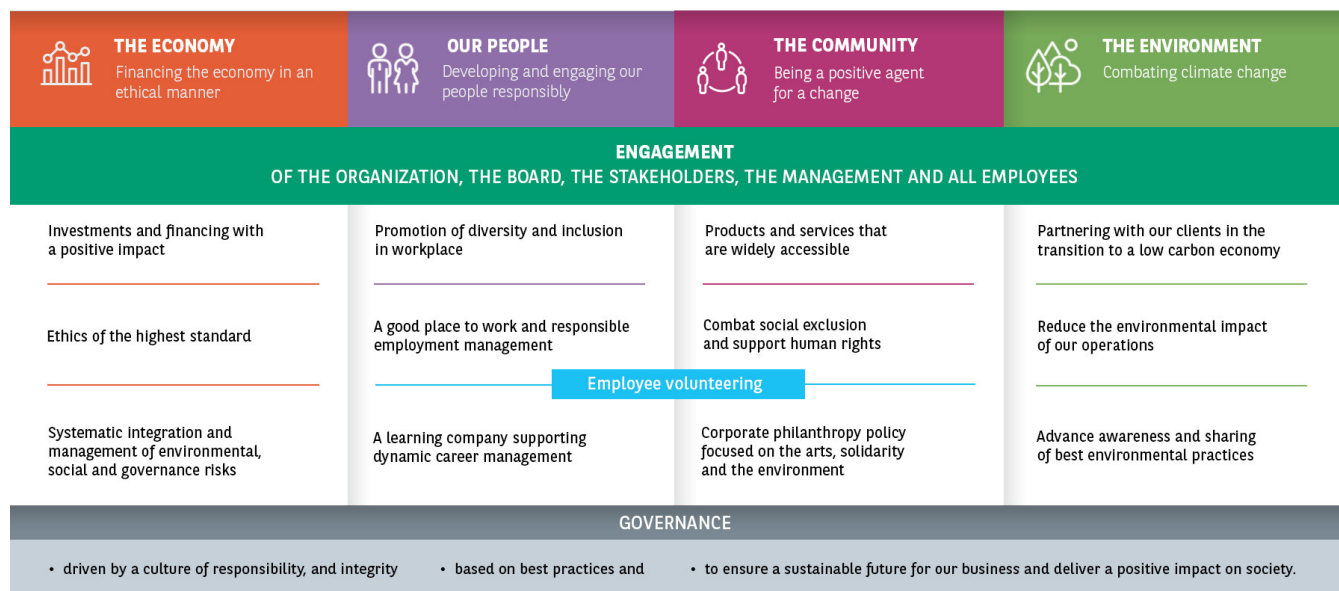
IN OUR OPINION, ONLY A HOLISTIC APPROACH TO CORPORATE SOCIAL RESPONSIBILITY HAS A CHANCE TO TRANSLATE INTO REAL, MEASURABLE EFFECTS. THEREFORE, WE UNDERSTAND THE BANK'S RESPONSIBILITY AS LONG-TERM FINANCING OF THE ECONOMY AND BUILDING LONG-TERM RELATIONSHIPS WITH CLIENTS IN ACCORDANCE WITH ETHICAL PRINCIPLES, RESPONSIBLE APPROACH TO EMPLOYEE DEVELOPMENT AND ENGAGEMENT, INCREASING THE AVAILABILITY OF PRODUCTS AND SERVICES, OPENNESS TO CUSTOMER NEEDS, INITIATIVES FOR LOCAL COMMUNITIES, REDUCING THE NEGATIVE IMPACT OF OPERATING ACTIVITIES, ECO-FRIENDLY PRODUCTS AND SERVICES, AND POPULARIZATION OF ECO-SUPPLIES.

The strategy of Corporate Social Responsibility of BGŽ BNP Paribas Bank is consistent with the BNP Paribas Group Strategy. It consists of 12 commitments under the 4 pillars of responsibility in relation to: economy, people, community and environment.



## CSR STRATEGY

### OUR RESPONSIBILITY 4 PILLARS, 12 COMMITMENTS



#### The economy

The key dimension of our Bank's responsibility is long-term support for the development of the economy through financing of projects of individual clients and enterprises – so as to support their growth. At the same time, we monitor CSR risks in sensitive sectors, and decisions about granting financing are preceded by the analysis of the social, economic and environmental impact of the company and the venture.

#### Our people

Responsibility regarding our people manifests itself primarily in creating a good environment that supports the professional development of employees and their involvement. It serves to promote openness, respect for diversity and readiness for professional mobility.

#### The community

Responsibility in this dimension means taking active actions for the benefit of the environment in which the Bank operates. Responsibility related to the community is related to the focus on the areas in which the Bank can contribute to a positive social change in the most adequate way, i.e. focus on counteracting social exclusion and supporting education and culture, especially in small communities.

2018

## The environment

Minimizing the negative impact on the environment is implemented by Bank BGŻ BNP Paribas in three dimensions: limiting the negative impact of operating activities and promoting eco-attitude among employees, responsible financing of the economy and customers, as well as cooperation and involvement in cross-sector initiatives.

## Stakeholders of the BNP Paribas Bank

[GRI 102-42], [GRI 102-43]

Sustainable development assumes harmonious cooperation with stakeholders. In order for our activities to respond to the needs and expectations of stakeholders as much as possible, we are interested in their needs and opinions. We gain knowledge about the needs and expectations during meetings with our clients, through cyclical employee satisfaction surveys, as well as through relationships built with social partners when implementing projects of the BGŻ BNP Paribas Foundation. We focus on a stable and open dialogue – also because of the fact that the views of our stakeholders allow for considering the changing socio-economic conditions in the Bank's plans.

- **Employees and colleagues**
- **Clients:** individual and institutional: retail banking, corporate banking, micro banking, SME banking, Agro segment
- **Subsidiaries** within the Bank BGŻ BNP Paribas Group
- **Entities** within the BNP Paribas Group in Poland and abroad
- **Market environment:** business partners, suppliers, the Polish Bank Association, consumer and industry organizations, competitive environment, administration, nationwide media
- **Capital market:** Warsaw Stock Exchange, rating agencies, analysts, institutional and individual investors
- **Supervisory authorities:** Polish Financial Supervision Authority, National Bank of Poland,
- **Local communities:** social partners, local self-government administration, institutions supporting cultural, educational and sports events, universities, schools, local community residents, local media, non-governmental organizations, BGŻ BNP Paribas Foundation
- **Environment:** regulatory organizations and non-governmental organizations.

## The most important CSR initiatives in 2018

We are the most responsible Bank in Poland. We won the first place in the banking, financial and insurance category and fourth place in the general classification of the 12th edition of the Responsible Companies Ranking – the only such list of companies operating in Poland, evaluated in terms of the quality of corporate social responsibility management. This result was achieved thanks to the hard work of many people who are actively involved in internal and external CSR initiatives.

## **CSR Fair**

In April 2018, we had the opportunity to present our organization's activities at the CSR Fair. The CSR Fair is the largest CSR event in Poland organized every two years by Responsible Business Forum. The goal of the event is to present the activities and practices of socially responsible companies as well as the services offered in this area. In 2018, the fair took place at the PGE Narodowy stadium. Bank BGŻ BNP Paribas stand was located in the pavilion of the Polish-French Chamber of Commerce. Experts and representatives of the BGŻ BNP Paribas Foundation were waiting for visitors, who answered questions and shared their knowledge and experience. The Bank also prepared an educational quiz explaining the essence of activities in the area of corporate social responsibility in an attractive and accessible way. During the event, the results of the #SustainHack Contest were announced, whose partner was Bank BGŻ BNP Paribas.

### [More information:](#)

## **#SustainHack**

As part of the partnership with Responsible Business Forum, Bank BGŻ BNP Paribas became involved in the innovative Idea Challenge project – #SustainHack, i.e. CSR-Hackathon against social exclusion. The competition was intended for creative people (programmers, graphic designers, engineers, scientists, marketers, start-ups) who would like to support socially responsible initiatives with their ideas. Our Bank set a challenge for the participants to overcome inequalities in access to services in the time of the ongoing digitization of banking services. Participants had to solve the problem and create a solution that would allow young and elderly people, maladjusted or reluctant to use ATMs, electronic banking services and mobile services at the same time.

### [More information](#)

## **Responsible Business League**

In 2018, we became a partner of the 14th edition of the Responsible Business League organized by the Responsible Business Forum. The purpose of the League is to build new cadres of managers, disseminate knowledge about CSR and connect business with young people entering the labour market. The Responsible Business League is Polish first free educational program on CSR addressed to students from all over the country. The program is run in the form of four thematic meetings organized from January to June, for 20 students from different universities from all over Poland, selected by recruitment.

Our Bank is a long-term partner of the Responsible Business League. In 2018, during the 14th edition of the program, the Bank was the supervisor of the Management and CSR educational path. On 26 and 27 May, 20 students were invited to the Bank, with whom we discussed on the subject of responsibility in the Bank in the form of a workshop, and we shared the practices from behind. Students could learn about various aspects of CSR management within thematic workshops: responsible business, CSR strategy, employee social engagement, diversity and change management.



## CSR Breakfast

In 2018, we successfully completed many important projects in the field of corporate social responsibility, including the fact we performed a pilot project for financing social business, we started the process of getting out of tobacco sector financing, we obtained 4 certificates of the “Entity without barriers”, increased our hybrid fleet, launched the Local Program Ambassador of the Bank and conducted numerous voluntary activities. All these activities would not have happened without the involvement of employees in various areas of our Bank.

On 21 September 2019, a CSR Breakfast was held, during which the President of the Bank, together with the CSR Bureau and representatives of the BGŻ BNP Paribas Foundation, expressed their gratitude to the employees for their involvement in the implementation of the CSR Strategy.

## 1.5 Organizational governance

### Corporate governance

Our corporate governance activities are based on the [Corporate Governance Principles for supervised institutions](#) developed by the Polish Financial Supervision Authority and [Best Practices of companies listed on the WSE](#). The Code of Conduct is an important document in our organization, and constitutes coherent set of ethical principles applied throughout the BNP Paribas Group, including the Bank BGŻ BNP Paribas Group. The [Information Policy of Bank BGŻ BNP Paribas developed by our Bank](#) is another important document for the Bank.

Acting in accordance with corporate governance principles translates into:

- a culture based on responsibility and cohesion,
- involvement of the Management Board, shareholders, managerial staff and the entire Group in the initiatives aimed at improving our organization,
- applying best business practices,
- sustainable development of our business and positive impact on society.

## Organization values

### [GRI 102-16]

The BNP Paribas Way constitutes the formulation of our organization values – our strengths and driving forces consistently applicable for all employees of the BNP Paribas Group.



### Our driving forces

- **Agility.** We want to simplify our operations and apply useful innovations and technological solutions.
- **Compliance culture.** We believe in promoting transparent principles that are the foundation of a culture of respect for law and ethics of business.
- **Client satisfaction.** We believe that we will achieve success by becoming the bank of the first choice for our clients. We try to listen carefully to our clients and work closely with them.
- **Openness.** We promote openness towards our stakeholders. Our goal is to provide everyone in the Group with a sense of being a part of it, who can present their point of view and has the right to act.



#### Our strengths

- **Stability.** Stable, long-term management, diversified and integrated business model and international branch network constitute our foundation.
- **Responsibility.** We are guided by a culture of responsibility and professional integrity to serve our clients in a best possible way.
- **Expertise.** We rely on the well-known and constantly deepened knowledge of our teams.
- **Good place to work.** We create an inspiring workplace where people are treated fairly and with respect.

## Ethics

[GRI 103], [GRI 102-16], [GRI 102-17]

### Code of Conduct

*– The Bank's success depends directly on the conduct of each employee. Together, we focus on building the future of BNP Paribas on the foundations of professionalism and integrity. This requires the involvement of all employees in the Group, the trust of our partners, clients and shareholders, as well as public authorities and the public in every country where the Bank operates. To do this, we must carefully follow the laws and regulations. At the same time, we must be sure that every decision results from a sense of ethical responsibility. The beginning of this process is the ability to learn a lesson from inadequate practices. The world, in which the Bank runs its business, changes all the time. BNP Paribas can deal with these changes, being ahead of these changes, adapting to them and introducing innovations thanks to corporate culture, deeply rooted in values that are applied in an uncompromising manner. In this spirit, the "Code of Conduct" has been developed. – Jean Lemierre, Chairman of the Supervisory Board of the BNP Paribas Group, Jean-Laurent Bonnafé, President of the Management Board of BNP Paribas Group*

[The Code of Conduct of the BNP Paribas Group](#) defines standards of behaviour, values and ethical standards applicable to all employees of the BNP Paribas Group. This regulation concerns broadly understood ethics, including professional ethics. It discusses, among others, the following issues: avoiding conflicts of interest in activities conducted outside the Group, rules of conduct regarding access to confidential information, taking precautions against bribery and corruption, and financial security principles. The Code of Conduct also draws attention to the issue of honest treatment and protection of clients' interests. It orders transparent communication in sales and marketing and fair consideration of complaints.

The Bank monitors the compliance risk in terms of ethics through the implementation of appropriate internal regulations, self-regulation and conducts current and planned controls, as well as conducts educational campaigns for employees (training, direct communication, e-mailing, workshops). We promote transparent principles that are the foundation of a culture of respect for law and ethics in action.

All new employees are required to undergo training in the form of workshops and to complete the on-line training containing information on conflicts of interest, counteracting corruption, abuse and broadly understood professional ethics. Employees are also provided with materials regarding, among others, confidential information, corruption, rules for gifts and hospitality, conflict of interest, personal transactions and whistle-blowing system. In addition, educational activities are cyclically conducted among the Bank employees in the form of messages on internal intranet sites. This is to guide the general ethical principles.

The organization has implemented internal mechanisms to obtain advice on behaviour in ethical and legal matters and matters related to the integrity of the organization. These include dedicated function boxes, through which each employee has the opportunity to refer inquiries and applications from the area of ethics.

In October 2018, the “New Opening in Compliance” project began in the organization. It is a campaign promoting the Compliance function in the organization, aimed at increasing employees’ awareness in the area of ethics, e.g. through workshops.

The main documents that all employees of BGŻ BNP Paribas are required to follow:

- [The Code of Conduct of the BNP Paribas Group](#)
- Conflict of interest management regulations at Bank BGŻ BNP Paribas S.A.
- Policy on reporting violations of law and ethical procedures and standards, including anonymous reporting (Whistle-blowing) applicable at BGŻ BNP Paribas S.A..
- The rules for gifts and hospitality by employees of Bank BGŻ BNP Paribas S.A.
- Regulations for the protection of confidential information flow at Bank BGŻ BNP Paribas S.A.
- Regulations on investments of related persons and transactions of managers.

#### **Initiatives to promote ethics in the financial sector:**

##### **Partnership of “Nienieodpowiedzialni”**

Starting from 2016, we support the next editions of the “Nienieodpowiedzialni” (“Not irresponsible”) conference dedicated to responsibility in the financial industry. The “Nienieodpowiedzialni” project is born of the need to seek answers to the questions of what is good and what is evil in today’s world. The initiator of the conference is ANG Cooperative – a professional organization of financial intermediation, which is the only one in the industry operating in the legal form of a cooperative, with which almost 800 financial experts from all over Poland cooperate. All the major financial institutions in the country are the business partners of ANG. The cooperative is an organization that makes every effort to be a socially responsible company and develop in accordance with the principles of sustainable development.

In November 2018, the 6th “Nienieodpowiedzialni” Conference was organised in Warsaw. Our Bank was a strategic partner of the meeting. Consumerism and its relations with finances, leadership and false authorities were the topics discussed by the participants during the conference. Another consideration was whether a lie is an effective sales tool and how consumer behaviour is controlled on the financial markets. The conference speakers included, among others: Adam Boniecki, Henryk Wujec, Dariusz Doliński, Andrzej Falkowski, Przemysław Czapliński, Zuzanna Skalska, Aleksandra Przeglasińska, but also the president of Bank BGŻ BNP Paribas – Przemek Gdański. He participated in the Oxford debate entitled “Lie is the most effective sales tool” and also presented his point of view on, [whether the financial industry could become less adventurous](#).

[More information](#) on the conference.

[See the conversation](#) about responsibility between Grzegorz Nawrocki and Przemek Gdański, the president of our Bank.

[Read more](#)

2018

## Polish Bank Association

We are a member of the Polish Bank Association – a self-governing organization of banks operating on the basis of the Act on Chambers of Commerce of 30 May 1989, established in January 1991. Membership in the PBA is voluntary and includes banks operating in the territory of the Republic of Poland, established and operating on the basis of the applicable Polish law. As part of the membership in the Polish Bank Association, our employees represent the Bank in the Banking Ethics Committee and work for ethical conduct in the financial sector. We are also a long-term partner of the Ethics in Finance competition.

## Participation in the initiatives of the Banking Ethics Committee

The Bank effectively promotes transparent principles that are the foundation of a culture of respect for law and ethics in its internal and external activities. As part of the work in the Banking Ethics Committee, we also take part in a survey conducted by the Polish Bank Association, which results in the Report of the Banking Ethics Committee on Relations between the Banks and their stakeholders. Participation in the survey shows a high sense of social responsibility and the need to constantly shape and disseminate ethical standards on the financial services market and – consequently – the need to improve the Bank's image as an institution of public trust in everyday work with clients, business partners, competitors, shareholders, employees and the local community.

## Ethics in finance competition

The idea of the Ethics in finance Competition organized by the Banking Ethics Committee at the Polish Bank Association is to promote ethical attitudes in the financial world and to indicate the important role of ethics in building the financial sector.

The competition gives young people the chance to share their passion for work, observations, as well as ideas for improving the system. It is addressed to people who are under 35 years of age. Candidates should present an unpublished essay in Polish of an analytical nature or suggesting a practical application of ethics. The basic requirement for competition essays is the presentation of an innovative proposal of changes aimed at protecting or using ethical values in the world of finance.

The competition is organized in cooperation with the [Financial Observatory in Geneva](#), the organizer of the international edition of the Competition. In 2018, Bank BGŻ BNP Paribas S.A. once again became one of the four sponsors of the competition prizes.

[Read more](#)

## Anti-corruption strategy

[GRI 102-17], [GRI 205-1], [GRI 205-2], [GRI 205-3]

The anti-corruption system at Bank BGŻ BNP Paribas is based on thoroughly developed procedures and internal regulations. The basic document regulating this issue is the Anti-Corruption Policy. The Bank has developed a number of detailed procedures and internal and external policies allowing for detailed monitoring of the corruption risk. Counteracting corruption in the Bank is a permanent process and covers a wide range of operations, including new relationships, transactions and cooperation with contractors. Depending on the type of corruption (internal and external), the Bank implemented policies and related regulations.

**In cases of occurrence of internal corruption in the Bank, the following applies:**

- Anti-fraud policy at Bank BGŽ BNP Paribas S.A. introduces the principle of “Zero tolerance for fraud”. This means that in every case of revealing an event that is abusive, regardless of the form of its commencement, the Bank will take all measures to determine the perpetrators, their mechanisms and facts of the event with due diligence, as well as apply the sanctions provided for in generally applicable regulations and internal regulations of the Bank.
- Policy on notification of a compliance incident at Bank BGŽ BNP Paribas S.A. The policy gives employees the opportunity to submit notifications about the occurrence or about the possibility of a compliance violation incident, including an act of corruption, in a manner independent of all other methods described in other banking regulations.
- The rules of gifts and hospitality for employees of Bank BGŽ BNP Paribas S.A. The rules describe in detail the process of giving and receiving business courtesies. According to them, employees may under no circumstances determine the scope of services provided by the Bank or offered products to potential personal benefits obtained from customers. In particular, it is forbidden to solicit a gift from a customer. It is unacceptable to receive and give business courtesies that may affect impartiality and independence of decisions. The rules describe the process of giving business courtesies to persons performing public functions.
- Code of good practice for employees of Bank BGŽ BNP Paribas S.A. in business relations with contractors. According to the document, employees undertake to guarantee fair competition.
- Regulations governing conflicts of interest of Bank BGŽ BNP Paribas S.A. and the Brokerage Office of Bank BGŽ BNP Paribas S.A. and Regulations for managing the risk of conflict of interest between the Bank and the employees.
- Regulations describe five basic types of conflicts of interest and various ways to prevent them: conflicts of interest within the Bank, between the Bank and clients, between clients and Bank employees, between clients and between the Bank and employees.
- In September 2018, Bank BGŽ BNP Paribas implemented the Anti-Corruption Policy. The policy governs the promotion of ethical behaviour and the detection and penalisation of corruption incidents. The Policy allows to manage the risk of corruption. It also ensures that the monitoring covers events that have – even potentially – a corrupt character.
- The anti-corruption policy is available in the Intralex internal system. Each employee of our Bank has the opportunity to read the document.

Additionally, the position of the Correspondent on anti-corruption has been created in the Anti-Money Laundering and Sancreaton Monitoring Department. The Correspondent is responsible for monitoring the degree of implementation of the adopted assumptions.

We have introduced new channels designed to inform about corruption events. A special e-mail box has been created and made available to the employees, to which employees can submit their doubts and observations. The risk associated with corruption is reputational risk – one of the risks considering while assessing the client. At the same time, corrupt events are one of the elements monitored by the Department of Counteracting Fraud.

The Bank identified positions particularly exposed to the risk of corruption and provided data on this subject to the Group. At the Group level, in 2018, a training program planned for implementation in March 2019 was developed. In addition, in 2019, risk mapping will take place in the merged Bank. For this period, it is also planned to include more employees required to participate in the anti-corruption training.

**In cases of external corruption at the Bank, the following applies:**

- Anti-fraud policy at Bank BGŽ BNP Paribas S.A. and Regulations related to anti-money laundering. The regulations include in particular the “Know your client” program defining the set of data constituting the current state of knowledge about the Bank’s client. It covers all activities aimed at gathering information necessary to determine the credibility of the client and his transaction profile;
- Customer acceptance policy: for individual clients and business entities. By implementing the policy, the Bank wishes to avoid establishing business relationships with people who are involved in suspicious, illegal or unethical activities. The Bank assumes that the application of the due diligence principles set out in the policy is the fulfilment of the obligation to apply financial security measures set out in the AML and the financing of terrorism Act. These policies also refer to the identification of people in political positions as clients with an increased level of risk due to the possibility of participating in the act of corruption.
- Anti-money laundering and anti-terrorism financing program at Bank BGŽ BNP Paribas S.A. The program defines the concept of money laundering and indicates ways to counteract this practice. Money laundering was defined as: “undertaking all activities aimed at concealing property benefits obtained from committed crimes (regardless of whether these crimes were committed by the concealer or by third parties), i.e. taking conscious actions to find or create grounds, either legal or factual, justifying possession of the abovementioned property benefits.”

In addition, we carefully analyse the legal status in the country. We closely follow the work on the act on the responsibility of collective entities. In case the provisions of the new act enter into force, the provisions relevant to the prevention of corruption will also be considered. At the same time, further work on the creation of an anti-corruption system is ongoing in the BNP Group. Within 12 months from the introduction of the Anti-Corruption Policy, in 2019, the anti-corruption risk in the merged Bank will be assessed. The assessment will be based on expert knowledge.

In 2018, the Bank BGŽ BNP Paribas Group did not report suspicions of corrupt activities.

## **Respect for human rights**

**[GRI 103], [GRI 412-1], [GRI 412-2]**

The Code of Conduct of the BNP Paribas Group is a key document regulating the main assumptions of managing the area of respect for human rights in the activities of the Bank BGŽ BNP Paribas Group. The document promotes respect for human rights among employees, suppliers, customers and the communities in which it operates.

In addition, in 2018 the Bank provided training on “Human Rights in Business”. The training was obligatory for the employees of the units who are most involved in the promotion and monitoring of the observance of human rights in the Bank’s operations.



## **Ethics, respect for human rights and counteracting corruption in subsidiaries of the Bank BGŻ BNP Paribas Group**

All companies of the Bank BGŻ BNP Paribas Group attach great importance to respecting ethics, respect for human rights and counteracting corruption. The superior document regulating the above issues is the BNP Paribas Group Code of Conduct. The Code is a binding document for all entities of the BNP Paribas Group and, hence, all companies of the BGŻ BNP Paribas Capital Group. In addition, subsidiaries comply with their own detailed documents or procedures, and apply best market practices.

BNP Paribas Financial Services Sp. z o.o. complies with the Code of Conduct for Employees of BNP Paribas Financial Services Sp. z o.o., while BNP Paribas Solutions Sp. z o.o. – with the Code of Conduct for Employees of BNP Paribas Solutions Sp. z o.o. Both companies were acquired in 2018 as part of the acquisition of the core business of Raiffeisen Bank Polska. The Regulations currently in force will be integrated with the regulations previously in force at BGŻ BNP Paribas Group companies.

The BGŻ BNP Paribas Group companies use e-learning courses available on the BNP Paribas MyDevelopment platform. The companies which, as a result of the acquisition of Raiffeisen Bank Polska's core business, were included in the Group's structures, are in the process of harmonizing the tools and implementing access to the platform. In 2018, all newly hired employees were required to undergo e-learning training on the platform of conflicts of interest, counteracting abuse as well as broadly understood ethics. The trainings concerned, among others, the issue of confidential information, corruption, rules for gifts and hospitality, reporting confidential information and conflict of interest. In 2018, the company made a training in the field of counteracting corruption "Conscious fight against corruption" on the MyDevelopment platform available to all employees.

In TFI BGŻ BNP Paribas, additional elements have been implemented to counteract corrupt practices adopted by the company:

- monitoring of presents and gifts received by employees. The Company has implemented the rules for gifts and hospitality for TFI employees. The company keeps a register of gifts received by employees;
- monitoring of external activities performed by employees and the obligation to report such activities. The Company has implemented and applies the Regulations for managing the risk of conflict of interest between the Company and Employees, in which the rules regarding any activities outside the company and the obligation to notify about them have been regulated; the procedure for reporting irregularities of compliance violations described in the current Policy on reporting violations and TFI procedures and ethical standards, including anonymous reporting – Whistle-blowing.

The company performs activities related to the management of investment funds monitored by internal control and supervision authority, i.e. the Financial Supervision Authority. In order to prevent potentially corrupt situations, TFI introduced a number of control mechanisms at various levels limiting such risk to a minimum.

In addition to group documents, BNP Paribas Leasing Services also applies a procedure for reporting violations of law and applicable ethical procedures and standards, including anonymous reporting (Whistle-Blowing). Additionally, in November 2018, BNP Paribas Leasing Services adopted a new Anti-Corruption Policy. The company monitors business relationships with customers, partners and suppliers. In 2018, the company also provided employees with training in the field of counteracting corruption on the MyDevelopment platform.

2018

BNP Paribas Financial Services implemented the Group's solution and introduced the Code of Conduct for BNP Paribas Financial Services employees. It is a binding set of rules that should be followed when conducting daily activities, while striving to maintain the highest possible standards. The Code specifies the basic values and rules of conduct relevant to conducting business activities in accordance with the law and principles of ethics. It is to serve as a guide in the field of conduct ethics. All employees are required to comply with the Code. Any deviations from the rules set out in the Code require immediate disclosure and notification to the Standards Employer. Employees are obliged to conduct their tasks on the basis of the principles specified in the Code and the applicable regulations. The Anti-Corruption Policy implemented by the company is a set of rules necessary to effectively prevent the phenomenon of corruption in the company.

BNP Paribas Solutions has adopted a new Code of Conduct for Employees of BNP Paribas Solutions Sp. z o.o. developed on the basis of the Group Code of Conduct and the AML / CFT Policy.

In Raiffeisen Towarzystwo Funduszy Inwestycyjnych, a document adopted on 17 July 2017 under the name: Anti-corruption policy in the Riviera TFI (after renaming on 4 January 2019) applies. The scope of the document includes:

- defining the phenomenon of corruption,
- determination of the process of limiting the risk of corruption during the selection of suppliers of goods and services,
- defining the TFI position towards support for political parties,
- determination of the TFI's position regarding charity and sponsorship activities, rules on gifts and hospitality, conflict of interests and personal transactions of employees,
- an indication of how to report suspicion of a corruption case.

BNP Paribas Group Service Center S.A., in addition to group documents, has adopted a control plan and Regulations for managing the risk of conflict of interest. There were no events of a corrupt nature in any of the subsidiaries of the BGŻ BNP Paribas Group in 2018.

## **Risk management**

### **[GRI 102-11]**

The Bank identifies, measures, monitors and manages the risks involved in its business operations.

In particular, **the following risks are identified by the Bank** in the risk monitoring, control and management process:

- credit risk;
- counterparty risk;
- market risk;
- interest rate risk in the banking portfolio;
- liquidity risk;

- operational risk;
- compliance risk;
- business risk (break-even risk);
- reputation risk;
- strategic risk;
- leverage risk;
- model risk;
- insolvency risk.

**Material risks identified at the Bank:**

- credit risk;
- business risk;
- market risk;
- interest rate risk in the banking portfolio;
- liquidity risk;
- operational risk;

and, considering cross-sectional risk categories:

- concentration risk;
- contagion risk.

In order to ensure that the aforementioned risks have been identified, defined and are subject to appropriate control and management, the Bank monitors all of the above mentioned risks and they are subject to periodical reviews.

The Bank has developed detailed procedures applicable to particular risks, defining the level of risk appetite. The risk appetite, within the limits set by the risk tolerance, defines the manner in which the Bank uses its risk-taking capacity by specifying the degree of risk exposure that a given business area may take for each type of risk. For non-measurable risks, the procedures are analysed and monitored within the prescribed time limits based on various qualitative methods.

All methods and procedures are reviewed periodically in terms of their appropriateness and reliability and are subject to validation tests, stress tests as well as back testing.

The risk management system of the Bank comprises mainly the Supervisory Board, the Management Board, dedicated committees (Audit Committee and Risk Committee at the level of the Supervisory Board, ALCO, Risk Management Committee, Retail Banking Risk Committee, Personal Finance Risk Committee, Credit Committee, Problematic Loan Committee, Products Approval, Services, Transaction and Businesses Committee, as well as Internal Control Coordination Committee), Risk Departments, Compliance as well as Security and Continuity of Business Management Department.

The key role in the risk management system at the Bank is fulfilled by the Management Board, which defines the risk policy, risk appetite, and adopts the risk management principles in addition to the material risk limit policy and risk control procedures. The risk management principles are derived from the Risk Management Strategy defined by the Management Board and accepted by the Supervisory Board.

## 1.6 Partnerships of Bank BGŻ BNP Paribas

[GRI 102-12], [GRI 102-13]

### Partnerships and cross-sectoral initiatives in which Bank BGŻ BNP Paribas participates

- Responsible Business Forum
- Agenda 2030 – partnership initiative for the implementation of the Sustainable Development Goals
- Polish Association of Sustainable Agriculture “ASAP”
- French-Polish Chamber of Commerce
- Polish Banking Association
- “Ethics in Finance” Competition
- The “Available ATM” project
- Donors Forum
- Warsaw Institute of Banking
- Bankers for Youth Financial Education – BAKCYL project of the Warsaw Institute of Banking

## **Key partnerships established in 2018**

### **Global Compact Network Poland**

United Nations Global Compact is the largest global initiative focusing on sustainable business. It was established in 2000 by the Secretary General of the United Nations, and gathers over 13.5 thousand of entities from over 170 countries.

The initiative calls on companies to develop strategies and actions based on ten universal principles regarding: human rights, labour standards, environmental protection and anti-corruption, and to take measures to help to achieve social goals that meet the UN Sustainable Development Goals, with special emphasis on cooperation and innovation. Members of the United Nations Global Compact are required to report on the progress of implementing the 10 Global Compact principles. The report should contain a description of the actions undertaken and the results achieved.

[Read more](#)

### **Partnership for accessibility – an initiative of the Ministry of Investment and Development**

The Accessibility Partnership is a declaration constituting a commitment to cooperate in the implementation of the Accessibility Program assumptions, which was initiated by the Ministry of Investment and Development. The program is implemented in partnership with local governments, entrepreneurs, non-governmental organizations and the environment of people with disabilities and seniors. The signatories of the declaration commit themselves that they will be guided by the idea of accessibility and equal treatment, and together aim to equalize the opportunities and access of all citizens to the physical, social, cultural, recreation, leisure, sport, healthcare, education, work, transport, information and resources communication. The list of signatories of the partnership for accessibility is open.

[Read the declaration:](#)

### **Association of the Wiosna “Szlachetna Paczka” (“Noble Gift”)**

“Szlachetna Paczka” (“Noble Gift”) is a nationwide aid campaign – implemented since 2001 by the WIOSNA Association. Its main assumption is the idea of providing direct help so that it helps permanently to get out of poverty.

A constantly growing number of our “Szlachetna Paczka” (“Noble Gift”) volunteer workers was one of the impulses that prompted our organization to include the “Szlachetna Paczka” (“Noble Gift”) project in the strategic partnership in 2018. Thus, our Bank started cooperation with the Wiosna Association on a large scale. This will allow us to support the “Szlachetna Paczka” (“Noble Gift”) business all year round, promote the idea of wise help and use the huge potential of our employee volunteering. In 2018, nearly 2 thousand of BGŻ BNP Paribas employees-volunteers from all over Poland were involved in “Szlachetna Paczka” (“Noble Gift”). This is the largest voluntary action with the participation of employees of one company in the history of “Szlachetna Paczka” (“Noble Gift”). Thanks to the huge commitment of our employees, help was given to 100 needy families. Our Clients also contribute to the help – for each payment made with the card or by means of a mobile application, the Bank transfers funds to “Szlachetna Paczka” (“Noble Gift”).

[Read more](#)

2018

## **Male Champions of Change**

On 25 October 2018, at the initiative of the founders of the Sukces Pisany Szminką Foundation by Olga Kozierowska and Olga Legosz, as well as the Australian Ambassador to Poland Paul Wojciechowski, the Male Champions of Change club was established. The declaration appointing the club was signed by six presidents of large companies operating in Poland – including the President of Bank BGŻ BNP Paribas, Przemek Gdański.

The aim of the Male Champions of Change is to conduct activities aimed at supporting women and diversity in business; education, building awareness and sharing good practices, but above all creating tools that bring concrete results..

[Read more](#)

## **Coalition for Polish Innovation**

In 2018, Bank BGŻ BNP Paribas became a strategic partner of the Coalition Foundation for Polish Innovation. The Coalition for Polish Innovation Foundation is a public-private partnership combining the potential of non-governmental organizations, entrepreneurs, the world of science and administration, which aims to create optimal conditions for the development of innovation in Poland. Within the framework of the KPI, there are 28 working groups dealing with various areas of innovation, such as: artificial intelligence, blockchain, fintech, medicine, smart city, trade and social innovations. One of the dimensions of the Coalition's activities are meetings and workshops with the participation of partners and external experts whose aim is to share knowledge.

[Read more](#)

## **Responsible Leadership Council**

On the initiative of the Responsible Business Forum during the 7th CSR Fair, on 12 April 2018, the Responsible Leadership Council was established as a forum for cooperation for the promotion of corporate social responsibility among the heads and board members of enterprises. The idea of the Council is to strengthen the need to promote corporate social responsibility and responsible leadership among the leaders, expanding the knowledge of Council members in this area and introducing CEOs convinced of the value of the idea of sustainable development and responsible business to the public debate in Poland. The initiative aims to answer the needs of people who deal with corporate social responsibility on a daily basis, seeking support at the highest level of company management. The Council is also to be a place where discussions can be initiated, as well as to share doubts and knowledge so that the idea of sustainable development becomes a practice.

[Read more](#)

## 1.7 Awards

### Key awards received in 2018:

- On 1 February 2018, Bank BGŻ BNP Paribas once again received the Top Employer Polska title for personnel policy consistent with the best practices on the market. The Top Employers Institute distinguishes the best employers around the world by assessing and certifying them in terms of strategy, personnel policy, monitoring its effects and actions for the development of employees. The Top Employer Europe 2018 certificate was also received by the BNP Paribas Group.
- On 15 March 2018, Bank BGŻ BNP Paribas was awarded the title of “Gwiazda Jakości Obsługi 2018” in the 11th edition of the Polish Service Quality Program.
- On 21 May 2018, Bank BGŻ BNP Paribas for the fourth time received the Srebrny Listek CSR (“CSR Silver Leaf”) award of the weekly Polityka for its consistent efforts in the field of sustainable development.

*The Srebrny Listek CSR awards are granted by the editors of the weekly “Polityka” together with the consulting company Deloitte, based on surveys sent to several hundred largest companies in Poland. The surveys contain questions regarding: corporate governance, human rights, attitudes towards employees, environmental protection, customer care, business integrity and social commitment. In 2018, the Srebrny Listek CSR by “Polityka” was accompanied by a review of the practices supporting the implementation of selected six Sustainable Development Goals (SDGs). Based on the responses collected, the weekly Polityka, together with the consulting company Deloitte and the Responsible Business Forum, prepared for the seventh time a list of socially responsible companies summarizing the activities of these companies in the area of CSR and their contribution to sustainable development. The Srebrny Listek CSR received in 2018 is the fourth distinction awarded to our organization. It is a source of pride for us and confirmation of the consequences in implementing the strategy of corporate social responsibility.*

- On 23 May 2018 Bank BGŻ BNP Paribas won the first place in the Power of Content Marketing Awards competition. The jury has once again rewarded the Bank’s project “AgroKurier – a modern farmer’s warehouse” in the “content marketing” category.
- On 25 May 2018 Bank BGŻ BNP Paribas again won the first place in the third edition of the Best Bank for Farmer 2018 ranking prepared by the research agency Martin & Jacob.



- On 15 June 2018 Bank BGŻ BNP Paribas won the first place in the banking, financial and insurance sectors and fourth place in the general classification of the 12th edition of Responsible Companies Ranking 2018 – the only such list of companies operating in Poland, assessed in terms of the quality of corporate social responsibility management (CSR).

*The Ranking of Responsible Companies is a list of companies operating in Poland assessed in terms of the quality of the business social responsibility management system. The results of the ranking have been published since 2009. From 2018, the RRC is organized by the Koźmiński Business Hub, while the substantive partners are the Responsible Business Forum and Global Compact Network Poland. Deloitte is responsible for the verification, while the media partner is "Dziennik Gazeta Prawna". The authors of the list are Professor Bolesław Rok from the Center for Entrepreneurship Studies of Positive Impact of the Kozminski University and journalist Jarosław Horodecki.*

*In 2018, the Ranking of Responsible Companies was also accompanied by the Startup of Positive Impact Competition, in which over 30 start-ups were selected from over one hundred registered start-ups who, through their innovative activities, contribute in a special way to a positive social change. Among the emerging start-ups were social entities, with whom Bank BGŻ BNP Paribas works: Łąka Foundation – a partner of voluntary work "Let's enclose our cities" implemented in May 2018, with which the Bank greened two hectares of common urban spaces in Warsaw and Krakow, [Pszczelarium \("Beekeeping"\)](#) – partner of the "Pasieka pod gwiazdami" ("Apiary under the stars") on the roof of the BGŻ BNP Paribas Headquarters at Kasprzaka in Warsaw and [Panato](#) – partner of the Bank and the BGŻ BNP Paribas Foundation in the field of delivering responsible gadgets. Panato is a nationwide network of social enterprises employing the unemployed and with disabilities.*

# 2018



- On 31 October 2018, BGŻ BNP Paribas Bank was awarded for the most innovative Data Governance solution in the banking sector during Informatica Summit 2018.
- On 17 November 2018, the branch of Bank BGŻ BNP Paribas located in the former Sezam in Warsaw received the prize in the Warsaw Investment without Barriers Competition 2018 for the service provider best suited to the needs of disabled people.

*The branch of Bank BGŻ BNP Paribas at Marszałkowska 126/134 received the prize in the Residential / office / commercial category. The amenities used in the ward are conducive to wheelchair users with mobility impairments, blind, visually impaired and deaf people. The building is also adapted to the needs of the elderly and young children. The competition was conducted by the Integration Foundation together with the Office of the Capital City of Warsaw as part of the Warsaw without barriers project. The award ceremony took place during the 23rd Grand Gala of Integration.*

- On 22 November 2018, Bank BGŻ BNP Paribas was awarded for a number of corporate social responsibility initiatives in the Belgian Business Chamber Award 2018 in the Platinum category.
- On 6 December 2018, BGŻ BNP Paribas received the “Business Award for Architects of Development”, which is an award for the commitment to the SDG11 Sustainable Cities Program, including the financing of energy efficiency and pro-ecological projects.
- On 6 December 2018, BNP Paribas received the title of Central & Eastern Europe M & A Financial Adviser of the Year. The award was granted by Mergermarket.
- In March 2019, in the 4th edition of the Institution of the Year ranking maintained by the Mojebankowanie.pl portal, Bank BGŻ BNP Paribas was honoured with statuettes in two categories: Best service quality in the branch – retail client, and Best company helpline. The Bank also received a distinction in the Socially Responsible Bank category for a strategic partnership with “Szlachetna Paczka” (“Noble Gift”).

## 2. Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator

### [GRI 103]

We define a balanced approach in the dimension of economic responsibility as long-term financing of the economy and building long-term relationships with clients and other stakeholders in line with ethical principles. This approach allows the Bank to balance the quality of transactions with the expected profit in the short and long run.

The key dimension of our organization's responsibility is to support economic development in the long-term through responsible client financing. We monitor CSR risks in sensitive sectors. Decisions regarding the financing are preceded by analyses of the social, economic and environmental impact of a given company and enterprise. In accordance with the decision taken by the BNP Paribas Group, we are in the process of exiting from financing the tobacco sector. Existing customer monitoring standards and sectoral policies now also include all clients acquired as part of the acquisition of Raiffeisen Bank Polska's core business. We are gradually implementing customized procedures and are working on unification of the offer for the clients of the merged Bank. We care about the quality of services offered and customer satisfaction as well as meeting the standards of the BNP Paribas Group.

### 2018 in numbers:

**16 434**

Social Package  
Leader accounts

**1.**

first in Poland offer  
for social economy  
enterprises

nearly **9**

thousand interviews  
with clients as part of  
the dialogue

**8**

CSR policies in force  
in sensitive sectors

**160**

CSR analyses  
performed

about **85%**

of expenditure on  
products and services  
was purchased from  
local suppliers – from  
Poland

**700**

participants of the 3rd  
edition of the Agro  
Academy

**70**

workshops  
and training for  
employees as part of  
Transformation Week

**7**

implementations of  
innovative solutions,  
thanks to cooperation  
with start-ups



## 2.1 Responsible financing

Responsible financing at Bank BGŽ BNP Paribas means adherence to policies regarding sensitive sectors and monitoring of social, economic and environmental aspects of transactions. For this purpose, our organization has identified and selected sensitive sectors: coal, mining, defence and security, forestry, nuclear and agri-food industries. The clients operating in these sectors are analysed in detail by our experts in terms of compliance with the principles of sustainable development. In addition, all current and potential clients of the Bank operating in the above-mentioned industries are informed about CSR policies and receive the necessary support to understand the process of such analysis.

### ***Sector policies of BNP Paribas Group***

By implementing the corporate social responsibility obligations, the BNP Paribas Group has introduced CSR Policies regarding the financing clients operating in eight sectors identified as particularly sensitive. Bank coherently with the Group's guidelines, has implemented CSR Policies and on their basis processes of CSR Analysis are carried out. Thanks to Policies CSR we monitor environmental, social and management risks (ESG risks). In 2018, our Bank was realized 160 CSR analyzes.

**Corporate Social Responsibility policies concern the following sectors:**

- **CSR policy towards the nuclear energy sector**

The Bank, as a financial institution, can offer its products and financial services to government units supporting companies developing non-military nuclear energy. The Bank believes that for countries planning to develop nuclear energy, or new power plants, as well as for the international communities, it is necessary not only to deal with the requirements of safety, and protecting the population, but also to act for the protection of the environment for future generations.

By applying the CSR Policy, the Bank would like to ensure that the projects being financed comply with the monitoring principles as well as they mitigate social and environmental impact in the nuclear energy sector.

- **CSR policy towards the coal energy sector**

Coal is largely responsible for the huge emission of carbon dioxide (CO<sub>2</sub>) to the atmosphere and is one of the main factors of climate change. In 2017, BNP Paribas Bank decided to stop financing any projects related to the construction of new coal-fired power plants, to stop financing coal-fired mines, and to support only those companies from the coal-fired energy sector that are actively involved in switching to other types of energy – in line with scenario 2°C of the International Energy Agency (IEA).

- **CSR policy towards the forest sector – wood pulp**

Demand for paper products will increase in the coming decade, which will affect global development. In connection with the wood pulp production process, the Bank noted that heavy industry activity has a major impact on the environment, pollution of waters, land and air, but also on the health and safety of employees of pulp mills and surrounding communities. Based on the paper production chain, shareholders recognized that the greatest impact will focus on forest management and pulp production processes, so CSR policy focuses on these two stages.

- **CSR policy towards the forest sector – palm oil**

The development of palm oil plantations may have an adverse effect on local communities, climate change and the ecosystem. However, these problems mainly depend on the method of oil production.

As a financial institution, the Bank wants to support responsible producers using sustainable development practices in the palm oil production sector. Therefore, it abstains from financing or investing in enterprises whose activities actively contribute to deforestation (loss of diversity, worsening adverse climate change, etc.) or to enterprises that violate the rights of local communities.

- **CSR policy towards the mining sector**

The policy has been defined in order to define specific requirements that must be met by enterprises and mining projects so that the Bank can provide its products and services to them. This policy establishes additional criteria that must be accepted by mining and mining entities.

- **CSR policy towards the defence and security sector**

The provisions in the Policy regarding defence and security equipment refer in general to weapons (including controversial weapons), military equipment and dual-use equipment, equipment for internal repression, as well as equipment for internal security and police. The policy defines a set of principles and guidelines regarding the Defence and Security Sector, which must be applied by all units / organizational units of the Bank.

- **CSR policy towards the agri-food sector**

The BNP Paribas Bank is involved in supporting the agri-food sector and therefore provides a wide range of financial products and services for entities in this industry. The offer of products and services is directed to farms and processing companies whose high level of responsibility manifests itself in the obligation to feed people with healthy and safe products in a way that does not jeopardize food supplies for future generations. Therefore, it does not contribute to financing or investing in enterprises using agricultural practices that do not meet the requirements of sustainable development, as well as the destabilization of the market for basic agricultural goods.

## **Exit from the tobacco sector**

According to the publication of the World Health Organization, operating within the UN and dealing with health care, tobacco is the cause of death, which we can eliminate the fastest. Therefore, in 2017, the BNP Paribas Group has made a global decision to cease its financial and investment activities with respect to producers of tobacco products as well as growers and wholesalers whose main activity is related to tobacco.

The new financing and investment rules result from the BNP Paribas Group's commitment to financing the economy while maintaining a positive impact on all stakeholders. In 2018, in line with the Group's decision, our Bank implemented the process of exiting tobacco sector financing.

Bank BGŻ BNP Paribas ceases financing and investing in entities whose main activity is related to the tobacco industry. The introduced rules for financing the tobacco sector include entities whose main activity is directly related to tobacco, including producers of tobacco products (e.g. cigarettes, chewing tobacco and cigars) as well as entities that are part of the tobacco production chain, including farmers cultivating tobacco, distributors and wholesalers. The principles introduced do not include owners of tobacco stores and sellers, as well as entities whose activity is related to tobacco indirectly; machine manufacturers, components used in the manufacture of cigarettes (e.g. cigarette papers, filters, packaging) and substitutes (e.g. electronic cigarettes).

*– The exit from the tobacco sector is a global decision of the BNP Paribas Group, which applies to all companies and countries in the Group's operations. It is not addressed to clients individually, but is motivated by ethical and health factors resulting from the Group's responsible approach to financing the economies. The ambition of the BNP Paribas Group is to finance economic development and, at the same time, exert a positive influence on all stakeholders. – Maria Krawczyńska, Manager of Corporate Social Responsibility at BGŻ BNP Paribas*

[Read more](#)

## Responsible products and services

### The first Bank offering products for social enterprises



Bank BGŻ BNP Paribas was the first bank in Poland to launch an offer for social economy enterprises. These are companies that, apart from maximizing profits, determine social goals and invest profits in economic, educational or cultural activity, the aim of which is the professional and social integration of people at risk of exclusion.

There are over ten thousand of social economy entities in Poland. They operate in various legal forms – as non-governmental organizations, social cooperatives and occupational therapy workshops. Their activity helps people at risk of social exclusion, e.g. by finding the appropriate job. Social enterprises in Poland are at the stage of strong development. In 2017, only 18% of disabled people from among 3 million of such people over 16 years of age were professionally active. For comparison, every second disabled person in Western European countries has a job.

– *Social enterprises need external financing to grow and run their businesses on a wider scale. They use grants, donations and subsidies, but unfortunately, these are not always enough to provide money for ongoing operations and development of new projects. Bank's financing is often not available to them because they are not able to meet the same conditions as typical enterprises, and thus have difficulty documenting the appropriate creditworthiness. Meanwhile, the experiences of other countries – such as Italy, Belgium, France and Luxembourg – show that social economy enterprises pay their liabilities more scrupulously than others. Hence, our idea of cooperation with NESsT – an organization that has been operating on the Polish market since 2013 and which at that time gained extensive experience, providing direct support to social businesses and participating in initiatives to strengthen the social investment sector. – Marcin Grabiszewski, Director of the Mortgage Banking Development Bureau at Bank BGŻ BNP Paribas.*

2018



In a pilot analysis performed together with NESsT, an international organization investing in social enterprises, our Bank provided funding to the Association for the Disabled People's Assistance belonging to the NESsT portfolio in Poland.

Siedlisko provides a 24-hour care service for the elderly and chronically ill and runs a catering company. In addition to employing professional staff, it implements vocational education programs and creates jobs for young people with intellectual disabilities and long-term unemployed people who come from the local rural labour market. Thanks to the funding obtained, the Association creates 17 jobs for people with disabilities.

*– The Polish labour market does not provide sufficient employment opportunities for people with intellectual disabilities. These young people need specialized, continuous emotional and organizational support. Many employers, despite their sincere intentions, are not ready to create jobs adapted to the specific needs of people with intellectual disabilities. That's why we created Siedlisko. The offer of our services corresponds to the needs of the local community and the competences of the disabled, to whom we provide 17 jobs. Our social company was created thanks to the determination of the leaders of the organization and co-financing from EU funds. We are glad that as the first social enterprise we use the offer of Bank BGŻ BNP Paribas. Such an offer will give a chance for development to many other social economy enterprises – especially those that base their activity on production and services. – Teresa Truch, Deputy President of the Management Board of the Siedlisko Association for the Assistance of People with Disabilities*

[Read more](#)

## Social Leader Package

By supporting the development of civil society, our Bank created a free account for non-profit organizations. The Social Leader Package is a free account for social organizations. It is dedicated to entities that, while conducting their activities, focus on supporting a private or public good, not guided by profit, i.e. for social organizations or public-interest organizations whose areas of special activity are health protection, broadly understood social assistance, charity and education. The product guarantees free essential banking services and a minimum of formalities. Initially referred to as the “Account with a heart” (“Konto z serduszkiem”), it is a product of social innovation character, which was created on the initiative of the Bank’s employees in cooperation with representatives of local non-governmental organizations. Bank BGŻ BNP Paribas introduced it in response to the Social Diagnosis conducted in 2012, which showed that one of the reasons for the small scale of social involvement are banking services – too expensive and complicated for NGOs.

YEAR	NUMBER OF PACKAGES
2012	1 901
2013	5 506
2014	9 903
2015	11 000
2016	13 730
2017	14 756
2018	16 434

## Key figures:

**16 434**

of the Social Leader Package accounts in 2018

**766**

new Social Leader accounts in 2018

[Read more](#)



## **mamBONUS**

mamBONUS is a loyalty program in which the Bank's clients can support the activities of the BGŻ BNP Paribas Foundation. During financial transactions made with the use of a credit card, clients collect points, which can then be exchanged for various discounts, prizes or vouchers for the support of participants of the scholarship program "Klasa" ("Class") program implemented by the Bank's Foundation.

[Read more](#)

## **Offer for citizens of Ukraine**

Bank BGŻ BNP Paribas has already operated over 12 thousand of accounts of persons holding a Ukrainian passport. This puts us at the forefront of banks with an offer for Ukrainian citizens in Poland, and, as results from the Bankier.pl report prepared in July 2018, also at the forefront of banks with the cheapest offer for this group of clients.

At Bank BGŻ BNP Paribas, citizens of Ukraine can easily set up an Optimal (Konto Optymalne) and Maximum Account (Konto Maksymalne). The principles for opening the account have been created for clients who value transparent and simple solutions in banking. To create an account, it is only needed to have one document – a foreign passport or a residence card. For this group of customers, the Bank also prepared a dedicated website and advertising materials in Ukrainian. In addition, we have opened international branches in Warsaw, Wrocław, Poznań, Kraków and Gdańsk, where customers arriving from the eastern border can talk to an adviser in Ukrainian or Russian. In the event of language difficulties, our Bank also provides support through a dedicated hotline available in Ukrainian and Russian.

*– With a view to the growing number of Ukrainian citizens working and living in Poland, Bank BGŻ BNP Paribas offers a package of solutions that will help them manage their personal finances and access to banking services. Citizens of Ukraine, in order to be able to take full advantage of banking services (for example loans), must have a PESEL number. If the client is registered in Poland, has a valid passport and visa, the Bank's employees can help him with filling out the application for the PESEL number. Moreover, thanks to establishing cooperation with the mobile operator T-Mobile, Bank BGŻ BNP Paribas issues a prepaid card with an attractive offer for Ukrainian citizens, which is free of charge. The card can be activated in every branch of BGŻ BNP Paribas. – Karol Kamas, Director of the Transactional Banking Department at Bank BGŻ BNP Paribas*

[Read more](#)

## Supply chain management

[GRI 102-9], [GRI 204-1], [GRI 308-1], [GRI 414-1], [GRI 412-3]

In order to conduct a responsible purchasing policy and in cooperation with the purchasing department of the BNP Paribas Group, the Central Procurement Department of Bank BGŻ BNP Paribas settled the principles of cooperation with suppliers in one document. That is how the CSR Declaration was created. It addresses the issues of responsible supplier selection process, equal treatment of suppliers in financial matters and promotion of suppliers supporting CSR initiatives. The document contains a discussion of the requirements for suppliers who, by accepting the declaration, confirm compliance with ethical principles, respect for human rights, working conditions, non-application of discriminatory practices, and, above all, implementation of activities related to environmental protection. Acceptance of our Declaration should result from the actual involvement of companies, e.g. from activities intended for the benefit of local communities and conducting pro-environmental activities.

Our Bank periodically evaluates suppliers. In 2018, a total of 510 of our suppliers, i.e. about 90% of new suppliers, signed the CSR Declaration. In 2018, Bank BGŻ BNP Paribas did not identify significant risks or violations in the supply chain. In the process of selecting suppliers performed in our organization, the signing of the Bank's CSR Declaration accounted for 5% of the assessment. In 2019, as part of the organization resulting from the merger, the procedures previously applied at BGŻ BNP Paribas for supplier evaluation will be implemented.

It is worth noting that in 2018, around 85% of expenditure on products and services were purchases from local suppliers – from Poland.

### Key figures:

around **85%**

of expenditure on products and services were purchases from local suppliers – from Poland.

2018



## 2.2 Transparency and openness

### *Dialogue with clients*

**[GRI 102-40], [GRI 102-42], [GRI 102-43], [GRI 102-44],**

The key group of our stakeholders are customers. They are the basis of our action, and their interest and satisfaction – a determinant of the rationality of our business. Therefore, to meet the challenges posed by modern customers, we focus on transparent and friendly communication. One of the elements of this communication is listening and analysing the voice of our clients, based on, among others, internal and external quality of service tests. We effectively obtain the voice of a customer using traditional (branches) as well as remote contact channels with the Bank, such as Contact Center, online banking or mobile banking. By implementing the Net Promoter Score Satisfaction Survey, each time we give the client the opportunity to assess contact with the bank through the prism of the probability of recommending it to his relatives. In addition, during the assessment, the client can freely report their comments, observations, suggestions for expectations or recommendations regarding service, products, procedures or fees. The results of the research obtained in this way are analysed in great detail and then, based on them, we undertake activities aimed at implementing appropriate improvements or eliminating difficulties, and consequently meeting the needs and expectations of our clients.

The Advocacy Program is being implemented throughout the BNP Paribas Group. This program focuses on the external client on the one hand, and on the other – builds the organization's relationship with the bank's employees. Therefore, we also implement improvements that integrate employees of different areas into a common goal – improving customer satisfaction. Thanks to the implementation of the #Klient online platform, several thousand employees of our bank can listen to the customer's voice on satisfaction surveys as well as from operational sources on an ongoing basis. We listen to the client's voice monthly with a total of 10 contact channels, 4 operational sources and external rankings. Employees of the examined structures use a modern tool, where the results are presented online along with the comments of clients. The platform collects monthly nearly 9 thousand of interviews with clients and approx. 150 thousand of operational interactions, i.e. complaints and opinions from online banking, which are analysed.

In 2018, we conducted customer satisfaction surveys through telephone, internet and IVR surveys (interactive voice response – a system that enables interactive caller service). We also ran customer inquiries by the Client Ombudsman, and thus, on direct contact with clients. An additional, indirect form of contact was the analysis of problems with which clients report to service channels at the Bank.

We have introduced many changes in the field of loan service. In the area of cash loans, we have automated the process to a greater extent so that customers can receive decisions faster. In the area of mortgage loans, we have implemented solutions that arrange the credit process in a way that would improve its effectiveness, and also the process of informing the client about the status of the application while waiting for the decision. We have implemented new standards of customer service and we are finishing work on simplifying the credit card statement (customers had a problem understanding the statements, we want to change it). We are preparing, among others, for serious changes in the complaint processes, as well as to seal and order the process of receiving, registering and forwarding inquiries of customers entering the Bank. From the customer's point of view, the implementation of the new online banking will be crucial.

In 2019, we plan not only to develop the #Klient platform, but primarily we want to focus on the knowledge resulting from the whole of the analysed data. In every business line we have the so-called friend of the client responsible for working with the results of research and analysis. We are also planning further development in terms of the number of places and the quality of how we listen to the votes of customers. We strive to take into account the opinions and expectations of customers with every action, implementation and process modelling.

### **“Tacy Sami” Campaign**

In 2018, an internal “Tacy Sami” campaign was conducted at Bank BGŻ BNP Paribas. The campaign was aimed at supporting the QUALITY strategy pillar and motivating employees to come together to devote what can be done to minimize the number of negative signals from customers.

To this end, in the summer of 2018 Bank BGŻ BNP Paribas organized the first workshop under the slogan “Family of Clients”, showing employees of our organization what the Bank's clients think and feel. The workshops reminded that each of the Bank's employees in different situations is also a client; e.g. in the shop, the cinema, the office. Then he also has his needs and expectations. Regardless of the time and place of service chosen, customers expect that they will be heard, understood and that appropriate actions will be taken. They will be satisfied if the matter is settled “on the spot” and the information provided will be understandable. Satisfied customers will come back to the Bank and recommend it to their friends.

Almost 50 people from various organizational structures participated in the workshop. Everyone listened to and analysed customer statements from NPS and complaints. People were looking for “pain points” – critical issues from the point of view of clients. On the basis of the map of empathy developed at the workshop, almost 140 initiatives were created, the implementation of which should provide customers with simpler and more satisfying service. Many of them do not require large resources or IT involvement, so they can be implemented quickly.

We care about consistent and lasting improvement. We do not “sew” solutions under the rankings – we want to respond directly to the needs of our clients regardless of the channel or the selected product.

*– Today’s customers are demanding and more aware than just a few years ago. Therefore, they expect not only to settle their case during the first contact, but above all exceptional treatment. Today, our competitors are not only the remaining banks or financial institutions – the client over the expectations towards us translates everything he experiences on the market – regardless of whether he buys clothes, a trip or coffee. Not only an attractive offer decides about the choice of the bank: the entire market competes with the quality of service and, above all, the uniqueness of emotions that the client experiences in contact with a given company. – Małgorzata Kamińska, Director of the Customer Experience Management Department at BGŻ BNP Paribas*

As part of the campaign, three principles related to customer service were established:

- we listen, i.e. we implement and analyse customer satisfaction surveys, including NPS and Mysterious Client;
- we understand – each case is analysed in terms of relevance and reaching a specific fact that affected it. This data allows us to plan activities leading to improvement of a given process or development of the desired model of behaviour or behaviour standard;
- we operate – implementation of planned changes and ... re-examining whether they meet customer expectations in 100%.

### **SME Customer Council**

Customers’ voices allow us to listen to the periodic substantive meetings for key clients from the SME and Agro sector, namely Customer Councils. The meetings have the form of a partnership dialogue, aimed at establishing closer relationships with clients, understanding the expectations and opinions of clients influencing the building of the Bank’s competitive advantage. From 2017, the Customer Council has a new formula; meetings have been enriched with presentations of the most interesting young technology companies, whose solutions can support the development of the Bank’s clients’ business. Such a formula allows not only for the exchange of experience between the bank and the client, but also gives both parties a broader view of the business environment and the ever-growing importance of networking. Presentation of the best practices and the biggest challenges related to modern technological solutions is an added value of our offer for clients – support for companies managed by the Bank’s clients.

## Care for the highest quality

### Client's Ombudsman

Due to our concern for the highest quality, the institution of the Client's Ombudsman functions in our Bank for a long time. The Customer's Ombudsman takes care of customer satisfaction and an open dialogue, which is the key to building relationships based on trust and partnership. He represents the interests of clients in dealing with the Bank and mediates in the final explanation of the problems that arise. It constitutes the appeal level in a situation when the process of considering complaints does not meet the expectations of clients.

Cases that were analysed by the Customer Ombudsman in 2018:

- 23% – credit cards and, mainly, accrued fees, unintelligible postings, promotional programs,
- 12% – personal accounts and, mainly, promotional programs, accrued fees, termination issues,
- 11% – cash loans and, mainly, promotional programs, data in BIK and MIG databases, issues of termination of the contract,
- 8% – Sygma instalment loans and erroneous accounting, balance issues, data in BIK and MIG databases,
- 7% – mortgage loans and, mainly, loan parameters (interest rate, margin), fees and commissions,
- 7% – debit cards and, mainly, fees, commissions and withdrawals from an ATM.

In 2018, the Customer's Ombudsman in our Bank received 2,062 cases directly from clients to be analysed (69 out of these were addressed directly to the Members of the Bank's Management Board).

Channels of submission of the cases to the Customer Ombudsman in 2018:

- 74% – via e-mail: [rzecznik.klienta@bgzbnpparibas.pl](mailto:rzecznik.klienta@bgzbnpparibas.pl)
- 18% – delivered by post
- 4% – received via the form on the website
- 2% – left in facilities.

Forms of responses to matters that are received by the Customer's Ombudsman:

- 54% – letter to the customer
- 45% – e-mail
- 1% – message in the online banking system

The services provided by the Customer's Ombudsman in 2018 were useful for:

- 83% – individual customers
- 13% – companies
- 3% – persons who are not customers of the Bank

At least 83% of Clients were satisfied with the way they solved their case. None of these clients had more than one case registered during the year.

## **Complaint management**

The complaint management process in our organization is centralized. The correctness of the whole process is regulated by internal procedures ensuring a clear division of the roles of the units involved in handling the complaint. The procedures developed by our organization clearly specify the responsibility for the entire process and its individual parts, as well as set the time frame for performing specific tasks in the process. Procedures give our employees handling complaints the opportunity to make specific decisions – so that the customer can be served efficiently and comprehensively.

All complaints coming to our Bank are monitored from the moment they were received – the most convenient channel for the customer, and the moment of sending back the reply – also in the manner chosen by the client. At each significant stage of the process, measurements are made, which allows the Bank to undertake actions aimed at further improvement of the entire process.

## **Complaints in 2018**

In 2018, a total of 80,773 claims were filed with Bank BGZ BNP Paribas. From November 2018, after the merger with Raiffeisen Bank, this number increased by additional 3,112 cases.

Customers mainly advertised fees and commissions on accounts. This was mainly due to the fact that the Fee and Commission Tariff was updated in 2018, which customers were informed well in advance. Thanks to the TOiP update, not only the offer, but also the pricing policy of the Bank is even more transparent. Complaints also concerned payment cards. The Bank successfully migrated the remaining pool of credit cards to the card operating system, which allows for comprehensive service of this product – including complaint handling – in one place. To a lesser extent, customer complaints concerned loans and online banking.

The average time needed for a response to a complaint was 12.7 business days. **In December 2018, the time needed for a response was shortened to about 9 days, which is a good prognosis for achieving better values of this indicator in the next year.**

In order to shorten the complaint process, we perform detailed measurements of the entire process, both quantitative and qualitative. We listen to the customer feedback collected in the NPS study and try to plan actions in areas identified by them as needing improvement. This also applies to the complaint process.

In 2018, we continued to improve our tool and process workshop. We have identified the necessary actions – mainly in the area of operational improvement, which we then we implemented, and as a result shortened the deadline for responding to complaints. These activities included, among others, systemic changes as well as adjustments to the implemented PSD2 directive. We are opening up more and more to our clients – also in the area of reporting complaints. Customers can also submit applications in facilities designed according to the new model and via chat.

Employees handling complaints participated in a special training, the aim of which was to make them aware of how clients feel complaining about what they expect and what they pay attention to. We try to use the knowledge acquired in this way in practice. The growing value of the NPS complaints indicator confirms our belief that we are on the right track.

In 2019, a review of the entire complaint process for the merged Bank is planned, which will operate as soon as the target unification of the banking systems. It aims to develop recommendations regarding possible changes in the operation of systems and tools to support these processes.

The most important challenge for the Bank in the area of complaints is the operational merger with Raiffeisen Bank Polska S.A. The merger will require some procedural changes in the management of the complaint area. Good cooperation from the very beginning allowed for organizing the complaint handling method in such a way that clients of any of the Banks would not feel lost. Despite the temporary lack of a common system, the exchange of information regarding the handling of customer complaints until recently by two separate institutions runs smoothly. The merger of banks brought added value; gave our organization the opportunity to verify the actions conducted in the field of complaint handling. A project is currently underway, the result of which will be the establishment of an optimal complaint process. We also focus on remote channels of contact with the client – also in the case of complaint topics. The cooperation established before and during the legal merger confirmed our belief that all our clients will soon benefit from the mutual exchange of experience. By collecting best practices from both banks, we will be able to offer them an even better way to handle complaints.

### **Improvements in customer service**

2018 was in our organization a time of intense work on improving customer service. We have introduced a new format in the 11 branches of the Bank, the so-called hospitality zone. These places allow customers to work independently, meet contractors or use the free Wi-Fi network. A pleasant atmosphere is the important characteristic of those places – the time spent in the Bank's branch is enhanced by specially selected fragrances, sounds of nature and a drink zone.

In order to improve customer service, we have implemented informing customers and advisers about failures and planned work affecting the availability of services to clients. Where possible, including in the area of cash loans – we introduced process automation. This allowed to increase the speed of issuance of credit decisions and shorten the time of customer service. We have also introduced new functionalities in the mobile application, including foreign language interface: Ukrainian and Russian.

Plans for 2019 are assuming equally intensive work in this area. Because the merger is not easy for the organization from the point of view of customer service, and we want our customers to feel the connection as little as possible, in 2019 we intend to listen to the Customer Voice from both merged organizations. It will be particularly important for us to quickly “catch” potential alarming signals.

From January 2019, our branches have a new standard of service based on the best solutions available on the market and in both banks. It consists in focusing on the effective use of customer time and means free conversation between the employee and the client – without imposing wordings and a rigid division into subsequent parts of the service.

In 2019, business priorities related to customer service will include: new online banking, building customer awareness in the scope of possible self-service and increasing the number of cases that the customer will be able to settle on the first contact. We plan to implement clear information for clients regarding the time of handling a case, application and instruction. The changes will also include the process of circulation of correspondence from clients – regardless of the chosen channel of contact, the customer will be delivered a uniform standard and timeliness. An important change will also be related to the monitoring of the promotion – from the moment of preparing the conditions to the moment of using by the clients. Shortening the service process should also be affected by the planned simplification of documents.



A separate issue is the management of the area of customer relations as a result of the acquisition of the core business of Raiffeisen Bank Polska. The integration of two banking environments depends on many factors, including system integration and process integration. The organization is already conducting activities that will standardize the service in all contact channels in the shortest possible time. Target solutions will be based on the best internal and market practices. We act dynamically so that the changes take place as soon as possible, and the clients do not feel the inconvenience related to the organizational change. We have created a complaint project and standardized customer satisfaction surveys. Wherever possible, we have already unified processes (e.g. handling of cases by the Customer's Ombudsman, common standard of customer service in the branch).

*– We are in the process of integration, so the biggest challenge is to maintain and improve the quality of customer service despite ongoing integration processes. We set ourselves a high bar and activities related to the transformation of the Bank towards the customer are happening and will be conducted on a large scale, despite additional tasks related to the merger of two organizations. I think that customers will be able to experience a new standard, built on the basis of shared experience of both banks, and they will like new branches. The biggest “gift” will be a completely new, intuitive and modern electronic banking, which we build with them. – Przemysław Furlepa, Vice-President of the Management Board of Bank BGŻ BNP Paribas responsible for Retail and Business Banking Area*

## **Responsible sales and communication**

### **[GRI 103]**

#### **Protection of customer privacy**

We make every effort to ensure that our sales and communication meet the highest standards of responsibility. In all banking processes, we attach importance to security and trust. In e-transaction processes, we use data encryption and some additional, digital methods of customer verification.

#### **The IBM Trusteer Rapport tool that ensures the security of electronic transactions**

Trusteer Rapport is provided to our clients free of charge. It is an advanced software developed by IBM to protect against theft of bank data transmitted electronically. By securing the internet connection and creating a safe communication tunnel with the bank's website, the Trusteer Rapport software blocks theft attempts made by malicious software, including identity and funds from customer accounts. The solution is recommended as an additional layer of protection – complementing the antivirus or security software used by the client.

Our Bank's customers can download the product free of charge from our website: The software is installed in a similar way to other antivirus solutions. As statistics show, the software performs well. None of the Bank's clients who decided to install the solution became a victim of a successful hacking attack on their computer.

[Read more](#)

## Compliance with laws and regulations

**[GRI 206-1], [GRI 417-3], [GRI 418-1], [GRI 419-1]**

In 2018, the Bank acted as a participant in one uncompleted proceeding regarding behaviour that violated the freedom of competition. On 25 October 2017, the Supreme Court issued a judgment by virtue of which it overruled the judgment of the second instance court and remitted the case of the decision of the President of UOKiK of 29 December 2006, pursuant to which 20 banks, including Bank BGŻ and Fortis Bank Polska, regarding the penalties imposed in connection with restrictive practices in the form of setting interchange fees on transactions executed with the use of Visa and Mastercard payment cards in Poland. The acquisition of Raiffeisen Bank Polska's core business on 31 October 2018 did not affect the Bank's position in the proceedings in any way. Raiffeisen Bank Polska was not recognized as a party to this proceeding and did not participate in it.

Throughout 2018, 45 complaints regarding breaches of customer privacy and data loss were received by the Bank (network and headquarters). The complaints were caused by: sending documents in paper version or by e-mail to inappropriate recipients, sending e-mails to many recipients without the use of the Group and losing the document at the archiving stage. Banks received 58 complaints at that time.

In 2018, in the Bank's Group companies, there were no cases of non-compliance with regulations and voluntary codes regarding marketing communication or non-compliance with laws or regulations in the social and economic area. No fines or non-financial sanctions for non-compliance with laws and regulations regarding environmental protection were imposed on the Bank and its subsidiaries.

## 2.3 Support in clients' development

### Foreign Trade Program

More and more Polish companies have international ambitions and plans. Our organization wants to support and stimulate the expansion of domestic enterprises to foreign markets. It is not limited to exports, as import is equally important in the era of global trade and the supply chain. In order to make it easier for companies to expand into global markets, Bank BGŻ BNP Paribas together with the coalition of partners: Bisnode Polska, KUKE SA and the newspaper "Rzeczpospolita" launched a joint initiative called the Foreign Trade Program.

The purpose of the Foreign Trade Program is to support domestic entrepreneurs in foreign expansion by providing them with modern tools and reliable and reliable information. The program was created for corporations that are already exporters, importers or are just planning to start foreign expansion. Program participants have access to the knowledge, know-how and experience of individual Program Partners in the area of searching for new markets, analyses and reports on selected industries or seeking reliable contractors. Companies participating in the program may also benefit from support on foreign markets using the coverage and geographical presence of Program Partners from the Group of the Polish Development Fund, i.e. KUKE, PAIH and newly created Trade Offices, which replace the former WPHI.

All meetings of the Foreign Trade Program were very popular. In total, in 2018, 1950 companies interested in exporting or actively involved in the project participated in the project. In response to a number of inquiries from entrepreneurs, our Bank together with its partners intends to continue educational activities under the Foreign Trade Program in 2019.

#### [More information](#)

*– More and more Polish companies have international plans and ambitions, and Bank BGŻ BNP Paribas, wants to support and stimulate the expansion of domestic enterprises to foreign markets. We do not limit ourselves to exports, as import is also important in the era of global trade and the supply chain. We offer our clients a unique combination of international experience and a network of contacts necessary to plan operations in new markets. The Foreign Trade Program aims to familiarize Polish entrepreneurs with the specificity of international markets. – Jerzy Śledziwski, Vice President of the Management Board, responsible for SME and Corporate Banking Area*

Read more [here](#).

#### **Business Academy**

Business Academy is a series of meetings addressed to small and medium-sized enterprises – current and potential customers of the Bank. It consists in supporting entrepreneurs in increasing their effectiveness on local and foreign markets. Thanks to plenary sessions conducted by experienced experts, specially prepared for the problems of SMEs, entrepreneurs gain knowledge on how to strategically manage a company. During the workshops, they have the opportunity to check the acquired knowledge in practice and to exchange experiences with other entrepreneurs.

In 2018, the theme of the meetings was “Entrepreneur in a changing world”. Experts from Bank BGŻ BNP Paribas provided entrepreneurs with information on changes related to, among others, provisions on the protection of personal data, tax law and legal provisions regarding changes for entrepreneurs. In a loose form of business breakfasts, customers could listen to a lecture by Professor Marek Belka about macroeconomic trends important from the point of view of entrepreneurs, comments on current economic and political events and forecasts for the following months. Business Academy participants also participated in a workshop with Bank experts, the business case involving the resolution of complicated financial transactions. Customers changed roles with banking advisors and were tasked with providing financing to the Kreatywny Stolarz company (a company founded for the needs of the Business Academy).

The Business Academy aims to support entrepreneurs in increasing their effectiveness on local and foreign markets. Thanks to plenary sessions conducted by experienced experts, specially prepared for the problems of SMEs, entrepreneurs have acquired a theoretical view on the strategic management of the company. During the workshops, they had the opportunity to check the acquired knowledge in practice, as well as to exchange experiences with other entrepreneurs. Workshops within the Business Academy have been held since 2013. Since then, over 600 entrepreneurs participated in the meetings.

[Read more](#)

[See](#)

2018

## **Innovative Client Contest**

In 2018, the fifth edition of the Innovative Client for BGŻ BNP Paribas was held. The aim of the competition is to promote innovation as a way not only for the success of the company, but also for the success of the community in which the company operates. The Innovative Client is a competition in which the Bank awards three companies in the Business Innovation category, three in the International Expansion category and two in the Social Innovation category.

Business innovation is understood as the implementation in the enterprise of new or improved products and services, the introduction of a new technological process or distribution method, including those resulting from applied research or development work, which ultimately led to an increase in production efficiency.

International expansion defined as the success on global markets achieved by enterprises operating on the territory of Poland.

Social innovation is defined as “an innovative idea to solve a significant social problem in a given environment”.

## **Split Payment**

In 2018, Bank BGŻ BNP Paribas, together with the Grant Thornton consulting company conducted 12 workshops in Poland, in which almost 500 companies participated. During the meetings, we discussed issues related to the new type of payment, and we also answered questions about new regulations. The purpose of the meetings was to prepare clients for the change in provisions concerning Split Payment, i.e. issues related to the split payment mechanism, which may result in significant difficulties in the financial liquidity of taxpayers. The principles and consequences of the application for the supplier and buyer have been presented, including the benefits and burdens resulting from its use. The Bank presented the method of interpretation of new regulations and prepare for the execution of split payments. The purpose of the meetings was also to provide entrepreneurs with the legal, tax and financial aspects of the distributed payment mechanism. Event participants could dispel their doubts and get expert answers.

The series enjoyed great interest from the current and potential customers of the Bank. It was attended by both business owners and representatives of financial and accounting departments. Participants praised the intuitiveness of the new transfer model of our Bank enabling the execution of split payments, which minimizes the probability of the commissioner's mistake.

## **FirmApp**

In the changing world, new technologies allow us to better respond to our expectations. FirmApp is a communication platform between the Bank and SME clients – an application with intuitive navigation, clear structure and rich content, which affects the ease of its use. The purpose of creating the application was the need to have a convenient tool available on the smartphone of every modern businessman.

The FirmApp application includes, among others:

- Industry analysis and bank reports,
- Information related to daily business, e.g. business news,
- Free invitations to conferences, training and knowledge base,
- Free invitations to concerts, events and local events.

### **We support a neighbourly business**

Thinking about Clients from the segment of small and medium-sized enterprises, we have created a nationwide campaign to support Neighbourhood Business. The campaign is a social campaign encouraging the use of products and services of local companies and promoting the idea of the importance of neighbouring business in local communities. As part of the campaign, the website [www.sasiedzkibiznes.pl](http://www.sasiedzkibiznes.pl) was created, from which both companies and consumers can obtain information on the benefits of participating in the project and register their participation.

The social campaign We support neighbourly business was initiated in 2016.

In the third edition of the campaign, in May 2018, nearly 4,700 local companies participated in over 1,000 cities throughout Poland. The highlight was the Business Neighbour Week that lasted from 28 May to 3 June 2019. The ambassador of the action was Robert Makłowicz. Companies taking part in the campaign could additionally win Promotional Packages on the implementation of campaigns or promotional activities supporting their company.

Almost 18,800 local companies from over 1,500 towns have participated in three editions of the campaign.

## **2.4 Food&Agro development**

### **AGRO HUB**

In April 2018, Agro Hub of the BNP Paribas Group began its operations. The goal of Agro Hub is to create a competence centre for the Food & Agro sector for banks and customers from the BNP Paribas Group in Central and Eastern Europe and Africa. Bartosz Urbaniak, long-term manager of the Agro area at BGŻ BNP Paribas, is the new entity located in Warsaw.

*– After several years of preparation for this project, the time has come for the action. The pilot phase has brought us very encouraging results. We are now facing a new challenge, we will share “Polish know-how” in the countries of Central and Eastern Europe and Africa, where companies from the BNP Paribas Group are present. We treat the decision as a proof of our shareholder’s recognition and trust in what we do in Poland, and how we do it. – Bartosz Urbaniak, Head of Agro Banking at BNP Paribas for Central and Eastern Europe and Africa*

The BNP Paribas Group has rich international experience in servicing the agri-food sector; is the European leader in financing the leasing of agricultural machinery, in Turkey and the USA, the banks of the BNP Paribas Group are among the leading banks in terms of financing operations.

Agro Hub of the BNP Paribas Group is to become a platform for international cooperation, a source of inspiration for competition and a responsible stimulator for the development, expansion of production and gaining new markets for the agri-food industry. Agro Hub's activities will also include defining a sectoral strategy, proposing comprehensive products and optimal solutions, cooperating with agro entities in Central and Eastern Europe and Africa, as well as educational and information activities.

[Read more](#)

**Read the reports by AGRO HUB:**

- [Youth and women being the key for the future of the global agri-food industry:](#)
- [Polish agri-food sector after regaining independence:](#)



## **Product offer for Food & Agro customers**

### **Do you know that...**

*to feed 9.8 billion people in 2050, the availability of food will have to increase by 60% by that time? At the same time, the Food and Agriculture Organization of the United Nations (FAO) estimates that one-third of the food currently produced is wasted, which is a global economic and social problem. ([Source](#))*

In 2018, Bank BGŻ BNP Paribas prepared a special offer for farmers. It included loans granted on favourable terms, such as no commission and low margin, e.g. at the level of 0.99%, as well as attractive interest-bearing term deposits. The Agro Ekspres revolving loan is granted in a current account for 5 years with the possibility of renewing for subsequent periods. After the product is launched, each payment is credited towards the repayment of the loan, which enables its re-use. The loan is available without commission for granting, with a low WIBOR 3M interest rate and a margin ranging from 0.99% to 3.99%, depending on the selected life insurance option, to the extent specified by the Bank. Agro Progres and Agro Lider are respectively: investment loan and a mortgage loan allowing for long-term financing of land, equipment or financing for any purpose related to running the holding. These products can also be obtained without commissions, and both new and existing customers can take advantage of the special offer. Farmers who joined the group of the Bank's clients during the promotion period and who have surplus funds, have the option of placing them on a 1-, 3- or 6-month term deposit with an increased interest rate of 2.1%, without limiting the number of deposits.

For 2019, our Bank prepared another promotional offer of products – supporting loans for farmers; new and current customers of the Bank. The condition for taking advantage of the offer by new clients of the Bank is related to opening a current account as part of the Agro Lider Package with a debit card. Among the products, we have Kredyt Agro Ekspres, provided without commission, for any purpose related to the holding, in particular for the purchase of necessary agricultural production and repayment of debt in other banks, as well as Agro Progres – a product for a wide range of planned investments in the farm, and primarily for the purchase of land. Special applications for the financing of the purchase and installation of photovoltaic cells have been covered in the promotion of special conditions. The amount of photovoltaic loan ranges between PLN 60 thousand and PLN 300 thousand, with the crediting period up to 10 years and the required own share of the client at the level of 15%. We also offer Unia + loan for the implementation of projects co-financed from EU funds, with a loan term up to 15 years and own contribution from 10% of the total cost of the project. Through our Bank, farmers can insure crops against damage. We are an insurance agent of Concordia Polska TUW. We offer crop insurance for: hail, fire, hurricane, torrential rain, spring frosts, droughts, negative effects of wintering, and we give our clients the opportunity to get insurance premiums from the state budget up to 65%. We also offer Agro Konsolidacyjny loan for persons and entities engaged in manufacturing activity in agriculture, allowing the transfer of several liabilities to one Bank and conversion of them into one loan. Our consolidation loan constitutes one liability instead of several previous charges, one repayment date for combined liabilities, a longer loan period, a high maximum amount and the possibility of receiving additional funds for running the holding.

[Read more](#)

## Agro-initiatives

### Agro Academy

***Do you know that... the agricultural sector is currently the largest employer in the world? (Source)***

In February 2018, our Bank organized the 3rd edition of Agro Academy – free content-related meetings for farmers, during which experts from various fields cooperating with the Bank share their knowledge with current clients on current topics concerning Polish agriculture. At Agro Academy meetings, farmers-entrepreneurs interested in expanding their knowledge about farm development and using it in running their own business are invited.



The subject of the 3rd edition of Agro Akademia, organized in 2018, included modern farm development strategies, sustainable and precise agriculture, a new application for submitting applications. Seven meetings, one in each of the Bank's macroregions, were organised from mid-February to mid-March 2018. The meeting and the closing discussion was led by Maria Sikorska, a journalist known for her agricultural programs. Over 700 participants took part in the meetings. Participation in the Agro Academy was free for invited guests and reported accompanying persons (neighbours, business partners).

### **Agro-conference**

Agro-conference is an annual event organized by our Bank for representatives of the agri-food sector. The first conference was organized in 2006 and, since then, has become an important annual meeting of the Bank with clients and institutions in this industry, appreciated by participants as an important platform for exchanging views, a great opportunity for substantive discussion and discussion of current topics and relevant to producers, converters, suppliers and distributors operating in agribusiness. Every year, the conference gathers around 350 people.

In 2018, Agro-conference was devoted to the subject of costs in the agri-food sector seen from the perspective of experts from various fields of business. In the daily part, participants were presented with interesting ideas for optimizing the costs of energy, work, certification, mergers and acquisitions. The evening part of the meeting was dominated by the award gala in the "Innovative Bank Client" competition. In the 5th edition of the Competition, we awarded 7 of our clients in the categories of "Business innovation", "Social innovation" and "Foreign expansion". At the XIII Agrokonferencja we also prepared, as every year, a report on the most current topics on agriculture. This year's report, "Agro Ring – Cost Clash", discussed the subject of costs in the agri-food sector and included a poster that facilitates the creation of an effective business model.

[Read more](#)

### **"Agro Kurier"**

The Agro Kurier magazine is an original project of Bank BGŻ BNP Paribas initiated in 2016, which aims to provide interesting and sought information helpful in running farms and agro companies. Our magazine, devoted to people and matters related to agriculture, is distributed during mass trade fairs in which the Bank participates, as well as in selected branches of our Bank. The journal is published twice a year, in printed version and distributed free of charge. In the spring of 2018 the magazine premiered at the **XXIV International Agricultural Technology Fair AGROTECH 2018, in which our Bank participated and during the autumn edition of the AGRO SHOW Fair in Bednary near Poznan.**



IN 2018, OUR BANK RECEIVED THE GOLDEN STATUETTE IN THE INDUSTRY COMPETITION POWER OF CONTENT MARKETING AWARDS COLUMNS OF THE YEAR FOR THE AGRO KURIER MAGAZINE.

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THE JURY OF THE COMPETITION, COMPOSED OF MARKETING COMMUNICATIONS SPECIALISTS, AWARDED THE AGRO KURIER PROJECT IN THE CATEGORY: CONTENT MARKETING – AGRICULTURE AND RELATED, APPRECIATING THE MAGAZINE FOR PRACTICAL CONTENT, NON-INVASIVELY COMBINED WITH THE PRODUCT OFFER AND THOUGHTFUL APPROACH TO THE FORM AND DISTRIBUTION OF THE NEWSPAPER.

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POWER OF CONTENT MARKETING AWARDS THE SZPALTY ROKU COMPETITION HAS BEEN ORGANIZED FOR 11 YEARS BY THE CONTENT MARKETING POLAND ASSOCIATION. IT AIMS TO PROMOTE HIGH INDUSTRY STANDARDS IN THE CREATION OF POLISH CONTENT MARKETING PROJECTS BY HIGHLIGHTING AND PROMOTING THE BEST OF THEM. POWER OF CONTENT MARKETING AWARDS IS THE ONLY COMPETITION IN POLAND THAT DISTINGUISHES THE BEST CONTENT MARKETING PROJECTS.

[Read more](#)

#### **Manual for ASAP**

The Guide to Sustainable Agriculture was established as part of a partnership with the Association of Sustainable Agriculture ASAP. Our Department of Agro Experts created one of the chapters of this guide entitled “Financial Stability”. The chapter written by our experts dealt with the farm’s financial security, farm planning, planning levels, agricultural risk and farm profitability assessment.

## **2.5 Initiatives for innovation**

### **Office Hours**

**To be able to implement innovations, you have to be open for innovative solutions. Starting from this assumption, we have introduced in our Bank the habit of organizing Office Hours – a modern concept in banking, hitherto implemented by some of the investment funds.**

Office Hours are meetings of representatives of our organization with representatives of start-ups in search of innovative ideas and solutions that can enrich the Bank’s offer. At Bank BGŻ BNP Paribas, Office Hours are part of the Code of Cooperation with Start-ups, under which our organization has simplified internal procedures in the name of the possibility of acquiring modern technological solutions.

As part of Office Hours organized since August 2017, our experts have already looked at nearly one hundred solutions from the following areas: PSD2 (EP Directive and EU Council on payment services within the internal market), anti-fraud, electronic commerce for the automotive industry, technologies for the agro sector, human resources and internal communication. During the Office Hours, the managers from the departments of Product Innovation and Added Services, IT Architecture and Digital Transformation from Bank BGŻ BNP Paribas talked to the companies. Each of the companies selected to participate in Office Hours had 45 minutes to present their solutions. On the part of the Bank, representatives of all departments are always present, necessary to select a solution for a given area. Each company, before it appears on Office Hours, is also prepared for them by the Department Of Digital Transformation. The companies selected for Office Hours went to the workshop stage, and the best solution had a chance for implementation. The topic of the last Office Hours in 2018, held on 28 and 29 November, was family banking. Our experts sought innovative technological solutions that would help enrich the offer for individual clients in the field of family finance management. They were looking for an innovative answer to the question of how to manage money efficiently and sensibly by using effective financial communication between family members.

Office Hours are part of the “Code of Cooperation with Start-ups”, a solution unique in the industry, thanks to which the bank and start-ups build an open, partnership relationship, and most importantly, as part of the “Code”, further procedural barriers in obtaining the latest technological solutions from start-ups are simplified, e.g. in the case of the purchase process, where standard RFI (Request for Information) replaced Office Hours, thanks to which we significantly improve the efficiency and quality of solutions obtained from the market. Thanks to Office Hours, Bank BGŻ BNP Paribas cooperates with an increasing number of start-ups, builds a strong network of contacts and finds more and more interesting solutions that may be useful to clients.

[Read more](#)

### **Coalition for Polish innovation**

The Coalition for Polish Innovation Foundation is a public-private partnership combining the potential of non-governmental organizations, entrepreneurs, the world of science and administration. Thanks to its activities, it strengthens connections within the innovation ecosystem. The aim of the Coalition is to create optimal conditions for the development of innovation in Poland. One of the dimensions of the Coalition are meetings and workshops with the participation of partners and external experts whose aim is to share knowledge. Within the framework of the KPI, there are also 28 working groups dealing with various areas of innovation, such as: artificial intelligence, blockchain, fintech, medicine, smart city, trade and social innovations.

Bank BGŻ BNP Paribas is a strategic partner of the Coalition for Polish Innovation Foundation. As part of the cooperation, the Coalition was a partner of the meeting from the Startup Coffee series, which took place on 20 September at the headquarters of Bank BGŻ BNP Paribas in Warsaw.

Startup Coffee is a series of educational meetings of Bank BGŻ BNP Paribas for employees, during which the possibilities offered by new technologies are presented in a simple and accessible way. So far, we have discussed issues such as cloud computing or blockchain. The meetings are attended by external experts, both representatives of the academic world and start-ups who develop their product or service based on the chosen technology.

[Read more](#)



## Transformation Week

From 19 to 23 November 2018, the Digital Transformation Week was organized at Bank BGŻ BNP Paribas. The event was addressed to all employees and aimed at broad education in the field of new technologies and the latest methods of work, and, primarily, to show them the changes that have occurred as a result of the ongoing process of Digital Transformation in the Bank.

*– As part of the Digital Transformation Program, for almost two years, our Bank has been introducing a series of changes dedicated to both our clients and employees. We wanted to show our colleagues how much has changed in our Bank and how it affects their daily work, but also to inspire them to co-create further changes. That's where the idea for Transformation Week comes from, which we initially implement in our two Warsaw offices, but we will soon also visit other locations. – Piotr Widacki, Managing Director of the Digital Transformation Line of BGŻ BNP Paribas*

Especially for this occasion, the Bank has prepared a series of over 70 workshops and trainings in areas such as: agile, usability research, machine learning, document digitization, biometrics and many, many more. Employees of the Bank were involved in the implementation of the training, including Digital Ambassadors who support colleagues in education in the use of the latest technological solutions. Also, start-ups supporting our Bank in Digital Transformation were involved in sharing knowledge; these were, among others: NuDelta, Autenti, FitQbe and User. The Bank's employees also test further solutions that will soon appear in the GoMobile mobile application.

Many participants of the Transformation Week reported willingness to participate in additional workshops. For this reason, in the first half of December the Bank organized additional workshops; in the Grzybowska headquarters, Design Thinking and Google Design Sprints were discussed, and in the headquarters at Kasprzaka – issues of self-organization were discussed.

[Read more](#)

# 2018

## Cooperation with start-ups

### “Code of Cooperation with Start-ups”

Poland to present the Code of Cooperation with Start-ups – changes that facilitate the Bank’s cooperation with young companies. Thanks to this, start-ups that want to implement their solutions at the Bank will do it much faster and more efficiently in cooperation with experts from the Bank and under the care of a dedicated supervisor. As part of the Code, the purchase process for new technological solutions has been simplified, and the document templates for testing have been prepared. The presentation of the Bank’s new approach to cooperation with start-ups took place during one of the best technology conferences in the country – infoShare.

The Code of Cooperation with Start-ups is a consequence of the Bank’s consultations with young companies that already cooperate with BGŻ BNP Paribas. In order to make the best use of good practices included in the code, the Digital Transformation Team managed by Piotr Widacki will keep consulting with the start up environment on a regular basis, so that the cooperation between the corporation and the start up would be as good as possible.

[Read more](#)

Since the first implementation of the NuDelta start up in December 2017, we are intensively developing this area. In 2018, our organization implemented further innovative solutions.

### Electronic signature from Autenti

Together with the young technology company Autenti, our Bank implemented an electronic signature streamlining credit processes. Autenti, which as the start up in 2016 won the first Polish edition of BNP Paribas International Hackathon, offered the Bank software to improve the conclusion of contracts by using an electronic signature. Implementation of the solution at Bank BGŻ BNP Paribas made it possible to sign loan agreements online, on any electronic device with access to the network. It means a large saving of paper and full service in the scope of the e-transaction process. The Autenti platform records the chain of events between the parties concluding the contract, and puts the evidence on a durable medium. The company provides security, extremely important in banking processes, thanks to data encryption and the use of additional digital methods of customer verification.

[Read more](#)

### **Car configurator from Today**

Thanks to the cooperation of Bank BGŻ BNP Paribas with Today, a start-up acquired as part of the Office Hours organized by the Bank, one of the newest solutions in the field of personal finance was created – the purchase of a car and the selection of appropriate financing in one place, with the access for 24 hours a day. Thanks to this solution, people who decide to purchase Hyundai cars, one of the Bank's automotive partners, will be able to set up a website not only for themselves, but also check how they can finance it. Thanks to the new configurator, after choosing the model, engine, colour and car equipment elements, it is possible to simulate purchase financing. It is possible to check prices and financing for both new and used cars in the configurator. All financing options are available – leasing and loans. The configurator immediately reacts to any changes – if you change the parameters of the car – the amount of instalments will also change. Finally, all you have to do is to leave your details and within 72 hours the consultant will contact you regarding the financial offer and provide information on further steps.

[Read more](#)

### **Video communication from Vintom**

Vintom's solutions will strengthen the Bank's activities related to building greater customer engagement through the use of video in terms of personalization and automation of sales processes. Vintom offers comprehensive solutions for communication with existing clients by automatically generating personalized video communication, supports sales channels, and, what is equally important, it increases customer loyalty and satisfaction. These are just some of the factors that decided to choose BGŻ BNP Paribas as the business partner of this Polish technology company. Vintom is a Microsoft technology partner. It is also involved in non-commercial projects – in 2017 the company started cooperation with Wielka Orkiestra Świątecznej Pomocy. As part of the cooperation, Jerzy Owsiak is able to express his gratitude individually to each person who supported the Foundation through its website or a mobile application. For us, cooperation with Vintom also means reducing paper consumption, which is of great importance in the context of pro-environmental activities.

[Read also about the first implementation of a start up at the Bank](#)



### Healthy habits from FITQBE

FITQBE is an innovative tool supporting pro-health activities – an application that motivates users to implement healthy habits in everyday life; collecting dobre kilometers (good kilometres) and practicing sports, as well as helping in integrating with other users and enabling synchronization of achieved results with other sports applications. FITQBE has already created thematic groups focused on sporting, artistic and nutrition topics, etc. A BEnEFIT group has also been established, in which information about available and planned benefits will be published successively.

### Staff orders from Sharehire

Sharehire is a platform for employee commands, initially implemented at the Bank as a pilot in the area of call-centre. Each employee was awarded a recruitment prize for recommending a candidate to work through the platform. Using the platform has advantages for the Bank as an employer and for employees. For the organization it is translated into time saving and better recruitment results. For employees – greater job satisfaction and building a friendly team, which can result, among others, in greater team attitude to cooperation.

### Data protection from Kaymera Technologies

Bank BGŻ BNP Paribas has begun a pilot implementation of the Adaptive Mobile Threat Defense Footprint platform designed by Kaymera Technologies, an Israeli start up in the cybersecurity industry. The platform increases the protection of personal and business data on mobile devices of the Bank's employees and business partners. On the one hand, it offers secure communication, while on the other – actively monitors data transmission, detects and neutralizes attacks on mobile devices, potential threats, burglaries to the system and malicious software installations. It enables prediction, prevention, detection and protection against a number of more and less recognized threats. Thanks to the extended risk analysis mechanism, the company's product portfolio allows the Bank to effectively adjust the level of security to the level of risk without affecting the performance or violation of the privacy of the user.

## IBM Trusteer Rapport

Trusteer Rapport is an advanced security software developed by IBM to prevent the theft of bank data transmitted electronically. Our Bank recommends and makes this solution available to all clients free of charge as an additional layer of protection that complements anti-virus software. By securing the Internet connection and creating a safe communication channel with the Bank's website, the Trusteer Rapport software blocks attempts of theft of identity or funds by malicious software.

### Commitment to start-up support:

- Our Bank is also involved in other initiatives promoting start-ups and cooperation of the banking community with the area of new technologies.
- We are one of the 8 Operators of the Regulatory Sandbox operating under the patronage of the Polish Financial Supervision Authority ([read about it](#)).
- We participated in mentoring of start-ups and we were a member of the jury of the urban accelerator #WarsawBooster: <http://warsawbooster.ybp.org.pl/>
- Michał Miszułowicz was a member of the jury in the local finals of [EIT Food demo day](#), during which the best Polish start up Food & Agri was chosen. We were a co-organizer and sat on the jury of the Women Startup Competition.



### 3. Responsibility in the workplace – The Bank as a good employer

#### [GRI 103]

We understand responsibility in the workplace as initiatives leading to the creation of an environment which supports professional development and employee involvement. We are convinced that responsible HR management is crucial for achieving business success. Therefore, we apply the best market practices and follow high standards and principles.

Our ambition is to create a friendly, effective and attractive work place, one where employees may develop and derive satisfaction from their tasks, one where respect, tolerance and trust are valued, and where feedback, cooperation and relationships are not just empty phrases.

We wish to rank among the most sought-after employers of the Polish financial sector. We therefore invest in the development of our employees' careers through a wide range of workshops. We regularly measure the level of employee satisfaction by asking about their opinion.





## 2018 in numbers:

**10 854**

full-time employees at  
the Bank as at 31.12.  
2018

**11 265**

full-time employees  
in the Bank's  
Capital Group as at  
31.12.2018

**5 709**

employees using  
MultiSport cards

**4 810**

people registered  
on the MyBenefit  
cafeteria platform,  
launched on  
December 21, 2018

**3 740**

employees benefited  
from the "Two hours  
for the family" program

**1 022**

employees  
participated in 88  
courses as part of  
the Culture Feedback  
program

**23**

training hours per one  
person employed at  
the Bank

**19 years**

age of the youngest  
employee of the Bank

**71 years**

age of the oldest  
employee of the Bank

**38 years**

average age of  
BGŻ BNP Paribas  
employees

### 3.1 Organisational culture

#### *A culture of cooperation based on trust*

– We want to be among those organisations on the Polish banking market which adhere to high standards, not only in terms of the integrated banking offer, but as regards the creation of a friendly workplace, where committed employees are the key to success. – Magdalena Legęć, Executive Director for HR Management

Our organizational culture complies with the basic guidelines drawn up in BNP Paribas Way. It is based on 7 fundamental values.

## **7 foundations of our organisational culture:**

1. Cooperation. We work together to reach our goal.
2. Supporting change. We welcome changes which contribute to progress and development.
3. Inspiration. Our attitude inspires others.
4. Trust. Whenever we entrust someone with a responsible task, we let them “spread their wings”.
5. Courage. We are open to constructive comments and we boldly propose new initiatives.
6. Entrepreneurship. We strive to develop and come up with new solutions.
7. Vision. We set ambitious and far-reaching goals.

## ***Employee satisfaction – Global People Survey (GPS)***

### **GPS 2018 in the BNP Paribas Group**

Between May 15 and June 5, 2018, the BNP Paribas Group conducted a Global People Survey (GPS). It was conducted in 73 countries in 22 languages and was an on-line survey, available to every employee. The questionnaire was filled by over 140,000 employees, which accounted for 77% of all those invited to participate in the study. The survey contained 91 closed and 4 open questions. They encouraged employees to freely express their opinions as regards changes which would, from their perspective, have a positive effect on the organization.

GPS is carried out regularly throughout the BNP Paribas Group, and its results are valuable to the organization. They help to identify areas which require change, measure the impact of undertaken actions, provide the knowledge needed to formulate strategies, and initiate actions in all units.

### **GPS 2018 in Bank BGŽ BNP Paribas**

This year's GPS survey at the Bank was characterised by a high turnout; the response rate was 82%. Employees had the opportunity to express their opinions on key areas related to the functioning of our organization by answering 91 questions in 23 categories. Many answered the 4 open questions as well. In total, over 9,184 anonymous comments were collected. The high turnout shows that many of us are committed to building a friendly and efficient workplace which meets our expectations and needs.

## Categories best rated by employees

- **Respect and Code of Conduct**

64% of respondents feel that employees are treated with respect in the BNP Paribas Group. This means that we know and understand the principles of the Code of Conduct, are happy to promote ethical values and behave in accordance with them in the work environment (88% of positive responses).

- **Immediate superior**

Once again, the category of Direct Supervisor received a high rating. A manager's values and principles have a significant impact on a team's functioning and effectiveness. We especially value our superiors for supporting the exchange of experiences and cooperation between teams (78% of positive responses), for the respect they show us (83% of positive responses), for regular feedback on the results of work (81% of positive responses), and for support in solving problems faced by the team (79% of positive responses).

- **Efficiency of operation and cooperation**

We particularly value the atmosphere of trust between team members (81% of positive responses), as well as the support of our immediate superior during the exchange of experiences and cooperation between teams (78% of positive responses). 88% of positive responses confirm we are able to work effectively owing to the appropriate allocation of rights.

- **Diversity**

These are activities of the BNP Paribas Group aimed at eliminating discrimination in the work environment, and thus – increasing awareness of diversity (66% of positive responses). We are all responsible for creating an atmosphere of appreciation and respect in the workplace, everyone should be able to fully develop their potential. This is confirmed by results regarding the high acceptance of age differences (80% positive responses), gender (81% positive responses), nationality (76% positive responses) and ethnicity (76% positive responses).

## Areas which, according to employees, require improvement

The survey shows that employees expect improvement in the following areas: remuneration policy (fairness and level of wages), management and pace of change (pace of change), career (more talks with superiors regarding possible development paths) and innovation (more innovative products, approval to perform tasks in an unconventional way).

## Conclusions based on GPS

The results show the level of employee involvement and their perception of the employer. They are an important source of information for the BNP Paribas Group management and for all business lines and units. The opinions of our employees are a signpost for our future operations, and the conclusions translate into improvements for the organisation.

## 3.2 HR Management

### [GRI 103]

We consciously and actively manage employee relations, compliance and risk mitigation within the employees' area.

Our policy of managing employee relations is in compliance with legal regulations, with the values of the BNP Paribas Group, as well as with generally accepted principles of social coexistence. All employees are bound by the BNP Paribas Group Code of Conduct and internal Bank regulations. The Department of Employee Relations, Compliance and HR Risk is responsible for the employee relations area at the Bank.

We are driven by high ethical standards and values, which in particular include: honesty, openness, mutual trust, responsibility, professionalism and respect. This applies to the entire scope of the Bank's activities, as well as to that of its subsidiaries. We require full compliance with ethical standards from all persons representing or cooperating with the Bank.

We also systematically analyse the compliance and coherence of processes, procedures and actions undertaken in the area of HR management with legal regulations, the requirements of national and EU supervisory authorities and the standards of the Bank's Capital Group.

We also analyse processes in terms of safety measures for specific types of risk, including: litigation with employees, loss of reputation, abuses, corruption or misappropriation of assets, occurrence of discrimination, non-compliance with: health and safety regulations, working time regulations, employees' rights, social protection, personal data protection, etc. We take into account both internal factors and variables (e.g. related to the merger of banks, changes in the organization of the Bank or IT systems), as well as broadly understood external phenomena, e.g. trends on the labour market affecting, i.a. the recruitment process, incentive systems and career paths at the Bank. If a threat is identified, those responsible for a process take steps to reduce the risk and maintain it at an acceptable, i.e. low or moderate, level. These activities are monitored and reported as part of the operational risk management system.

Risk management in the employee area is effective and supports the implementation of the Bank's strategic business goals.

The acquisition of Raiffeisen Bank Polska core banking activities required changes to the Bank's HR management. On the day of acquisition employees of RBPL legally became employees of Bank BGŻ BNP Paribas. To ensure effective and customer friendly service, it was necessary to change the organizational structure and adjust employment levels accordingly. Our organization has started the process of employment optimization. In December 2018, an agreement with the trade unions operating at the Bank was signed. It concerned regulations regarding collective redundancies. The dismissal process is planned for two years (2019-2020). In order to alleviate the social consequences of collective redundancies, the Bank introduced the Voluntary Leave Program and, in agreement with trade unions, decided to pay additional compensation and other elements of social protection, in addition to statutory bonuses for redundant employees. Steps have also been taken to adapt processes, procedures and internal regulations that would enable effective and transparent HR management in the entire Bank.

## **Anti-mobbing policy**

### **[GRI 406-1]**

Compliance management in the employee area includes, among others, monitoring compliance with the Anti-mobbing Policy and respect for human rights.

Bank BGŽ BNP Paribas does not tolerate any cases of mobbing in the organization. The guidelines for mobbing prevention are regulated by the Anti-mobbing Policy implemented in the Bank. It allows the employer to take actions aimed at preventing this phenomenon, and in the event of a problem – to react immediately. Employees' complaints are considered by the Anti-mobbing Committee.

We do not tolerate abuse or sexual harassment in the workplace. The Bank has implemented the Rules of conduct in the case of reported abuse or sexual harassment in professional relations. They enable safe reporting of reasonably justified suspicions without fear of retaliation.

Regardless of whether psychological abuse takes the form of sexual harassment or mobbing, it is not tolerated in the Bank. If the complaint is considered justified, the perpetrator is subject to disciplinary sanctions.

Our organization participates in initiatives which aim to create an ethical workplace. The Bank is a signatory to the Diversity Charter.

In 2018, no cases of discrimination were reported in our organization.

## **Guidelines for complaints and employee motions**

### **[GRI 102-41]**

The rules for accepting and considering complaints and motions submitted by employees, former employees or organizations representing employees are set out in the Instruction on the procedure for dealing with complaints and applications in matters of employees. The process of handling complaints and requests involves an investigation and the preparation of an answer. Employee complaints and motions are processed by the Employee Relations Compliance and HR Risks Department. In addition, the Executive Director of HR Management supervises the process of handling the complaints and motions of employees. After each quarter, he/she receives a register of complaints and motions on employee matters for inspection. 99.9% of our employees are subject to the Corporate Collective Labour Agreement.

## **Information on significant changes**

### **[GRI 402-1]**

The introduction of significant operational changes in the Bank is always preceded by changes in internal regulations, in accordance with the Methodology of internal legislation. Employees receive information about changes or new regulations via e-mail and Intranet posts. Whenever the planned changes require consultation with the Employee Council or agreements with trade unions, information is provided to the social side within a timeframe enabling consultation or negotiations.

## Employment data

Full-time employment at the end of 2018	
Capital Group	11 265
Bank	10 854

[GRI 102-8]

Employment by gender (full-time)			
Age	Women	Men	Total
<b>Total</b>	<b>7 553</b>	<b>3 301</b>	<b>10 854</b>
<b>Branches</b>	4133	1205	5338
<b>Headquarters</b>	3420	2096	5516

Number of employees by employment period and gender*			
	Women	Men	Total
<b>Employed for a definite period</b>	1307	628	1935
<b>Employed for an indefinite period</b>	5267	2669	7936
<b>Total</b>	<b>6 574</b>	<b>3 297</b>	<b>9871</b>
<b>Branches</b>	3552	1190	4742
<b>Headquarters</b>	3022	2107	5129

\* Active employees – headcount excluding employees who are on long-term leave (long-term sick leave, maternity and parental leave, etc.).

Number of employees and associates (per person)*			
	Women	Men	Total
Contract of mandate	1540	1364	2904
Contract of commission	36	33	69
Internship agreement	164	43	207
<b>Total</b>	<b>1740</b>	<b>1440</b>	<b>3180</b>
* Active employees – headcount excluding employees who are on long-term leave (long-term sick leave, maternity and parental leave, etc.).			

Turnover ratio in 2018 * (in %)			
Turnover	Women	Men	Total turnover
Branches	26,6	28,1	26,9
Headquarters	18,5	18,9	18,7
<b>Total turnover</b>	<b>23,2</b>	<b>22,5</b>	<b>23,0</b>
* The number of active employees departures in 2018 in relation to the state of active employment as at 31 December 2017. The indicator does not take into consideration employees acquired as a result of the takeover of the core banking activities of Raiffeisen Bank Polska. Active employees – employees with the exception of employees on long-term leave (long-term sick leave, maternity and parental leave, etc.).			

## Remuneration policy

Our organisation's remuneration policy is balanced and subject to constant control. It reflects the Bank's customer orientation and takes into account the Bank's long term interests as well as socially acceptable remuneration practices. It conforms to applicable laws and regulations.

The Supervisory Board is responsible for HR management. It is supported in this task by the Human Resources and Remuneration Committee which monitors and oversees key processes and prepares opinions and recommendations for the Supervisory Board with respect to the terms of employment of Management Board Members, including the variable remuneration for such Members.

The principles of remuneration for employees are specified in the Collective Labour Agreement of our Bank. The rules pertaining to the functioning of bonus systems are set out in the staff bonus regulations.

Bonus systems used in our organization aim to support the Bank's strategy by rewarding employees for achieving their goals – both quantitative and qualitative.

The Bank has adopted a Remuneration policy for individuals that exert a considerable influence on the risk profile of Bank BGŻ BNP Paribas S.A., which was developed and introduced in line with guidelines included in Resolution No. 258/2011 of the PFSA and the requirements of CDR IV, i.a. in order to: support correct and effective risk management in the Bank and counteract excessive and inadequate risk taking by persons identified as having a significant impact on the Bank's risk profile.

**[GRI 202-1]**

Lower level employee remuneration (by gender) in relation to the minimum wage		
	Women	Men
Minimum wage in Poland in 2018	The ratio of lower level remuneration to the minimum wage	The ratio of lower level remuneration to the minimum wage
PLN 2,100	169%	177%

## Benefits

**[GRI 401-2]**

In 2018, our organization expanded its benefit policy. In the coming years, the Bank plans to further expand the offer. Meanwhile, in May 2018, a special program promoting the benefit offer for Bank employees – BEneFIT – was launched. Its aim is to present a comprehensive offer of benefits supporting health, well-being, and an increased sense of safety and maintaining a balance between professional and private life. The Fitqbe app is the driving force behind the BEneFIT program.

### Fitqbe

Fitqbe is a tool which supports the employer in promoting a healthy lifestyle among employees using a gamification system. It is a modern, innovative and multifunctional application which supports the employees' psychological well-being while maintaining the atmosphere of joint effort, fun, mutual respect and equality. Fitqbe provides all the elements related to improving one's well-being in one place. There are several sports groups on the platform and several focused on other passions of employees. Thanks to the application, employees were able to take part in one of the largest gamifications organized by the Bank – "Dobre Kilometry" ("Good Kilometres"). The campaign was organized by the Bank's Foundation and every kilometre covered by employees – running, riding bikes and practicing other sports – meant funds donated to a selected charity. Since the launch on September 21, 2018 as many as 1,011 employees of our organization have used the platform. The average monthly number of logins by Fitqbe users is c. 5.5 thousand.

### MyBenefit Cafeteria

As part of the BEneFIT program, the MyBenefit Cafeteria was made available to employees of the Bank. Points financed by the Social Benefit Fund, may be used to take advantage of many attractive discounts on products and services. The cafeteria provides a wide range of tourist, cultural, sport and recreational products and services from about 3 thousand suppliers from all over Poland. Employees themselves decide about the benefits they want to use.



Benefits available in the MyBenefit Cafeteria (co-financed by the Social Benefits Fund):

- movie tickets,
- tickets to theatres, concert halls and concerts,
- sports and recreation, including single entries to sports halls, bowling alleys, swimming pools, water parks, climbing walls,
- summer camps, winter camps and other forms of recreation for children,
- organized trips in Poland or abroad.

4,810 people registered on the MyBenefit cafeteria platform, which was launched on December 21, 2018.

### **Two hours for the family**

Two Hours for the Family is a social campaign which promotes deep family relationships, encourages family members to be together, rather than “side by side”. It is a social campaign which offers employees two hours off-work – to spend the afternoon in the circle of relatives. The organizer of the campaign is the Humanities Foundation, which invites everyone to celebrate the International Family Day or Children's Day by offering employees an additional 2 hours off work. The time is intended to be used for the deepening of relationships with loved ones. In 2018, 3,740 employees of our organization benefited from the Two hours for the family campaign.

### **MultiSport cards**

Our employees were provided with MultiSport cards in 2018. These provide a wide range of services available to employees, children, partners and seniors including unlimited access to 4,000 sports and recreation facilities in 650 cities throughout Poland and free access to city bikes. The MultiSport card was used in 2018 by 5 709 employees of our organization.

As part of the BEnEFIT program, many projects were carried out in our organization, including:

- nutrition workshops with a dietician (three meetings);
- spring health promotion campaign “Krok do zdrowia” (“A step towards health”). Employees could take advantage of LuxMed preventive medical examinations in four central locations of the Bank, without referral. Chats with doctors were also available, including chats concerning a proper start of the sports season, preparation for it and prevention of injuries;
- fruity summer campaign: fruit and juices made available to employees at work.

In 2018 our employees also used the services available at the Bank, such as:

- accident insurance for all employees financed by the Bank;
- life insurance: access to an attractive group program
- access to the Voluntary Life Insurance Program
- medical care for employees and their loved ones (preferential terms offer)

- subsidies for employees' holidays
- subsidies for the holidays of employees' children
- Christmas gifts for children of employees
- Children's Day gifts for children of employees
- additional days-off for special occasions, e.g. a wedding
- additional 2 days-off for volunteer work
- possibility of remote work for up to 6 days a month

Retired employees were offered benefits and are invited to an annual Christmas party.

Benefits for employees in 2018 in numbers	
Subsidies for employees' holidays	3796
Subsidies for children's holidays	3159
Financial Support for Employees	570
Financial Support for Retired Employees	289
Housing loans	232
Gifts	5113

## Key figures:

**5 755**

of our employees benefited from the private health care offer in 2018

**5 113**

benefits from the company's social benefit fund were granted in 2018

2018

## **Satisfaction and commitment enhancement programs**

In 2018, our organization introduced a number of internal programs which improve employee satisfaction and commitment. Among others: Digital Ambassadors, Feedback Culture and “Prestiz” (“Prestige”) Potential Development Program.

### **Digital Ambassadors**

The Digital Ambassadors is a development program for the Bank's employees. The Digital Ambassadors participated in digital conferences and events and benefited from a wide range of personal development training opportunities. They participated in prestigious courses devoted to modern solutions implemented at the Bank, and later conducted similar courses for their co-workers. Employees had the opportunity to test new products, submit their initiatives, participate in key Bank projects and have a real impact on the digital transformation of the organization. Their activity also had an impact on increasing the commitment and satisfaction of other employees – by keeping them well informed and engaging them in various activities. The turnover rate among the Digital Ambassadors was lower in 2018 than in the previous year.

### **Feedback Culture**

In 2018, a number of initiatives were launched in our organization to promote feedback and teach employees to use this tool for building good relationships and achieving goals. We conducted workshops for various groups of employees: both open, for everyone, and dedicated to managers and the talent group. 1,022 employees participated in 88 training sessions.

The topic of feedback was discussed during cyclical events, including Occupational Mobility Days (webinars and inspirational lectures, which were attended by c.a. 800 people). We also created a video featuring our managers and employees, in which we exchange experiences on the subject of feedback. We suggested some simple tools which can be used at the team level to shape the feedback culture (feedback boxes). We created and developed a feedback knowledge database on the Intranet.

### **“Prestiz” (“Prestige”) Potential Development Program**

The aim of the program was to secure managerial competences which are now and will in the future be crucial from the point of view of implementing the Bank's strategy. The program was dedicated to employees who achieved very good results and show a distinctive managerial potential. It included three groups of Talents, classified on the basis of professional experience and competence level. The offer of development activities was tailored to the needs of individual participants and supported the implementation of the Bank's strategic goals. The last edition of the program focused on strengthening the leadership competences needed to manage change and the ability to provide feedback.

## **Occupational safety and health**

Analyses of the health and safety status are prepared annually, as part of the evaluation of health and safety management in our Bank. Employees undergo mandatory initial and periodical training in the field of occupational health and safety. The topics discussed during these meetings include: selected legal regulations in the field of labour law, organization of working conditions, health and safety management, analyses of the circumstances and causes of accidents at work, occupational diseases and their prevention, behaviour safety and rules of conduct in the event of an accident or in emergency situations (e.g. fire). At the meetings employees receive first aid training and become acquainted with issues related to fire protection and protecting the environment.

#### [GRI 403-1]

The Health and Safety Committee represents 100% of employees. The President of the Committee reports to the Executive Director of HR Management.

We value the comfort of our staff. All employees are qualified for reimbursement of glasses, people with RSI-type illnesses are provided with ergonomic workplace equipment (orthopaedic chairs, vertical computer mice, sensorimotor pillows).

After taking over the core banking activities of Raiffeisen Bank Polska, our organization intends to exchange experiences and good practices and select the best solutions to improve the level of employee safety.

#### [GRI 403-2]

In the interests of ensuring the safety and health for employees, we not only make sure that health and safety management is in compliance with generally applicable regulations in this area, but we have also prepared and implemented additional internal regulations.

We monitor the number of accidents at work and explain the reasons for their occurrence.

The number of accidents at the Bank in 2018			
	Women	Men	Total
Branches	16	4	20
Headquarters	2	1	3
Total	18	5	23

We analyse our employees' absences and calculate the average length of absence. In 2018, the ratio in our Bank (calculated as the total number of days of absence divided by the product of working days in 2018, i.e. 250 days, and the average annual employment level) amounted to 7.9% (including 10.4% for women and 3.0% for men).

#### [GRI 401-3]

Parental leave in 2018 *			
	Women	Men	Total
Number of employees entitled to parental leave	675	56	731
Number of employees who took parental leave	505	4	509

\* The data represents active employees, excluding employees acquired as a result of the takeover of the core banking activities of Raiffeisen Bank Polska. Active employees – employees with the exception of employees on long-term leave (long-term sick leave, maternity and parental leave, etc.).

## Employee Management in subsidiaries of the Bank BGŻ BNP Paribas Capital Group

All BGŻ BNP Paribas Group companies approach HR management with the utmost care. The applied solutions follow the recommendations of the Code of Conduct and Guidelines of the BNP Paribas Group. Detailed documents and processes are regulated separately at the level of each company.

At the end of 2018 the number FTEs at the BGŻ BNPP Group was 11,265. The main employer within the Group is the Bank, whose staff consists of 10,854 full-time employees. The scale of employment requires rational and precise HR regulations.

Employment at the end of 2018 (full-time)	
Capital Group	11 265
Bank (total), including:	10 854
Head Office	5 455
Branches	5 246
Mobile Consultants	92
Brokerage Office	54
Trade Unions	7
Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas S.A.	26
Campus Leszno Sp. z o.o.	8
BFN ACTUS Sp. z o.o.	0
BNP Paribas Leasing Services Sp. z o.o.	0
BNP Paribas Group Service Center S.A.	291
BNP Paribas Financial Services Sp. z o.o.	39
Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A.	11
BNP Paribas Solutions Sp. z o.o.	36

### Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas S.A.

At Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas S.A. Paribas Remuneration Regulations and Work Regulations apply. Due to the small, 26-person team, the company does not have a separate HR policy document – personal data are kept up to date by the Management Board of TFI BGŻ BNPP and by managers of organizational units.

The company implements the rules in place in the BNP Paribas Group: the Code of Conduct of the BNP Paribas Group, which covers issues related to combating all forms of discrimination and respect for human rights. Employees can report complaints and irregularities to an immediate superior or directly to the member of the management board supervising a given unit.

Due to the small scale of employment, the company identified the risk of long-term absence of key employees (possible need for substitution) and rotation. In 2018, the company terminated 1 contract with an employee. At the same time, 2 new posts were created.

The company's occupational health and safety regulations are described in the Work Regulations. TFI conducts initial and periodic training to familiarize employees with health and safety rules as well as occupational risk related to their work. In 2018, the company conducted two mandatory health and safety trainings and one fire training. In 2018, no accidents were recorded in the company.

In 2018 TFI provided training for its employees in three areas:

- mandatory training necessary for the employees to perform their tasks, resulting from, e.g., changes in law,
- training chosen by the employee to raise his/her professional qualifications within the allocated individual annual budget (if need be, the budget can be increased),
- trainings within the obligatory My Development system.

As part of employment management, the company offered employees: MultiSport Cards, PZU life insurance and LuxMed health insurance.

Plans for the future in the field of HR management include the continuation of the individual training program.

#### **BNP Paribas Financial Services Sp. z o.o.**

The company adopted the rules of the BNP Paribas Group, and as far as occupational health and safety is concerned, it signed a commission contract with the Health and Safety Inspector employed at the Bank. At the end of 2018, there were 44 employees in BNP Paribas Financial Services (30 women and 14 men). During the year, 14 people left the company and 8 people were employed. No accidents were recorded in the company in 2018.

#### **BNP Paribas Leasing Services Sp. z o.o.**

The company has 5 employees – the optimal number of people for reaching its goals. They are responsible for cooperation with other BNP Paribas entities such as: BNP Paribas Lease Group and BGŻ BNP Paribas in the scope of fulfilling obligations specified in contracts between companies. The employed persons are also employees of BNP Paribas Lease Group and BGŻ BNP Paribas.

In 2018, the staff turnover was zero. There were no employee accidents in the company.

In 2018 the employees of BNP Paribas Leasing Services attended trainings for the BNP Group. They could also submit their individual training needs. Training is organized and financed by BNP Paribas Lease Group and BGŻ BNP Paribas.

#### **BNP Paribas Solutions Sp. z o.o.**

At the end of 2018, the company had 45 employees (including 19 women and 26 men). During the year, 18 people left the company and 12 people were employed.

The company carried out initial, periodic and managerial safety trainings. During the year, no employee accidents were recorded in the company.

### **Campus Leszno Sp. z o.o.**

The company was created at the end of June 2018. Employees were transferred to the company based on information from the Employee Relations, HR Compliance and Risk Department of the Bank. The company has adopted basic health and safety rules adequate to its operations. In 2018 no accidents at work were reported at Campus Leszno. In 2018, the company carried out trainings appropriate to its operations: sales and warehouse management. Campus Leszno's plans for the future in the field of HR include ensuring the right number employees with the appropriate competences are a part of the company. Plans for employee assessment are also in place.

### **Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A.**

Due to the acquisition process of both the Bank and the Company, the key risk in 2018 was the issue of retaining employees; the departure of even a single employee could endanger the continuity of the company's operations. The increased risk of employee departures is connected with the sale of the core banking activities of Raiffeisen Bank and of Raiffeisen TFI to Bank BGŻ BNP Paribas.

Short-term risk reduction strategies listed by the Company are:

- determining the distribution of duties between employees in the event of someone's absence,
- market monitoring in search of people with whom the Company would like to cooperate in order to shorten the recruitment process, the possibility of short-term employment in the event of the need for a sudden replacement.

At the end of 2018, the company had 11 employees (5 women and 6 men). During the year, the Raiffeisen TFI employee team had a rotation on two positions.

In 2018 all initial and periodic health and safety trainings were conducted at Raiffeisen TFI by employees of BHP Raiffeisen Bank. No accidents were reported in the company in 2018.

The Company does not have regulations as far as other types of employee training are concerned. All decisions are made by the company's Management Board based on the submitted demand. In 2018, five employees underwent investment consultant training, one employee completed training in internal communication, and one employee – in the field of project management. During the year, employees participated in several trainings regarding legal changes. All vocational trainings were external.

As part of benefits, employees of the company were entitled to medical care in Enel-Med and MultiSport cards.

In March 2019, the company will merge operationally with BGŻ BNP Paribas TFI.

### **BNP Paribas Group Service Center S.A.**

The key goal of HR management at BNP Paribas GSC is the development of a coherent, integrated HR policy. The company has introduced Work Regulations, Remuneration Regulations and has established an HR Committee, responsible for monitoring the implementation of the adopted regulations.

2018

BNP Paribas GSC provides services to subsidiaries of the BNP Group in Poland and globally. The largest number of employees works in the so-called “islands” in supermarkets and provide loan intermediation services. In addition, there is an IT department at BNP Paribas GSC which develops banking systems. An employment-related risk identified by the company is turnover in the direct sales department (islands in shopping centres). For this reason, future plans in the field of human resources management include limiting employee turnover.

At the end of the year, the company had 291 employees. There was one accident on the way to work in BNP Paribas GSC and BNP, in 2018.

### 3.3 Diversity management

#### *Diversity in BGŻ BNP Paribas*

Diversity management aims to eliminate discrimination at work. We are all responsible for creating a workplace environment, where every employee should feel appreciated, respected and able to fully develop their potential. Our organisation supports diversity and strives towards the full acceptance of differences between employees due to: gender, age, disability, race, religion, nationality, political beliefs, trade union membership, ethnicity, religion, sexual orientation, and also due to employment type (definite/indefinite period, full-time/part-time). A Diversity Officer is responsible for meeting the goals of the Diversity Management Guidelines.

#### **[GRI 405-1]**

Employment by gender			
	Women	Men	Total
<b>Total percentage</b>	<b>67%</b>	<b>33%</b>	<b>100%</b>
Branches	75%	25%	48,0%
Headquarters	59%	41%	52,0%

Employment structure by gender			
Employment structure	% share of women in a given category of employment structure	% share of men in a given category of employment structure	100%
<b>Directors</b>	37%	63%	100%
<b>Managers</b>	60%	40%	100%



### Employment structure by gender

Other positions	69%	31%	100%
Total	67%	33%	100%

### Composition of supervisory units by gender

Structure	Women	Men	Total
Supervisory Board	1	10	11
Management	0	10	10

### Composition of supervisory units by age

Structure	<30	30-50	>50
Supervisory Board	0	4	7
Management	0	3	7

## Employment in the organization by age\*

Age	Women	Men	Total
<30	1 048	571	1619
30-50	4 894	2 478	7372
>50	632	248	880
Total	6 574	3 297	9871
Branches	3552	1190	4742
Headquarters	3022	2107	5129

\* Active employees – headcount excluding employees who are on long-term leave (long-term sick leave, maternity and parental leave, etc.).

## Employment by voivodship

	Women	Men	Total
dolnośląskie	303	119	422
kujawsko-pomorskie	225	71	296
lubelskie	236	82	318
lubuskie	121	26	147
łódzkie	217	78	295
małopolskie	646	470	1116
mazowieckie	2582	1683	4265
opolskie	77	22	99
podlaskie	128	30	158
podkarpackie	173	51	224
pomorskie	266	133	399
śląskie	686	236	922
świętokrzyskie	91	22	113
warmińsko-mazurskie	214	47	261
wielkopolskie	404	194	598
zachodniopomorskie	205	33	238
<b>Total</b>	<b>6574</b>	<b>3297</b>	<b>9871</b>

## Key data on the age of our employees

**71 years**

the oldest employee of our organization

**19 years**

the youngest employee of our organization

**38 years**

average age of BGŻ BNP Paribas employees

In 2016, our organization adopted the Diversity Policy. The aim of the policy is to create and promote a work environment oriented towards respect and the optimal use of employee potential stemming from differences between employees.

We are also a signatory to the Diversity Charter. It is a commitment signed by organizations that wish to counteract discrimination in the workplace and to promote diversity. The signing of the Diversity Charter expresses the company's readiness to involve all employees and partners in these activities. Organizations which decide to implement this tool work towards social cohesion and equality.

At the level of the entire BGŻ BNP Paribas Group, the ILO Global Business & Disability Network Charter was signed. The signatories of this document have made a commitment to promoting diversity and creating a community culture in the workplace.

### ***Inclusion strategy for the disabled***

Our inclusion strategy for people with disabilities consists of two types of actions – internal and external. We employ people with disabilities and we are happy to see them in our Bank as clients.

Our Bank employs people with disabilities and is open to candidates with disabilities.

The new branches of our Bank are adapted to the needs of people with disabilities.

With the disabled in mind, we organize special workshops, trainings and scripts for employees regarding good practices and savoir-vivre rules.

[Read about our efforts to increase the availability of products and services](#)

Number of disabled employees by gender			
	Women	Men	Total
Branches	37	10	47
Centers	30	15	45
Total	67	25	92

## 3.4 Development of the organization. Employee training

### [GRI 103]

Our organization has devised a comprehensive system of professional development including career path design based on assessments of professional potential, analyses of employees' needs and competence development management. We are convinced that furthering knowledge and professional development are requirements for the success of both our employees and the Bank itself. Investing in the professional development and commitment of employees serves to create a good working environment. That is why we offer our employees various development opportunities: vertical promotions, development opportunities in another areas and a wide range of training and development programs tailored to individual needs.

BGŻ BNP Paribas employees have the opportunity to participate in various forms of training: internal and external, e-learning, group training, education at universities and language schools. The Bank also conducts coaching and mentoring projects. Additionally, in 2018 all our employees received HR NEWS – an HR video newsletter about changes and events in the area of HR management.

### *Training programs in 2018*

**In 2018, as part of employee development management, our Bank organized, i.a.:**

### [GRI 404-2]

#### **Occupational Mobility Days**

OMD is a series of initiatives taking place over a two-week period. The aim is to present the opportunities offered by the Bank in terms of professional development. The Occupational Mobility Days have shown employees that they should think about professional development in terms of personal project management. They encouraged us to consider a career outside of the team we work in, but also showed a broader context – encouraged us to venture beyond the team, department, business line and even the country. In 2018, the following companies were invited to cooperate in OMD: Arval Service Lease Polska, BNP Paribas Cardif Polska, BNP Paribas Leasing Solutions and BNP Paribas Securities Services.

#### **Learn from Each Other**

The aim of the program was to exchange knowledge and experiences between employees of BNP Paribas Group companies, to learn about various aspects of work culture and to create business networks. The employees of 7 companies of the BNP Paribas Group participated in LFEO: BGL Luxembourg, USB Ukraine, BNL Italy, BMCI Morocco, TEB Turkey, BGŻ BNP Paribas and France HQ.

#### **Women in Business**

Women in Business is a program implemented at the Group level to support future managers in assuming the role of a leader, exerting an increasing influence on the Bank's business strategy and readiness for vertical promotions.

**In 2018, our organization raised employee competences through the following courses and trainings:**

- Training related to the new product offer and to using the operating system in a new formula – initial training for employees of the sales network of the Retail and Business Banking segment;
- Courses aimed at raising the level of product knowledge – for employees of the sales network, including investment funds and insurance sales;
- Training supporting the development of sales competences and increasing the level of customer service quality – for employees of the sales network of the Retail and Business Banking Area and Corporate Banking;
- Compulsory training resulting from legal regulations that entered into force in 2018 (RODO, MIFID2);
- Training implementing the post-audit recommendations of the Polish Financial Supervision Authority;
- Training supporting the development of managerial leadership competences and communication skills, including Feedback trainings implemented as part of the Manager's Academy;
- Training supporting the development of risk culture at the Bank as well as the pro-active attitudes of employees, especially in the areas of operational risk and compliance;
- Stress management training;
- Trainings related to the merger of Bank BGŻ BNP Paribas with a part of Raiffeisen Bank Polska;
- A'vista soft competences training for the Bank's organizational units, in accordance with the needs of these units;
- Foreign language courses.

**[GRI 404-1]**

Number of training hours by gender and employment structure *			
Employment structure	Number of training hours per person – women	Number of training hours per person – men	Number of training hours per person – total
Other employees	23,76	20,82	22,91
Senior executives	32,93	22,97	28,52
Management		12,51	12,51
<b>Total</b>	<b>24,85</b>	<b>21,24</b>	<b>23,72</b>
* Data do not include employees who joined the organization as a result of the acquisition of the core banking activities of Raiffeisen Bank Polska.			

## Development programs

### [GRI 404-2]

#### Digital Ambassadors

##### **Design Thinking**

As part of the second edition of “Prestiż” (“Prestige”), we organized a training program aimed at educating Design Thinking moderators competent to handle Customer and Employee Journeys.

##### **Manager Academy**

Managerial skills development program: courses improving the development of managerial leadership competences, including competences in the field of sales employee management.

##### **Employee evaluation system**

### [GRI 404-3]

Our organization has an annual employee evaluation system. The annual assessment is one of the most important forms of communication between the manager and employee. It is a crucial tool which allows managers to assess the performance of entrusted tasks, to provide feedback on the effects and to determine future directions of development. The Annual Assessment Process for 2018 was simplified due to the merger of banks (only the superior evaluates the employee) and is separate for employees of the current BGŻ BNP Paribas Bank and for employees who joined the Bank as part of the acquisition of Raiffeisen Bank Polska.

Before the merger, employees of Raiffeisen Bank Polska were assessed for 10 months of 2018. They were notified about the results and the assessment will not be changed; the result for the first 10 months is included in the result of the annual assessment for 2018. All employees of the Bank were included in the annual evaluation process for 2018.

The Annual Evaluation Process for employees of Bank BGŻ BNP Paribas consists of:

1. Initial assessment of the superior
2. Validation of grades
3. Submission of the final assessment by the superior
4. Notifying the employee about the assessment

Employees who joined the organization as a result of the acquisition of the core banking activities of Raiffeisen Bank Polska are subject to the following stages of assessment:

1. Authorization of previously determined annual ratings
2. Validation of grades
3. Submission of the final assessment by the superior
4. Notifying the employee about the assessment

From 2019, one cohesive employee evaluation system will operate in our organization.

### 3.5 Employer Branding

For many years, we have been building the image of our brand as a desired employer (Employer Branding). In 2018, we continued efforts addressed to current and potential employees. We carried out a Global People Survey to learn about our employees' opinions and conducted a wide range of internal and external training as well as development programs.

#### Our initiatives

In order to strengthen the image of the Bank as a desirable employer in 2018, we conducted another survey of employees' opinions, which showed their needs. We have also implemented some of the employees' ideas from the 2017 survey ([learn more: BEnFIT](#)). Many internal and external trainings as well as development programs have been carried out. We continued the implementation of a feedback culture and of open, multi-directional communication methods which strengthen the development of our employees. We also implemented external initiatives related to further improving the Bank's image – internships and apprenticeships for students and graduates of higher education institutions.

#### Internship programs



#### “Ambassadorskie Duety” (“Ambassador Duo”)

“Ambassadorskie Duety” (“Ambassador Duo”) is a program directed at students. Participation in the program lasts one year and involves the implementation of various initiatives promoting the Bank at a university. Participation in the program provides students with an opportunity to gain experience in the implementation of their ventures and to acquire specialist knowledge from the Bank's experts. It also provides additional training, scholarships and a prize for the best Duo.

The program is directed to those who show energy, a willingness to act and who have many ideas for promoting the Bank in their university environment. The bank acquaints its ambassadors with the secrets of employer branding, with good employer branding practices as well as with the Bank's operations and social media policy.

In 2018, the second edition of the program took place. The Duos acquainted their fellow students with the Bank's capabilities at leading universities in four major Polish cities: Warsaw, Krakow, Poznan and Gdansk.

Program Participants:

- University of Warsaw
- Warsaw School of Economics
- Warsaw University of Life Sciences
- Cracow University of Economics
- AGH University of Science and Technology in Krakow
- University of Economics in Poznan
- University of Gdansk.

#### **“Postaw na rozwój” (“Focus on Development”)**

“Postaw na rozwój” (“Focus on Development”) is a 3-month program of paid internships in our organization. It is addressed to students of the second and subsequent years and to university graduates. The program is addressed to those who wish to invest in their development and who are interested in the world of finance. Applicants should demonstrate innovativeness and a willingness to explore. Concepts such as “deposit”, “risk management” and “factoring” should be familiar to them.

### **Recruitment process**

Our organization believes in the importance of recruitment quality. We search for candidates and employ them in compliance with applicable laws and the best market practices.

We want to reach as many talented candidates as possible, which is why we strive to be present wherever we might find them – at job fairs, at universities and in social media. We offer internships and apprenticeships to people without work experience. We invite employees with extensive experience to participate in internal recruitment which plays an important role in the process of filling managerial positions. Employees who value professional development can implement their plans in our organization.



## Future plans for human resources management

- Continuation of the Digital Academy – a series of workshops on digital transformation available to all employees of the Bank. The aim is to raise the level of knowledge on digitization and increase digital competence;
- Creation of an HR knowledge database in the form of a chatbot for employees;
- Developing digital competences in the area of HR communication through Video Factory, video production and by building a green room.
- Developing a culture of trust-based cooperation by developing feedback culture founded on the pillars of strategy and vision. Workshops, training sessions, an information database on the Intranet and inspirational meetings developing the necessary competences are planned. We also plan to promote – in various ways – the most important values chosen by employees;
- “Zoom na zmianę” (“Focus on change”) training project which supports the development of managerial and employee competences in the change process;
- “Zoom na rozwój” (“Zoom on development”) training project which involves a number of courses supporting the personal development of employees in the field of self-development, organization of working time, communication, cooperation and relationship building;
- Implementation of the Leares Center Club social platform (also as a mobile app) supporting development, the exchange of knowledge and experiences among the Bank’s managers and strengthening the commitment of the managerial staff;
- Providing a platform for learning English (also in mobile form) for all employees without restrictions as to the place of use (work or home);
- Next edition of the summer “Holidays with development” project – inspiring workshops and networking – in the training centre of Bank BGŻ BNP Paribas in Leszno.

IN 2018, THE HR POLICY OF BANK BGŻ BNP PARIBAS WAS RECOGNIZED FOR COMPLYING WITH THE BEST PRACTICES ON THE MARKET IN THE AREA OF HR MANAGEMENT AND AWARDED THE TOP EMPLOYER 2018. IN JANUARY 2019, WE RECEIVED THIS PRESTIGIOUS TITLE ONCE AGAIN.

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FURTHERMORE, THE TOP EMPLOYERS INSTITUTE CONDUCTED A SURVEY AMONG EMPLOYERS IN EUROPE AND AWARDED THE BNP PARIBAS GROUP WITH THE TOP EMPLOYER EUROPE 2019 CERTIFICATE. AS AN ORGANIZATION, WE WILL STRIVE TO FURTHER IMPROVE OUR HR POLICY.

## 4. Social responsibility of Bank BGŻ BNP Paribas – The Bank as a good neighbour

Social responsibility is one of the four pillars of the CSR Strategy of BGŻ BNP Paribas. It includes initiatives to increase the accessibility of products and services, respect for human rights, counteracting social exclusion, and philanthropic initiatives within the fields of art, solidarity and the environment.

For our organization, social responsibility means acting for the environment in which we operate. We focus on areas where the Bank can contribute to positive social change. We counteract social exclusion, i.a. by increasing the availability of products and services. We are happy to support culture. We are proud of the social commitment of our employees and the numerous initiatives of the BGŻ BNP Paribas Foundation aimed at educational support.

All companies within the Capital Group of the Bank see great value in conducting business in accordance with the highest standards of accountability and the global guidelines of the BNP Paribas Group. Employees of BGŻ BNP Paribas subsidiaries are also willing to join initiatives implemented at Bank level, as exemplified by the “Szlachetna Paczka” (“Noble Gift”) volunteer campaign. In 2018, Group Service Center S.A. actively supported the “Szlachetna Paczka” (“Noble Gift”) campaign for the first time. The company’s employees actively participated in collecting funds, purchasing gifts and handing over packages for a families in need. BNP Paribas Leasing Solutions is involved in the CSR initiatives of BNP Paribas Lease Group Sp. z o.o. (BNP Paribas Leasing Solutions). In accordance with the Group’s Policy, BNP Paribas Leasing Solutions strives to increase employee involvement and commitment within local communities.

Social initiatives are also an indispensable element of employee integration within the Bank’s Group after the acquisition of the core banking activities of Raiffeisen Bank Polska. We know that spreading good-will together is the best integration tool. From 1 November 2018, all employees of the merged Bank were included in the initiatives of the CSR Bureau and the BGŻ BNP Paribas Foundation. The first initiative which they had the opportunity to get involved in was an employee volunteer project, part of the Bank’s strategic partnership with the Wiosna Association – the organizer of the “Szlachetna Paczka” (“Noble Gift”) social campaign. The team preparation of parcels for over 100 families in need has resulted not only in great support for the needy, but also contributed to a rise in motivation for further initiatives aimed at aiding others. We plan to motivate employees of the merged Bank to become increasingly socially involved.

## 2018 in numbers:

**3 220**

socially involved  
employees

**50**

Local Bank  
Ambassadors operating  
throughout the country

over **2000**

BGŻ BNP Paribas  
volunteer employees  
from all over Poland  
have prepared packages  
for 100 families in  
need as part of the  
“Szlachetna Paczka”  
(“Noble Gift”) campaign

**60**

volunteers conducted  
187 lessons for over  
3700 pupils as part of  
the BAKCYL program

over PLN **1** million

donations to social  
organizations in the  
8th edition of the Local  
Grants Program

**4**

branches of the Bank  
(in Warsaw and  
Białystok) received  
“Institution without  
barriers” certificates  
awarded by the  
Integration Foundation

**4,5** thousand

participants of 8 “Agro  
meetings on heels”

**27 643**

kilometres covered  
as part of the “Dobre  
Kilometry” (“Good  
Kilometres”) campaign

**38 litres**

of donated blood as  
part of the “Krwinka”  
(“Blood Donation Day”) campaign

**700**

scholarship holders  
from over 300 cities  
during the 16 years of  
the scholarship program  
“Klasa” (“Class”)

over **2000**

hours of music classes  
for children within the 3  
years of the “Dream Up”  
program

**3000**

children playing tennis  
as part of the “Dzieciaki  
do rakiet” (“Kids to the  
Rackets”) event

**610**

primary schools  
participating in the  
“Dzieciaki do rakiet”  
(“Kids to the Rackets”)  
project

## 4.1 Availability of products and services

### [GRI 103]

Increasing the availability of products and services is one of the twelve commitments set out in the CSR Strategy of Bank BGŻ BNP Paribas. Furthermore, the Fast Forward strategy strongly emphasizes availability and openness – our goal is to adapt products and services to the needs of the disabled and those with special needs, but also the needs of the elderly and those from excluded groups. The new branch design, which is a part of the strategy, provides customer orientation as well as a digital transformation of products, services and processes.

We define the concept of “accessibility” similarly to the draft Act on Accessibility of November 23, 2018, filed by the Ministry of Investment and Development – as: “such properties of the physical environment, means of transport, communication systems, goods and services that allow people with disabilities to use them independently and on an equal basis with other people.”

**Ensuring the availability of our organization’s products and services, among other things, includes:**

- taking into account the needs of people with disabilities with regard to current and planned operations,
- meeting the requirements of digital accessibility,
- removing barriers which would impede access to service points, as well as preventing the occurrence of such barriers,
- ensuring the accessibility of information about the activity, products and services to persons with disabilities.

We approach the issue of the wide availability of our Bank’s products and services as one of utmost priority. We are constantly working on the development of our branch network and bank stands in shopping centres throughout the country. We also offer loan products through partner stores, as well as at selected car dealerships.

We regularly analyse all the channels of access to our offer in terms of functionality and user-friendliness. In 2017, we adapted the Bank’s website to some of the requirements regarding the accessibility standards for people with disabilities (WCAG 2.0.) and we commissioned an audit of website accessibility. The audit was carried out by the Integration Foundation.

We systematically expand the availability of the Bank’s offer for people with disabilities. All new branches of the Bank are designed with the needs of customers with limited mobility in mind. In existing facilities, we try to eliminate architectural barriers. Our facilities are subject to accessibility audits and obtain the “Institution without barriers” certificates.

With the needs of visually impaired customers in mind, the Bank’s branches are equipped with magnifying screens and frames for signing documents. We constantly educate employees of the retail branch network in the field of service quality standards for the disabled.

We assist the elderly in getting accustomed to electronic banking. To that end, special classes are organised by the Bank.

In 2018, we worked on improving accessibility through initiatives in many areas, including:

- branches,
- ATMs,
- online services,
- mobile solutions,
- transaction banking,
- service,
- training.

#### **Map of branches and business centres at the end of 2018**

As at 31 December 2018, the Bank had 674 retail and business banking branches (466 branches of Bank BGŻ BNP Paribas and 208 included in the network structure as a result of the acquisition of the core banking activities of Raiffeisen Bank Polska).

The branch network is supported by one external cash desk handling both cash and cashless transactions and 7 Private Banking Centres. The retail network is further supported by 105 Customer Service Points.

Banking products and services dedicated to corporate customers were sold by 44 SME Business Centres, operating within 6 SME Banking Regional Branches and by 8 Corporate Business Centres.

At the end of December 2018, the Bank had a network of 407 cash deposit machines (CDMs) – double-function devices (210 Bank BGŻ BNP Paribas ATMs and 197 exRBPL cash deposit machines) and 331 Bank BGŻ BNP Paribas ATMs.

All devices located at BGŻ BNP Paribas branches are owned by the IT Card company and are marked with the BGŻ BNP Paribas logo. The Bank is the owner of the CDMs located at the exRBPL branches, these machines belong to the Euronet network.

### ***Redesign of the Bank's branches***

The digitalization of the Bank's branch network is an element of the implementation of the Fast Forward strategy which emphasises customer orientation and the digital transformation of products, services and processes.

In the new digitized branches of Bank BGŻ BNP Paribas traditional customer service stands will be replaced with digital screens, tablets, computer stations and printers. Selected new branches do not have any cash desks. Owing to the automation of branches, employees can focus on the needs of customers and high-quality service. Cash transactions are possible thanks to machines located at branches (double-function ATM/CDMs, able to perform contactless transactions, including BLIK transactions), available to customers 24/7. Clients can also use ROR debit cards and a ready-to-use card which is issued immediately (so-called "instant issuing") on site. Free wifi available in branches allows customers to download and use the Bank's application. The design of new generation branches includes a comfortable space for meetings with consultants, equipped with sofas, so that meetings may take place in a cosy atmosphere. At selected new branches of the Bank, customers have a coworking space at their disposal – an area with separate workspaces, the necessary equipment, meeting rooms and business conference rooms.

In order to ensure that all customers can freely and conveniently use the Bank's services, we create separate zones for children in the redesigned branches, so that their parents may talk to the Bank's employees without worrying about their children.

*– We focus on the digitalization, simplicity and high quality of our services. Thus, we respond to the growing needs of customers, and contribute to an increase of customer satisfaction. Our goal is to provide our clients with greater availability and convenience. We will continue to work on raising the standards of our branches, guided by the choices of clients and at the same time we will ensure the comfort of our employees. – Przemysław Furlepa, Vice President of the Management Board, responsible for Retail and Business Banking Area*

Read more [here](#).

The first digitalized branch was opened in October 2017, in Warsaw. The next branches in the new format were created in: Warsaw (Francuska Street), Białystok, Zduńska Wola and Myślibórz. In 2018, more digitalized branches were created, including in Warsaw (Wilanów) and Inowrocław. In September 2018, our organization established a branch in the Marszałkowska Center office building at Marszałkowska 126/134 St. in Warsaw – in the building of the former “Sezam”.



### Bank branches as meeting places

At our new branches, we combine the business world with the artistic and cultural world. In the Marszałkowska Center, “Sezam Literacki” (“Literary Sesame”) meetings are organized once a month. Literary evenings fit into the wider context of the bank's activities – this is one of the initiatives aimed at integration with the local community. These initiatives are not commercial; during the meetings, the bank's products or services are not advertised.

Other initiatives organized at BGŻ BNP Paribas branches in 2018 include: “Sukces Pisany Szminką” (“Success written in Lipstick”) meetings (at a branch on Francuska St. in Warsaw), entrepreneurship lessons for children and youth, educational meetings for seniors about cyber security, meetings in the framework of cooperation with associations, foundations and other entities.

We hope that the new branches will enjoy the interest of current and future clients, owing, i.a. to the launch of the "[Lokalny Ambasador Banku](#)" ("Local Bank Ambassador") project. Local Ambassadors – selected from branch employees – integrate the local community around the bank by organizing various events. The projects includes courses for seniors on the safe use of electronic banking and entrepreneurship workshops for children and youth. Currently, there are 50 Local Bank Ambassadors operating throughout the country.

### **Transformation Support Managers**

A group of BGŻ BNP Paribas managers was selected as responsible for initiatives promoting the use of new technologies among employees and clients, as well as education in this area. The aim is to overcome barriers related to the fear of using new technological solutions, to deepen knowledge about the new technological solutions and to counteract exclusion in a world dominated by new technologies, especially in smaller towns.

Transformation Support Managers provide educational support and train consultants from various age groups in the use of new technologies in the work environment (cash deposit machines, mobile and electronic banking). Thus, they ensure that competence levels among consultants are similar when it comes to sales talks with clients. At the same time, the consultants' chances on the labour market are levelled. The task of Transformation Support Managers is also to educate clients in the field of new technological solutions available in bank branches, which counteracts technological exclusion. And finally, they raise awareness of the risks associated with cybercrime – e.g. by explaining how to safely navigate online and how to securely use online banking.

### **Branch certification**

#### **[GRI 203-1]**

Bank BGŻ BNP Paribas strives to certify branches in terms of accessibility for customers with disabilities. In 2018, "Obiekt bez barier" ("Institution without barriers") certificates were granted by the Integration Foundation to four branches of the Bank in Warsaw and Białystok. At the beginning of 2019, a branch in Myślibórz received the certificate. More branches are in the certification process. Facilities used in branches take into consideration the needs of people on wheelchairs or with physical disabilities, as well as blind, visually impaired or deaf people. The facilities are also adapted to the needs of the elderly and young children. At such branches a person moving on a wheelchair can access all the services available to other customers. There is at least one station of each type fully adapted to the needs of the disabled. The glass elements of the structure are covered with information and patterns, which ensures the high visibility of transparent elements for the visually impaired. All doors and partitions in the building meet the requirements of width for people with impaired mobility. Customers on wheelchairs can freely reach ATMs. Important buttons have been placed at the appropriate height, ATMs are equipped with headphone sockets and a numeric keypad.

#### **"Sezam" ("Sesame") as the Warsaw Investment without barriers**

The flagship branch of Bank BGŻ BNP Paribas located in the former "Sezam" ("Sesame") has been awarded a prize for a facility best-suited to the needs of the disabled in the "Warsaw Investment without Barriers" 2018 competition, organized by the Integration Foundation and the Capital City of Warsaw as part of the "Warsaw without Barriers" project. The branch of Bank BGŻ BNP Paribas at Marszałkowska 126/134, in the former "Sezam", received a prize in the residential / office / commercial category.

The award ceremony took place during the 23rd "Grand Gala of Integration". The annual event is organized by the Integration Foundation and is an opportunity to highlight initiatives for people with disabilities, especially those which improve accessibility.

[Read more](#)



## Partnership for accessibility

### [GRI 102-12], [GRI 102-13]

In November 2018, we joined the “Partnerstwo na rzecz dostępności” (“Partnership for Accessibility”) program, which is part of the “Dostępność Plus” (“Accessibility Plus”) initiative. The partnership was signed on behalf of the Bank by Maciej Chlebowski, Department Director for Branch Network Development and Transformation. The signatories of the document commit to the idea of accessibility and equal treatment, and aim to level opportunities and access for all citizens to the physical, social, and cultural environment, as well as to recreation, leisure, sports, healthcare, education, work, transport, information and communication. Our goal is to adapt our products and services to the needs of people with disabilities and special needs, as well as to the needs of the elderly and those from excluded groups.

*– Increasing the availability of products and services is one of the Bank’s many commitments under the CSR Strategy. Currently, 5 branches of the Bank have the “Obiekt bez barier” (“Institution without barriers”) certificates, and more are in the certification process. In the coming year, we plan to continue this process throughout Poland – Maciej Chlebowski, Director for Branch Network Development and Transformation Department at BGŻ BNP Paribas.*

Read more [here](#).

## Accessible ATM

### [GRI 102-12]

Bank BGŻ BNP Paribas is a partner of the “Dostępny Bankomat” (“Accessible ATM”) project, launched by a working group devoted to customer service for the disabled, operating at the Polish Bank Association, in cooperation with a number of banks and the Wdźalni Foundation. The group operates with the support and under the patronage of the National Bank of Poland and the Ministry of Enterprise and Technology.

The “Accessible ATM” online platform is fully available to all Internet users and provides access to a full database of ATMs belonging to various banks and ATM network operators in Poland.

The aim of the project is to counteract social and digital exclusion by eliminating restrictions and increasing access to financial services for people with various needs. A comprehensive database of ATMs – including their location and adaptation level enables people with disabilities to be more active and independent. The application also highlights ATMs which are best suited to the needs of people at risk of digital exclusion; it is also a simple and extremely intuitive way to search for specific ATMs based on location, bank or type of adaptation.

Visit the platform: [www.dostepnybankomat.pl](http://www.dostepnybankomat.pl)

## Addressing the needs of the visually impaired

Bank BGŻ BNP Paribas customers with sight disabilities can order (in a branch or via the infoline) a translation of contract templates for standard products into the Braille alphabet. The service is available from 1 January 2019.



In the future, the Bank plans to introduce an audible instructions function in ATMs and cash deposit machines, so as to enable the visually impaired to use the ATM with the aid of headphones and a Braille button.

**Cooperation with “Krajowy Instytut Gospodarki Senioralnej”  
 (“National Institute for the Elderly”) – Senior OK Passports**

**[GRI 102-12], [GRI 102-13], [GRI 203-1]**

We are a partner of the “Krajowy Instytut Gospodarki Senioralnej” (“National Institute for the Elderly”), which created a Quality Book for the Quality Mark – OK SENIOR® four years ago. It is a Certification Program for service staff, products and services addressed to Seniors. As part of cooperation with our organization, the Institute’s representatives conduct mentoring workshops for the Bank’s employees on how to effectively support senior communities. As part of the partnership, the Bank’s Ambassadors gave out 10,000 Senior Passports. The booklet contains family contacts and information about medications and illnesses. It also lists public benefits and rights of the elderly, and provides a list of helpful contacts. The passport is part of the “Senior Znaczy Szacunek” (“Senior Means Respect”) campaign.

In 2018, the Bank carried out an audit of branches, savings accounts and ROR agreements which assessed seniors friendliness.

## 4.2 Initiatives for local communities

[GRI 203-1]

### *Local Bank Ambassadors*



Our employees are willing to join the life of local communities, and to get involved in employee volunteering. In the past few years they strove to change their immediate surroundings for the better and devoted thousands of hours to helping others. To support such positive attitudes, Bank BGŻ BNP Paribas created the Local Bank Ambassadors program (#LAB). In September 2018, the titles of “Local Bank Ambassadors” were granted for the first time. Fifty employees received them.

#LAB is a new project at our organization, the first of its kind at Bank BGŻ BNP Paribas and throughout the BNP Paribas Group. Experts from various fields will prepare our employees for helping others and for playing an important social role. Several segments of the Bank worked together to prepare the program: sales support teams, HR, marketing and communications, CSR, IT and the Customer Relations Management Department.

As part of the Local Ambassadors initiative, we have established cooperation with the Social Wolves organization, the creators of the “Zwolnieni z teorii” (“Exempt from theory”) project, whose goal is to educate social leaders. Social Wolves supports the Bank’s Local Ambassadors in effectively helping others. Program participants acquired skills that will help students to get involved in solving local community problems. The Bank’s branches are a meeting place for the project teams. Social Wolves taught the Ambassadors to cooperate with high school students and to mentor them. As part of the campaign promotional packages were sent to 33 schools where no social projects are currently available.

Another partner of our campaign is “Krajowy Instytut Gospodarki Senioralnej” (“National Institute for the Elderly”), which created a Quality Book for the Quality Mark – OK SENIOR® four years ago. The Institute’s representatives conduct mentoring workshops for the Bank’s employees on how to effectively support senior communities.

Our partner in the cooperation with primary schools is “Symulator Biznesu” (“Business Simulator”) – an educational game for children and youth.

## Business Simulator – an educational game for children and youth:

over **1500**

hours of work devoted  
by the Bank’s Local  
Ambassadors to  
implementing

**14**

Ambassadors among  
the “Szlachetna  
Paczka” (“Noble Gift”) Leaders

**16**

winning projects in the  
Local Grants Program  
(for all 25 projects)

...furthermore:

- entrepreneurship, banking and finance lessons for children, carried out in branches and schools,
- meeting at schools and overcoming challenges together with the help of an educational game developed by the Bank and the “Business Simulator”,
- meetings with local foundations and joint social initiatives,
- education for youth and seniors on the topic of online security,
- support for many events, festivals and meetings in local communities.

[Learn more](#)

### Local Grants Program

Bank BGŻ BNP Paribas has been implementing the Local Grants Program for 8 years. The program is dedicated to employees of the Bank’s branch network who apply for financial support for local social entities. Thanks to the grants awarded in the 8th edition of the program, a number of organizations will be able to launch initiatives supporting equal opportunities for people from the most vulnerable groups, especially the elderly and the disabled. Support will also be provided to organizations which aim to strengthen the role of women.

Within 8 years, we have donated over PLN 1 million. In 2018 grants were awarded to 25 organizations, each in the amount of PLN 4,000. The aim of the program is to improve the quality of life in local communities and to strengthen the Bank's position of a reliable local partner. This often results in long-term cooperation between the Bank and a local entity.

## 2018 in numbers:

over PLN **1** million

donations since the beginning of the program

**8 years**

of program duration

**25**

organizations awarded grants in 2018

**100 000 zł**

the value of grants transferred in 2018

**16**

grants for organizations submitted by the Local Bank Ambassadors

[Learn more](#)

### 4.3 Volunteering and social commitment

[GRI 103], [GRI 203-1], [GRI 413-1]

#### Employee volunteering



“Możesz na mnie polegać” (“You can count on me”) is the motto of a social involvement program coordinated by the BGŻ BNP Paribas Foundation and the CSR Bureau. In order to meet the needs and interests of employees, we offer various opportunities for social involvement and support in the implementation of original ideas. The basis of our commitment is the employee volunteering program. Each employee is entitled to two additional days-off per year for volunteer work. Employees can use them by engaging in individual volunteering (helping a social organization of their choice or participation in the BAKCYL financial education project) – and team volunteering (initiatives of employee groups, as well as projects implemented by the CSR Bureau the BGŻ BNP Paribas Foundation).

Our social commitment includes volunteering and participation in social initiatives, including “Krwinka” (“Blood Donation Day”), “Dobre Kilometry” (“Good Kilometres”), the Local Grants Program, “Wspieram cały rok” (“I support all year-long”) and other initiatives carried out or supported by our organization.

[Learn more](#)

## Social commitment 2018 - key data:

**3220**

socially involved  
employees

**2 529**

bank volunteers

**20 017**

of volunteer work

**121**

employees in  
individual volunteering

**2340**

employees in team  
volunteering

over **60**

volunteers have  
conducted 187  
lessons for almost  
4,500 pupils as part of  
BAKCYL

**2609**

beneficiaries of 26  
projects implemented  
by 128 volunteers as  
part of the 6th edition  
of the Competition  
for Social Projects  
(a national grant  
Competition for Bank  
employees)

**566**

employees have  
completed 123  
volunteering projects  
in cooperation with  
local organizations  
since 2011

### Competition for Social Projects (a national grant Competition for Bank employees)

Every year, as part of the Competition for Social Projects employees of Bank BGŻ BNP Paribas from all over Poland can submit ideas of initiatives which could be implemented in cooperation with social organizations. The authors of the best ideas receive funding from the BGŻ BNP Paribas Foundation for their implementation.

In 2018, 128 Bank employees from all over Poland joined the Competition. Thanks to their involvement, 26 original projects addressed to local communities were implemented and cooperation with 26 social organizations was initiated. In total, over 2.6 thousand people benefited from the assistance of BGŻ BNP Paribas employee-volunteers.

In total, the competition has had six editions, during which 123 projects for local communities were implemented. Over 566 volunteers joined, over 17,000 people benefited from the work. During 6 years of the competition, the Bank's employees devoted 5,912 hours to helping others

[Learn more](#)

## BAKCYL

BAKCYL is an educational program of the Warsaw Banking Institute which provides youth with practical knowledge and skills for using financial services. The program aims to facilitate a conscious and successful entry into adult life in a modern society.

In 2018, over 60 employees joined BAKCYL on behalf of Bank BGŻ BNP Paribas. The employee-volunteers conduct a cycle of three meetings at levels appropriate to primary, middle and high school students. The goal is to provide students with knowledge about the finances of a young man or woman and to prepare students for adult life and becoming a conscious citizen. All volunteers underwent intensive workshop training at the Warsaw Institute of Banking, preparing for the role of educators. The program is coordinated by the Bank's Foundation.

The BAKCYL project is coordinated by the Polish Bank Association. Currently, 90 partner banks, including 75 cooperative ones, participate in it. Our organization has been involved in the initiative since 2013.

[Read more](#)

### Key figures:

**608**

lessons conducted by volunteers from Bank BGŻ BNP Paribas for nearly 9,000 junior high school students since 2013

over **60**

employees involved in the program in 2018

**187**

lessons carried out

Nearly **4500**

students participating in lessons in 2018

### “Załączmy Nasze Miasta” (“Let’s make meadows around us”)

In May 2018, Bank employees sowed flower meadows, planted mellifluous plants and revitalized urban spaces – Błonia Mogińskie in Kraków and Jazdów Estate in Warsaw. 160 employees and their relatives were involved in the campaign. “Załączmy Nasze Miasta” (“Let’s make meadows around us”) is a response to negative climate changes, increasing air pollution and low public awareness of these phenomena. The project was organized in partnership with the Łąka Foundation.

[Read more](#)

## 4.4 Helping is cool

[GRI 103], [GRI 203-1], [GRI 413-1]

At Bank BGŻ BNP Paribas we know that #helpingiscool (#pomaganiejestfajne). For many years our employees have been involved in initiatives aimed at helping others, coordinated by the Bank, the BGŻ BNP Paribas Foundation and other organizations. They took part in the “Szlachetna Paczka” (“Noble Gift”) campaign many times. Establishing cooperation with “Szlachetna Paczka” was a natural step for us. We want to support initiatives which are important to our employees and which promote smart help. Find out how we do it: <https://www.pomaganiejestfajne.pl/>

[GRI 102-12], [GRI 102-13]

### Strategic partnership with “Szlachetna Paczka” (“Noble Gift”)



In 2018, Bank BGŻ BNP Paribas became a strategic partner of the “Szlachetna Paczka” (“Noble Gift”) project. “Szlachetna Paczka” is a nationwide aid campaign organized by the WIOSNA Association, which has been active since 2001. It is the largest system of its kind in the world in which a specific person helps a specific person. It is also one of the largest social projects in Poland, it has provided support for over 150,000 families.

*– For many years our CSR strategy and plans have taken into account the social and environmental impact related to our business operations. Social responsibility is more than one-off sponsorship actions. Our initiatives are a type of social investments and allow for long-term activities that provide lasting results. The idea of help provided by “Szlachetna Paczka” (“Noble Gift”) is consistent with our goals. We want to wisely support those who need it the most. Such help emphasizes the dignity of the recipients. In addition to material things, families receive a signal that they are not alone. – Przemek Gdański, President of the Management Board of Bank BGŻ BNP Paribas*

[Read more](#)

Usage of contactless payments and support for “Szlachetna Paczka” (“Noble Gift”)

Our strategic partnership with “Szlachetna Paczka” (“Noble Gift”) means that the Bank will support the initiative throughout the year. This will include financial support. During the partnership, the Bank transfers its own funds to “Szlachetna Paczka” (“Noble Gift”) for each non-cash payment made by customers. Details are described on the campaign website: Helping is cool: <https://www.pomaganiejestfajne.pl/>

## Records in helping

For many years our employees have supported those in need each year during the Christmas season as part of the “Szlachetna Paczka” (“Noble Gift”) campaign. In 2018, inspired by them, we decided to join the campaign as an organization and to increase the scale of commitment. 100 leaders – employees of our organization from all over Poland – coordinated the preparation of packages. They received the support of the Bank and the Foundation in various aspects, including leadership and communication training and “StartPaczki”, as well as financial support in the amount of PLN 1,000 which could be used to finance the purchase of gifts or logistical activities.

### [Witness the motivation of Bank BGŻ BNP Paribas employees for helping others](#)

NEARLY 2,000 EMPLOYEE VOLUNTEERS OF BANK BGŻ BNP PARIBAS FROM ALL OVER POLAND WERE INVOLVED IN THE CAMPAIGN. THIS IS THE LARGEST VOLUNTEERING INITIATIVE INVOLVING EMPLOYEES OF ONE COMPANY IN THE HISTORY OF “SZLACHETNA PACZKA” (“NOBLE GIFT”).

---

OWING TO THE HUGE COMMITMENT OF OUR EMPLOYEES, OVER 100 FAMILIES IN NEED OF SUPPORT RECEIVED HELP.

Other companies of the BNP Paribas Group also joined the “Szlachetna Paczka” campaign, including BP2S, Cardif and Arval.

[See our volunteers at work:](#)

[Read more](#)

## Key figures:

**100**

leaders

over **100**

packages (some Leaders had so much enthusiasm that they prepared two packages!)

over **2000**

employees involved in the preparation of packages

2018





### #pomaganiejestfajne (#helpingiscool) – social campaign

#### *Did you know that...*

*70% of Poles think that we need more empathy and willingness to help nowadays, 44% of Poles who volunteer think that helping others is every citizen's duty, and about 28% Poles do not see the need to help.*

Our financial help for others, is typically limited to transferring 1% of our tax to a charity or participating in fundraisers. Over half of us support others at least a few times a month, 16% of these help each day or almost every day. The survey indicates that "Helping is cool!" because it allows you to feel needed, gives you satisfaction and joy.

#### [Read more](#)

To promote the idea of helping wisely, we created the "Pomaganie jest fajne!" ("Helping is cool!") campaign. Thanks to the commitment and cooperation of volunteers and beneficiaries, we have created a video that shows the joy which comes from helping others in everyday life. The film featured volunteers from "Szlachetna Paczka" ("Noble Gift") and Bank BGŻ BNP Paribas [who took part in the campaign](#).

#### **Helping Consultant**

To provide encouragement for helping others and to develop good practices, we have prepared a 21-day challenge with the help of a special chatbot – a Helping Consultant – which imitates the recipient of help in a conversation. Thus, through the bank's Facebook profile, we showed how to help others. New tasks awaited participants each day. Points were awarded for their performance and the most dedicated participants were rewarded.

– Results of the “Helping is cool!” study confirm that Poles like to help others, as long as they know how to get involved. At the same time, there is also a need to promote the idea of helping others. We want to show, by example, that it is worth helping, because such initiatives can bring a lot of good – not only to the person who needs help, but also the one who provides it. – Magdalena Chojnowska, Marketing Research Expert at Bank BGŻ BNP Paribas

### Final Gala

The Bank was also the main partner of the Final Gala of “Szlachetna Paczka” (“Noble Gift”), which took place on 16 December 2018. The bank’s campaign leaders took part in the event. The Gala was broadcast live on TVN.



## 4.5 Cyclical social campaigns

[GRI 103], [GRI 203-1], [GRI 413-1]

### “Krwinka” (“Blood Donation Day”)

The Foundation and Bank BGŻ BNP Paribas have been supporting the campaign “Twoja krew – moje życie” (“Your blood – my life”) since 2011 by organizing (in cooperation with the Regional Centers of Blood Donation) the annual “Krwinka” (“Blood Donation Day”) campaign. In 2018, employees from the three Head Offices (Warsaw Kasprzaka, Warsaw Suwak and Kraków Avatar) could donate blood and register in the marrow donor database in specially adapted ambulances. In total, from the beginning of the program, 685 employees took part in 9 editions of “Krwinka” events, donating a total of 250 litres of blood.

2018

## Key figures:

**125**

employees involved in the campaign in 2018

**85**

people donated blood

**38**

litres of donated blood

### ***“Dobre Kilometry” (“Good Kilometres”)***

“Dobre Kilometry” (“Good Kilometres”) is a Bank BGŻ BNP Paribas employee project organized annually by the BGŻ BNP Paribas Foundation. As part of the campaign, Bank employees count the kilometres travelled during various sports activities (running, cycling and others). The kilometres are then converted into financial resources and transferred to a social organisation chosen by employees. In the last 4 editions of the project, employees supported the “Our Children” Foundation (run by the Oncology Clinic at the Children’s Memorial Health Institute), Ewa Błaszczyk’s “Akogo?” Foundation, “We Give Children Strength” Foundation and the SOS Children’s Villages Association, donating a total of PLN 40,000.

In 2018, the Bank’s internal social-gamification platform was used for the campaign. Thanks to the Fitqbe application, it was possible to count the kilometres covered by employees, track the number of participants and their involvement. The employees managed to travel nearly 27,000 km and thus collect PLN 10,000. Employees practiced sports, practiced and promoted healthy and pro-ecological attitudes, and at the same time they collected money for a noble purpose. The collected sum was donated to the SOS Children’s Villages Association for the purpose of providing medical and psychological assistance for children in their care.

## Key figures:

**359**

employees participated in the campaign in 2018

**3255**

activities undertaken

**27 643**

kilometres covered

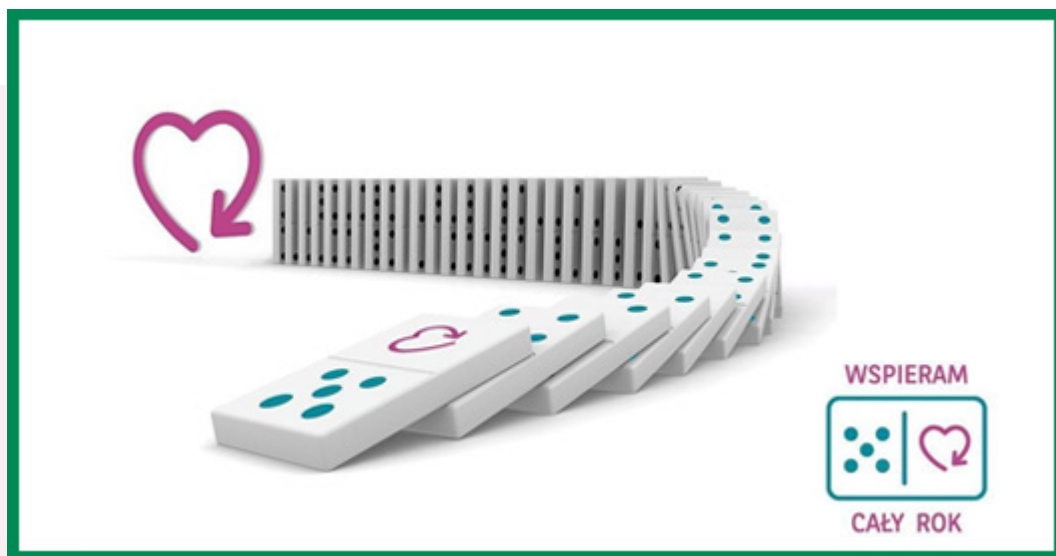
**30**

days of the campaign

## 4.6 Employee philanthropy

[GRI 103], [GRI 203-1], [GRI 413-1]

“Wspieram cały rok” (“I support all year-long”)



Since September 2017, every employee can declare a monthly deduction from their salary in order to contribute to a chosen objective: support for the Organization of the Year (chosen by employees in an annual vote) or additional support for scholarship holders of the BGŻ BNP Paribas Foundation’s scholarship program “Klasa” (“Class”). The donor can transfer money to both causes or indicate a single one. The first Organization of the Year chosen by employees was the “Mali bracia Ubogich” (“Small brothers of the poor”) Association, which cares for elderly people living alone.

The “Wspieram cały rok” (“I support all year-long”) program is a voluntary, simple and convenient tool for individual philanthropy and a response to the primary need of NGOs, which is systematic financial support. The employees of our organization who participate in the program are notified about its effects in quarterly newsletters. Every month, the number of program participants increases, and so does the number of funds transferred to support those in need. For 2019, the chosen beneficiary of the program is the ALIVIA Foundation.

The funds collected in 2018 provided scholarship holders of the “Klasa” (“Class”) project with the opportunity to participate in a 7-day sailing&languages camp. Many of them would typically stay at home during the holiday season and due to neglect at previous stages of education have problems with English. The “Mali bracia Ubogich” (“Small brothers of the poor”) Association was able to continue helping the elderly by, i.a.: companionship volunteering, thematic meetings and holiday trips.

2018

## Key figures:

close to **140**  
donors in 2018

over PLN **55** thousand  
transferred in 2018

### 4.7 Strengthening the role of women

[GRI 103], [GRI 203-1], [GRI 413-1]

#### ***The “Dlaczego nie ma kobiet na banknotach?” (“Why are there no women on banknotes?”) campaign***

In September 2018, Bank BGŻ BNP Paribas launched the campaign “Nic się nie dzieje bez kobiet... i bez pieniędzy” (“Nothing happens without women... and without money”). The aim of the campaign was to trigger a discussion on the role of women and their growing responsibility in social and professional life, as well as to inspire changes in everyday life.

The key question of the campaign was: “Why are there no women on banknotes?”. Recognized Polish women are not appreciated in this way and their images do not appear on Polish banknotes. The last banknote with the image of a well-known Polish woman, Maria Skłodowska-Curie, with the face value of PLN 20 thousand, was withdrawn from circulation in 1995 due to currency denomination. In 2011, the National Bank of Poland introduced a new 20 zloty note to commemorate the 100th anniversary of the Nobel Prize for Maria Skłodowska-Curie, but it is a collector’s banknote.

The advertising campaign was accompanied by large-scale initiatives. A few days before the campaign’s launch, selected journalists received T-shirts with the slogan “Girls support girls”, which were received with much enthusiasm.

We asked over 400 people why there are no women on banknotes and which women should appear on them. The responses inspired us to record tv commercials.

#### [Watch the videos](#)

The image campaign was accompanied by the launch of a new product: a cash loan with an attractive fixed interest rate of 4.4% per annum (APRC 9.95%) combined with the “Ostatni rok bez odsetek” (“Last year without interest”) promotion, which brings the interest down to 0% for the last 12 months of a loan. Through an advertising campaign, the Bank aimed to inspire and encourage people to make changes and realise their dreams.

2018

## Payment cards with images of women



### *Did you know that...*

*women appear on banknotes in just 30 countries. Queen Elizabeth II appears on 74 banknotes of dependent countries and territories as the head of the British Commonwealth of Nations.*

The Bank has no direct impact on changing the appearance of Polish banknotes, but we decided that the payment cards of Bank BGŻ BNP Paribas will depict a famous and influential woman or elements symbolizing her role in society. To this end, we prepared five proposals of payment card graphics with images of women. The authors of the projects were: a painter, illustrator and cultural animator Marta Frej, a designer – Agata Nowicka – known under the pseudonym Endo, as well as illustrators Olga Korban and Jan Kallwejt. All of them prepared unique proposals in their style of art. Internet users could vote for their favourite project on the [www.nazmiany.pl](http://www.nazmiany.pl) website. Voting lasted until November 22, 2018. The winning concept will be among the payment card models available in our Bank.

[See](#)



## “Kobiety na mury!” (“Women on walls!”)



Bank BGŻ BNP Paribas became a partner of the “Kobiety na mury!” (“Women on walls!”) campaign organized by the “Wysokie Obcasy” magazine. The aim of the project was to draw attention to the role of women in society by placing images of women-activists, courageous and steadfast women who were faithful to their ideals as well as images of well-known and socially involved women by creating murals in Katowice, Wrocław and In Warsaw. **Images of Jolanta Wadowska-Król, Wanda Rutkiewicz and Kora (Olga Jackowska) were painted on the walls of residential buildings.**

The mural with the image of Jolanta Wadowska-Król was unveiled on 28 November 2018 in Katowice. Jolanta Wadowska-Król was a doctor who saved children with lead poisoning from Katowice-Szopienice. She is an Honorary Citizen of the City of Katowice. Her image, designed by Andrzej Wieteszek (an illustrator and graphic) decorated a building at Gliwicka Street in Katowice.

Shortly after the 40th anniversary of the first successful expedition to the summit of Mount Everest, a mural depicting Wanda Rutkiewicz – a world-famous climber and the first woman to reach the K2 summit – was unveiled in Wrocław. Her image adorns the wall of a building at Sądowa Street and was designed by painter, illustrator and cultural animator Marta Frej.

From 17 January 2019, the work of Bruno Althamer, depicting Olga Jackowska (Kora), can be admired in Warsaw. The singer, who died in July 2018, was the author of bold and uncompromising song lyrics.

The motto for the entire campaign appeared on all the murals – “Women know what they are doing”. Bank BGŻ BNP Paribas was also involved in a plebiscite for Polish Woman of the Century organised by “Wysokie Obcasy” magazine. The winner of the plebiscite was Maria Curie-Skłodowska.

[Read more](#)

# 2018

## Educational initiatives

The campaign was accompanied by numerous meetings and workshops. Dominika Nawrocka, author of "Kobieta i Pieniądze. 7 kroków edukacji finansowej dla kobiet" ("Woman and Money. 7 steps of financial education for women"), explained to women how to realize their dreams through passion, determination, courage and finances. Participants of meetings in three of the bank's branches – in Toruń, Białystok and Kielce – could listen to the lecture on financial education, as well as participate in a discussion with the author. At the end of the meeting, each participant received the book "Woman and Money" with the author's autograph. Facebook live streams with Dominika Nawrocka and Zuzanna Ziomecka from "Wysokie Obcasy" took place at a new branch of our Bank located in the former "Sezam" ("Sesame") premises.

*– Money is fuel for many initiatives, both small and large. Maria Skłodowska Curie would probably not have found radium and polonium so quickly, if she had no money that allowed her to conduct scientific research. However, financial resources are not everything. You also need to know what your goal is and be consistent in your actions. – Dominika Nawrocka, author of "Woman and Money. 7 steps of financial education for women" and founder of an organisation for the financial education of women [www.kobietaipieniadze.pl](http://www.kobietaipieniadze.pl)*

The campaign was also accompanied by meetings and workshops with trainers and ambassadors of the "Sukces Pisany Szminką" ("Success Written with Lipstick") Foundation. The Foundation is the largest community of women entrepreneurs in Poland. Its mission is to provide comprehensive support to women, provide them with the professional knowledge necessary for personal and professional development and motivate them to take bold actions. Co-founders of the foundation are: Olga Kozierowska and Olga Legosz. The Foundation focuses on strengthening the position of women and increasing their professional activity, promoting diversity and supporting young people in professional and personal development. For more information, please visit: [www.sukcespisanyshminka.pl](http://www.sukcespisanyshminka.pl) and [www.sukcestoja.pl](http://www.sukcestoja.pl).

Our employees had access to two videos created as part of the campaign on the topic of self-esteem and ways of dealing with stress. The videos were prepared by Olga Kozierowska, the head of the "Sukces Pisany Szminką" ("Success Written with Lipstick") Foundation, and Tatiana Mindewicz-Puacz – the Foundation's Ambassador.

Additionally, as part of the cooperation with the "Sukces Pisany Szminką" ("Success Written with Lipstick") Foundation, employees had access to 6 online trainings on personal development, could attend open meetings organized by the Foundation's Ambassadors in over 30 cities throughout Poland and were able to take part in two closed workshops for employees of the Warsaw and Krakow Head Offices. During the workshops, Anna Flis, an ambassador of the Foundation, spoke about motivation and building a career in the organization.

### "Sukces TO JA" ("Success IS ME")

In cooperation with the Foundation, the Bank became a partner of a women's professional activation program "Sukces TO JA" ("Success IS ME"). The initiative aims to help women reach for the impossible. In October and November 2018 interesting and inspiring meetings with ambassadors of the "Sukces Pisany Szminką" ("Success Written with Lipstick") Foundation were held in several Polish cities. The topics included openness to change, using the opportunities which appear in life, as well as how to use talents and how to help women develop their careers. As part of cooperation with the "Sukces Pisany Szminką" ("Success Written with Lipstick") Foundation, Bank BGŻ BNP Paribas became a partner of the Businesswoman of the Year competition in the Start-up of the Year category.

[Watch the video](#)



## Partnership in the 10th Businesswoman of the Year competition

Bank BGŻ BNP Paribas became a partner of the 10th edition of the Businesswoman of the Year award organized by the “Sukces Pisany Szminką” (“Success Written with Lipstick”) Foundation. The President of Bank BGŻ BNP Paribas was a member of the competition’s main judging panel.

In the Start-up category, young companies with revenues below PLN 5 million per year were awarded. During the assessment, aspects such as company scalability, innovative ideas, effective use of financing sources, competitive advantage, market potential and team members’ experience were taken into account.

*– BGŻ BNP Paribas promotes entrepreneurial women and is an advocate of increasing their role in business life. This is one of the aspects of our new campaign “Why are there no women on banknotes.” At the same time, we are open to start-ups, we cooperate with young innovative companies, we implement solutions developed by them and we are constantly looking for new ones. The Start-up of the Year category in the “Success Written with Lipstick Businesswoman of the Year” competition combines both dimensions of our activity, which is why I am glad that we are a partner of this initiative. – Dariusz Maciołek, Managing Director of Communications Line at Bank BGŻ BNP Paribas*

[Read more](#)

## Male Champions of Change Club

On 25 October 2018, six presidents of Polish organizations, including the president of Bank BGŻ BNP Paribas, signed a declaration establishing the Champions of Change club, a pioneer organization associating the presidents of large Polish companies. The club’s goal is to educate, build awareness and share good practices, but primarily – to create tools which bring measurable results and can be applied in companies wishing to uncover their employees’ full potential and to promote diversity. The idea of a club where business leaders work together for women and diversity comes from Australia, where the Male Champions of Change club was created in 2008. The presidents associated in the Polish club emphasize that, although it is important for them to be inspired by international solutions, they will cooperate to develop solutions tailored to the Polish market and its problems. This will translate into better use of women’s and men’s talents and, consequently, into greater competitiveness of companies. At the first meeting of the club, the presidents set out three issues that will be their priority over the next 12 months. Club members decided that:

- They will not participate in panels and discussions where no women are present,
- They will work on initiatives aimed at introducing flexible working time and building a career path in the company for those who wish to take maternity or paternity leave,
- They will intensify efforts to close the wage gap.

The next step will be the creation of working teams made up of experts from the founding companies. The teams will collect and develop good practices and solutions. Their initiatives will be monitored and effects measured. The results will be presented in October 2019.

[Read more](#)

## European Women in VC Summit in Berlin

Our organization was a strategic sponsor of the European Women's Summit in the area of start-ups and Venture Capital. The meeting brought together women and men who believe that the deficit of women in Venture Capital is a matter which should be addressed.

Only 5% of the partners managing Venture Capital funds in Europe are women. In the US, women occupy about 9% of similar positions. The sister segment of VC – private equity – is doing better in terms of the percentage of women, also in Poland. The question arises whether investing in start-ups requires special competences displayed only by men...

Participants of the Berlin summit tried to answer the above questions and many more. They discussed ways to support the professional activation of women within Venture Capital. Issues related to financing start-ups founded by women and start-ups which serve women were discussed. The meeting was also an opportunity to analyse market trends and share women's experiences and knowledge in the field of acquiring funds. Entrepreneur Cindy Gallop, an activist for the equality of women in business, argued during the summit that slow changes happening over many years will not bring the benefits that can be obtained by setting new rules, which would give women a decisive voice.

What can women do to change their status? They can start the revolution by changing themselves:

- They should not be afraid of becoming role-models. Many women – who get nominated in business competitions or are invited to panels and presentations at conferences – refuse to attend. It is certainly better to focus on your business than to be a regular guest at galas, but given an example to follow, more women will start believing in their strength.
- They should talk about examples of women in VC outside of Poland – e.g. Mary Meeker, one of the most influential women in the world according to "Forbes", partner in the VC fund Kleiner Perkins, or Eileen Burbidge from Passion Capital.
- They should recommend other women for influential positions – it is a good idea to help when someone is looking for a job, would like to try something new or to find a "dream job".
- They should not be afraid of becoming mentors. Mentoring is not popular in Poland. Many women think that they have not achieved experience that would be enough to share. On the other hand, women are often ashamed to admit what their goals are and to ask for directions on how to achieve their aims. It is much easier to talk about such issues in a smaller group. Talking is always valuable.

European Women in VC is a group of over 350 venture capitalists from over 20 countries, whose total assets under management amount to approx. EUR 15 billion. The initiative was launched last year by women from 7 of Central and Eastern European countries. Today, it is supported by 19 European and Israeli ambassadors who have joined forces to change the status quo on the European and Israeli VC market.

[Read more](#)

### **“Agro na obcasach” (“Agro on heels”)**

The program is dedicated to women living and working in the agricultural sector. “Agro na obcasach” (“Agro on heels”), was created for women living and working in rural areas, who are increasingly involved in making decisions on the direction of business development. The first edition of the project took place in 2016. From then on, the program has been carried out every year, with increasing success.

The “Agro on heels” meetings take place in centres of art and development. These include local theatres and philharmonics, where specially organized performances and concerts are presented. The program allows women to break away from everyday life and to spend a few moments in a pleasant atmosphere. They can also meet women who lead a similar lifestyle, exchange experiences, provide advice and support for one another.

We organize events in cooperation with local media, with the involvement of local institutions related to the Agro sector – Agricultural Chambers and local authorities.

The 3rd edition of our national project, organised in 2018 comprised 8 meetings, attended by over 4,500 women. Meetings were organized in 8 locations. They were:

- Olsztyn – Warmia and Mazury Philharmonic
- Białystok – Podlasie Opera and Philharmonic
- Bydgoszcz – Hotel City
- Lublin – Lublin Philharmonic
- Łódź – Łódź Philharmonic
- Szczecin – “Współczesny” Theatre
- Wrocław – “Komedia” Theatre
- Sosnowiec – “Zagłębie” Theatre.

In four locations women were invited to a concert of three tenors “TREvoci with love”. The other locations invited them to plays, including the situational comedies “Boeing, boeing” and “Domestic help”. Additionally, participants were invited to cosmetic consultations. Mary Kay has been a partner of the program for 2 years. Thanks to the presence of the company’s representatives, participants could get advice on how to do their make-up, how to apply various cosmetics and were also acquainted with new products in the field of cosmetology. The media partner of the campaign was – in addition to local media – the gospodarz.pl. portal. In Białystok and Bydgoszcz we organized a Farmer of the Year plebiscite in cooperation with local media and Agricultural Chambers. The prize ceremonies were preceded by an ANO artistic program. City officials were eager to participate in the ceremonies and participated in both galas.

We plan to continue the campaign in the 4th quarter of 2019. We intend to enrich the meetings, introduce fresh ideas and educational elements. We want the campaign to continue and to evolve together with the participants' needs.

## Key figures:

**8.5** thousand

participants and  
19 meetings since 2016

**4.5** thousand

participants and  
8 meetings in 2018

[Read more](#)

## 4.8 Counteracting social exclusion

[GRI 103], [GRI 203-1], [GRI 413-1]

### “Agrotalenty” (“Agritalents”)

“Agrotalenty” (“Agritalents”) is a comprehensive program for the development of young talents – a system of scholarships for ambitious youth who see their future in agriculture. The BGŻ BNP Paribas Foundation has signed a cooperation agreement for agricultural education in Poland, together with educational institutions and with the support of Bank BGŻ BNP Paribas experts and clients. Its aim is to strengthen local communities, to provide aid to those in need, to enrich the offer of agricultural schools and to broaden the scholarship market in Poland.

As part of the “Agrotalenty” (“Agritalents”) program, the Foundation offers scholarships to winners of “Olimpiada Wiedzy i Umiejętności Rolniczych” (“Agricultural Knowledge and Skills Olympiad”) organized by 8 of the best agricultural universities in Poland. Every year since 2012, about 40 scholarship holders receive support within the program. In October 2013, we launched the second module of the program. As part of the Bridge Educational Scholarships Foundation we support the most talented agricultural students after the 3rd and 4th year of studies – we fund 10 scholarships annually. The program is a cooperation between our organisation and the Warsaw University of Life Sciences (SGGW). A framework agreement with the university lists education and the exchange of knowledge and experience as primary goals.

## Key figures:

**31**

scholarship holders  
in 2018

over PLN **140** thousand  
of financial support in 2018

over **300**  
scholarship holders  
since 2013

### “Wiedza do potęgi” (“Knowledge to the power”), cooperation with the Ocalenie Foundation

In 2018, in cooperation with the Ocalenie Foundation, the BGŻ BNP Paribas Foundation launched the “Wiedza do potęgi” (“Knowledge to the power”) program. The program is aimed at helping refugee youth from, i.a., the Ukraine, Chechnya, Syria and Iraq to continue their education and find their way within the Polish education system. Program participants, aged 13-18, receive the support of volunteer tutors (trained by the “Ocalenie” Foundation). The participants are invited to participate in workshops, educational trips, cultural events and holiday camps. Those who need it the most receive financial scholarships as well. Program coordinators are in constant contact with the children’s teachers. The aim is to enable refugee youth to complete their current stage of education or to complete it with improved results.

Read more: [www.ocalenie.org.pl](http://www.ocalenie.org.pl)

## Key figures:

**15**

program participants  
in 2018 (aged 13-18)

**28**

28 committed  
volunteers in 2018

PLN **50** thousand  
budget for 2018

## Dream Up

Dream Up is a program currently run by the BNP Paribas Group in 30 countries and initiated by the BNP Paribas Foundation in Paris. Local versions of the program are united by the central idea of education through art. The program is addressed primarily to groups at risk of social exclusion. The Foundation organises music lessons with professionals and supports the personal and social development of children and youth from the Warsaw Praga district. The aim of the project is to create a long-term socio-cultural initiative in the district. In September 2018, the 2nd edition of the project was launched in cooperation with "Centrum Promocji Kultury Praga Południe" ("Centre for Cultural Promotion – Southern Praga"). Nearly 60 children currently attend Dream Up classes.

### Key figures:

over **2000**

hours of music classes since 2015

nearly **900**

hours of music classes and over 110 participants, including 60 participants of the 2nd edition in 2018

EUR **20** thousand

from the Fondation BNP Paribas (Paris) and over PLN 50 thousand from the BGŻ BNP Paribas Foundation in 2018

## "Spotkania z Muzyką" ("Meetings with music") program in cooperation with the Warsaw Philharmonic

The Bank and the BGŻ BNP Paribas Foundation have been cooperating with the Warsaw Philharmonic since 2003 in the field of education and promoting music as an important form of high culture. Since the 2011/2012 season, the Foundation has been a partner of a concert series entitled "Spotkania z Muzyką" ("Meetings with music"). The program provides an opportunity for the cultural development of young pupils by inviting them to participate in concerts conducted by professional musicians. Participants include children from over 250 educational institutions from small towns in 7 voivodeships.

### Key figures:

over **2000**

meetings for over 300,000 participants in 2018

**60**

seasons of meetings

**10**

concert programs presented in schools during each season



#### “Klasa” (“Class”)



“Klasa” (“Class”) is an original scholarship program of the BGŻ BNP Paribas Foundation supporting talented teenagers from small towns/villages, whose families are in financial difficulties, by enabling them to attend prestigious high schools in five Polish university cities.

#### High Schools attended by project participants:

- Warsaw – Juliusz Słowacki 7th High School (students from the mazowieckie, łódzkie, podlaskie and lubelskie voivodeships),
- Wrocław – Polonia Belgijska 15th High School (students from the dolnośląskie, opolskie, śląskie, wielkopolskie and lubuskie voivodeships),
- Krakow – Bartłomiej Nowodworski 1st High School (students from the Małopolskie, Podkarpackie and Świętokrzyskie voivodeships),
- Gdynia – Polish Navy 3rd High School (students from the pomorskie, warmińsko-mazurskie and kujawsko-pomorskie voivodships),
- Szczecin – 13th High School (students from zachodniopomorskie and wielkopolskie voivodships).

Program participants receive full financial support during their high school years and a scholarship for the first year at a higher education institution. Each participant receives accommodation and meals. Scholarship holders also receive a monthly pocket money. They participate in school trips, cultural excursions and additional activities. Participants are under the constant care of educators and pedagogues.

# 2018

Participants of the “Klasa” (“Class”) scholarship program are also encouraged to take part in volunteering initiatives. Each student chooses what they feel passionate about as part of the “Możesz na mnie polegać” (“You can count on me”) program. The latter also encourages students to share their knowledge and skills. Furthermore, participants of “Klasa” (“Class”) can participate in an integrative language camp, may receive scholarship prizes, are provided with the long-term support of Bank BGŻ BNP Paribas, and the possibility of further development as part of the “Class” Alumni Association initiatives.

**Criteria for participation in the “Klasa” (“Class”) program:**

- Grade average of at least 4.5,
- provenance from a town of up to 100 thousand residents
- family income not exceeding PLN 1,200 gross per person,
- willingness to help others,
- written recommendation of the headmaster of a primary school or junior high school.

Recruitment for the 2019/2020 edition of the program lasts until 12 April 2019. 50 places are waiting for future participants.

The application form is available at: [www.bgzbnpparibas.pl/fundacja](http://www.bgzbnpparibas.pl/fundacja)

“Klasa” (“Class”) is one of the longest-running scholarship programs in Poland. During 16 years, our Bank has helped 700 graduates from nearly 300 Polish towns. In 2018, 42 scholarship holders from all over Poland joined the program. 100% of scholarship holders attend their dream colleges.

## Key figures:

**121**

scholarship holders  
in 2018 (including 42  
newcomers to the  
program)

nearly PLN **1.2** million  
in 2018

**700**

scholarship holders  
from over 300 towns  
during the 16 years of  
program duration

over PLN **21** million  
invested in youth  
education

**100%**  
acceptance rate to higher  
education institutions

[See what the scholarship holders say about the program](#)



## 4.9 BGŻ BNP Paribas Foundation



**FUNDACJA  
BGŻ BNP PARIBAS**

[GRI 103], [GRI 203-1], [GRI 413-1]

### **Mission**

*The Foundation's mission is to responsibly invest in people, ideas and projects. By conducting and supporting innovative initiatives in the fields of education, culture and social solidarity, we inspire and create a stimulating environment, thus contributing to the development of a civil society.*

### **Role of the BGŻ BNP Paribas Foundation**

The BGŻ BNP Paribas foundation exists since 2006 and implements tasks resulting from the social responsibility of Bank BGŻ BNP Paribas. Through pioneer programs and cooperation with expert organizations, it levels educational opportunities, prevents the exclusion of disadvantaged and vulnerable groups, supports the construction of social capital and the development of civic organizations in local communities. The Foundation also substantively and financially supports other organizations.

### **Areas of focus for the Foundation:**

- initiatives in the area of education, culture and social solidarity,
- initiatives supporting the development of civic activity and attitudes as well as the strengthening of the social organizations sector,
- support and promotion of the idea of volunteering, development of employee volunteering at the Bank.

### ***Initiatives of the BGŻ BNP Paribas Foundation in 2018***

In 2018, the BGŻ BNP Paribas Foundation focused particularly on initiatives in the area of social solidarity. The Foundation evaluated its current activities and determined the directions of further development. Continuing our long-term cooperation with the Ocalenie Foundation, initiated in 2015, we have developed and launched the pilot edition of a tutor scholarship program for refugee youth "Wiedza do potęgi" ("Knowledge to the power"). In cooperation with the Praga-Południe Center for Culture Promotion, we started the second 3-year edition of the Dream Up program, implemented as part of a global initiative of the BNP Paribas Group. Preparing for the coming edition, we considered the evaluation of the first one, launched in 2015-2018.



In support of the employees' individual philanthropy, we have been developing the "Wspieram cały rok" ("I support all year-long") program which is based on a payroll mechanism and which was launched at the end of 2017. We have intensified promotional activities which encourage employees to become systematic donors, and we have commenced cooperation with the first Organization of the Year – "Mali bracia Ubogich" ("Little Brothers of the Poor") Association. In addition, in 2018, the Foundation involved Bank employees in battling the biggest social problems: climate change (the "Let's make meadows around us" campaign) and poverty ("Szlachetna Paczka" – "Noble Gift").

#### **Initiatives of the BGŻ BNP Paribas Foundation:**

- "Klasa" ("Class") scholarship program
- "Agrotalenty" ("Agritalents") scholarship program
- Dream Up program in partnership with the Praga-Południe Center for Culture Promotion
- "Wiedza do potęgi" ("Knowledge to the power") program in partnership with the Ocalenie Foundation
- "Spotkania z Muzyką" ("Meetings with music") program in partnership with the Warsaw Philharmonic

#### **Joint initiatives of the Foundation and Bank BGŻ BNP Paribas:**

- "Klasa" ("Class") scholarship program
- "Agrotalenty" ("Agritalents") scholarship program
- Dream Up program in partnership with the Praga-Południe Center for Culture Promotion
- "Wiedza do potęgi" ("Knowledge to the power") program in partnership with the Ocalenie Foundation
- "Spotkania z Muzyką" ("Meetings with music") program in partnership with the Warsaw Philharmonic

### Joint initiatives of the Foundation and Bank BGŻ BNP Paribas:

- “Możesz na mnie polegać” (“You can count on me”) – employee volunteering program in Bank BGŻ BNP Paribas
- Competition for volunteer projects
- Ecological volunteer campaign “Załączmy Nasze Miasta” (“Let’s make meadows around us”)
- The BAKCYL program
- employee volunteering as part of the “Szlachetna Paczka” (“Noble Gift”) campaign

### Cooperation with non-governmental organizations

Responding to social challenges, the Foundation cooperates with expert organizations. It strives to strengthen the local third sector by providing long-term support for selected social organizations (characterized by a high competence level) in areas covered by the Foundation’s statute.

## Key figures:

over PLN **80** thousand  
for the support of  
non-governmental  
organizations in 2018

### The Foundation’s plans for 2019

In 2019, the Foundation will maintain its key priorities from 2018. It will continue and develop long-term scholarship programs: “Klasa” (“Class”) and “Agrotalenty” (“Agrotalents”) as well as the Dream Up solidarity program. The scholarship program “Wiedza do potęgi” (“Knowledge to the power”) implemented in partnership with the Ocalenie Foundation as part of a BNP Paribas Group initiative to support the integration of refugees in Europe will also be developed. In addition, the Foundation plans to further encourage the philanthropy of the Bank’s employees through the development of the “Wspieram cały rok” (“I support all year-long”) program. The program will contribute to increasing the employees’ social commitment, i.a. by continuing the strategic partnership with the “Szlachetna Paczka” (“Noble Gift”) campaign. In 2019, the Foundation will focus on education as well as the evaluation and development of its initiatives in this area.

[Read more](#)

## 4.10 Sponsorship initiatives of Bank BGŻ BNP Paribas

[GRI 203-1], [GRI 413-1]

The Bank's sponsorship strategy is closely connected to the global sponsorship strategy of the BNP Paribas Group. It is therefore based on two pillars: tennis and culture. Our adventure with tennis has been going on for nearly 40 years. Currently, examples of relationships between brands and sport disciplines which would be as long-lasting as the relationship between BNP Paribas and tennis are few and far between. The same is true for the support of culture. Our organization has been cooperating with the Warsaw Philharmonic for many years, supporting and sponsoring important music events. We systematically bring culture closer to children and youth from small towns and overcome prejudices against classical music. Since the 2011/2012 season, our Foundation has been a partner of the Warsaw Philharmonic's "Spotkania z Muzyką" ("Meetings with music") educational program. Through music, we level educational opportunities and support the development of social capital.

### *We are tennis*

The relationship between BNP Paribas and tennis is much more than sponsorship – it is a permanent element of the brand's image around the world and has become part of the Group's brand identity. The BNP Paribas Group is involved in the development of tennis as a sport discipline at all levels: professional competitions, amateur and junior games, and disabled tennis players. The Group's promotional activity has resulted in the creation of a social platform: [www.wearetennis.com](http://www.wearetennis.com).

In Poland, owing to the Bank's sponsorship initiatives, tennis fans can watch the best Polish rockets live. This includes Agnieszka Radwańska, Michał Przysiężny and Łukasz Kubot – the first Polish player to have crossed the magical 50th position in the ATP ranking following Wojciech Fibak. We are also the organizer and sponsor of many tennis events. Below are some of them:

- 3City Tennis Cup – amateur tennis tournament for entrepreneurs on the courts of Arka Gdynia,
- The Tennis Festival – Poznań's urban space + SK Kortowo
- The Tadeusz Sowiński Rotary Tennis Memorial organised by Rotary Club Olsztyn – a tournament for entrepreneurs, members of RC,
- BGŻ BNP Paribas Zambrów Open – Tennis Tournament for local business,
- Tennis Tournament for the BGŻ BNP Paribas Cup in Wągrowiec,
- 2nd Santa Claus Tennis Tournament for children and youth in Starogard Gdanski,
- Tennis Day in Solec Kujawski,
- BGŻ BNP PARIBAS Second Open Tennis Championship of Białystok for the Cup of the President of the City – tournament for local business,
- Tennis Tournament in Biskupiec Pomorski,
- Węgorzewo, Giżycko, Elbląg – local tennis tournaments for local business (doctors, lawyers).

FOR SUPPORTING POLISH TENNIS, THE BANK WAS AWARDED THE TITLE OF "GOLD CHAMP" DURING THE 1ST EDITION OF THE CHAMP AWARDS (A COMPETITION FOR POLISH SPORT CAMPAIGNS).

### "Dzieciaki do rakiet" ("Kids to the Rackets")



According to the report "Physical activity of children in Poland" commissioned by Bank BGŻ BNP Paribas, only one in four Polish children meets daily recommendation as to physical activity. This is mainly due to the lack of energy, lack of free time and lack of positive stimuli. Our answer to this problem is the "Dzieciaki do rakiet" ("Kids to the Rackets") program.

"Dzieciaki do rakiet" ("Kids to the Rackets") is a nationwide campaign promoting physical activity among children, their parents and teachers. As part of this initiative, primary schools from all over Poland are invited to take part in a competition. The prize is professional tennis equipment and professional training for teachers.

"Dzieciaki Do Rakiet" ("Kids to the Rackets") also offers free tennis workshops, which have been organized for the past 3 years in various Polish cities. Thanks to these, more than 5,500 children have started their tennis adventure. The holiday workshops are run by experienced trainers and ambassadors of the campaign – Urszula Radwańska and Mariusz Fyrstenberg.

Read more: [www.dzieciakidorakiet.pl](http://www.dzieciakidorakiet.pl)

## Key figures:

**3000**

children playing in events

**610**

primary schools participating in the project (grades 1-4)

**2000**

tennis rackets, 4,000 balls, 200 tennis nets – donated to schools

**200**

trained PE teachers

**6 miast**

where events were held: Świnoujście, Międzyzdroje, Władysławowo, Sopot, Karpacz, Zakopane

PLN **1.825** million

of financial outlays

2018



The project resulted in a number of immeasurable benefits: it promoted fair play, the spirit of healthy competition and the joy of sport. It was a way for families, neighbours and friends to spend time together in their local communities.

*– I am very happy that I was able to play tennis with children and encourage them to practice this great discipline. It is very important to get kids hooked on physical activity. As adults, we have to set a good example. For me, tennis is the greatest adventure of life. I wish everyone could experience it. – Mariusz Fyrstenberg, “Dzieciaki do Rakiet” (“Kids to the Rackets”) ambassador.*

*– When I started my adventure with tennis, there were no such possibilities. Tennis lessons at school or free training under the supervision of professional trainers was unattainable. It’s good that today children have so many opportunities to get to know this beautiful sport. I’m very happy when I see kids starting to play. Even if they do not become professionals in the future, playing tennis at such a young age will bring them many benefits. – Urszula Radwańska, top Polish tennis player, “Dzieciaki do Rakiet” (“Kids to the Rackets”) ambassador.*

*– The BNP Paribas Group has been associated with tennis for more than forty years, which is why we feel responsible for the promotion of this sport in Poland. We are glad that – thanks to the project – we were able to popularize the idea of fair play, donate the equipment necessary to learn tennis to 100 schools, and train teachers to conduct lessons in their schools. – Agnieszka Konarzewska, Director of the Marketing Communication Department at Bank BGŻ BNP Paribas*

### **Inaugural concert: 14th edition of the International Music Festival “Chopin and his Europe”**

The Bank's Foundation and BGŻ BNP Paribas sponsored the inaugural concert of the 14th “Chopin and His Europe” International Music Festival. This is a continuation of our efforts aimed at making high culture more accessible. We have been cooperating with the Warsaw Philharmonic for many years, supporting and sponsoring important music events. We bring culture closer to children and youth from small towns and overcome prejudices against classical music. Since the 2011/2012 season, the Foundation has been a partner of Warsaw Philharmonic's educational program – a series of concerts entitled “Spotkania z muzyką” (“Meetings with music”). Support for the “Chopin and his Europe” International Music Festival fits perfectly into our long-term strategy related to the promotion of culture. The festival, under the direction of Stanisław Leszczyński, has been organized since 2005 in Warsaw by the Fryderyk Chopin Institute. The festival presents European music from classicism to the present times in the context of its relationship with the life and work of Fryderyk Chopin. A special attraction of the festival are performances on antique pianos: Erard from 1849, Pleyel from 1848 and a copy of Graf from around 1819.

### **The Wisława Szymborska Award**

The Bank co-funded the Wisława Szymborska Award: a competition organized by the Wisława Szymborska Foundation. The Award is international, every year a poetry volume published in the previous year is awarded. Poetry volumes published in Polish may be submitted for the Award, and candidates may be submitted by publishing houses, cultural institutions, literary media, chapter members and other persons. The first prize, presented in Krakow at a gala organized in June, is a statuette and PLN 100 thousand for the author of a volume written in Polish. The second prize – in the amount of PLN 100 thousand – is shared between the author of a volume written in a foreign language and his translator or translators.



## 5. Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature

Environmental responsibility is one of the four key pillars of the CSR Strategy of Bank BGŻ BNP Paribas. Our organization carries responsibility towards the environment, including by offering products that finance environmental initiatives.

We are constantly working to reduce the negative impact of our operations on the environment. We promote ecological attitudes among employees and we constantly increase the number of undertaken initiatives for saving resources. An important part of environmental responsibility are partnerships on climate change, in which the Bank is involved.

Since the moment of acquisition of the core business of Raiffeisen Bank Polska, we systematically harmonize the procedures of both banks regarding environmental liability. We take solutions and best practices from both institutions, from the point of view of the organization and employees. Ultimately, in all locations of our extended organization, the solutions that will work to the greatest degree will be implemented.

### 2018 in numbers:

PLN **3.7** million

the value of financing for housing communities granted under Thermo-modernization loans in 2018

**64**

hybrid cars in the Bank's fleet in 2018

**30**

kilometres travelled together, thanks to the implementation of carsharing

**180**

trained users of company cars within the framework of 22 trainings of the Academy of Safe Driving in 2018

**90 kg**

of honey produced in the "Pasieka pod gwiazdami" ("Apiary under the stars")

2018



## 5.1 Financing of eco-investments



### Financing of Renewable Energy Sources

#### [GRI 103]

The Bank constantly develops the offer of products and services supporting clients in the transition to a low-carbon economy. We have been financing small and medium-sized projects on renewable energy sources (RES) since 2008: wind farms, agricultural biogas plants, small hydro plants and photovoltaic installations. Our Bank specialized in financing projects implemented by small and medium entities, including farmers. The Bank granted over 80 loans to finance 100 RES projects (excluding prosumer micro-installations). A specially appointed banking team of RES and AGRO experts supports Clients who plan pro-ecological undertakings and favour sustainable economy and energy transformation of the Polish economy. We constantly monitor the situation of RES projects in the loan portfolio and in necessary cases, in cooperation with clients and investors, we implement appropriate restructuring measures.

Entities running or undertaking activities in the field of renewable energy generation may use the dedicated **Green Energy Loan**, and in the case of projects co-financed by European Union (and national) subsidies or subsidised loans (e.g. NFOSiGW) – also from **Union+ loan**. We have achieved a significant position on the biogas plant financing market. From among 95 agricultural biogas plants registered in Poland between 2008-2017 as many as 19 were financed by BGŻ BNP Paribas.

Bank BGŻ BNP Paribas engages in consultations and activities aimed at increasing energy efficiency and increasing the share of renewable energy sources (RES) in the energy balance of Poland. We are actively working on system modification and implementation of support for prosumer renewable energy installations and a system of guaranteed tariffs for selected small installations (e.g. biogas plants and small hydropower plants). We also support the development of sustainable agriculture.

In 2018, due to positive changes in the Renewable Energy Support System in Poland, we are increasing our activity in financing renewable sources. One of the initiatives implemented in 2018 by the AGRO business line is a credit offer for individual clients and farmers aiming to finance photovoltaic installations and investments in some other renewable energy technologies, such as heat pumps, biomass boilers. Loans are granted under the **Own Energy Program**.

In the case of medium and large RES projects, the Bank prepares an updated version of the offer and intends to re-enter the market in the segments of corporate clients, small and medium-sized enterprises and microenterprises. In 2018, the business line of large and strategic corporate clients (CIB) also started operating on the Polish renewable energy market. All these measures should result in new exposures in 2019.

BANK BGŻ BNP PARIBAS HAS BEEN ACTIVELY SUPPORTING ECOLOGICAL INVESTMENTS FOR SEVERAL YEARS. WELL PLANNED AND IMPLEMENTED ACTIVITIES FOR A LOW-EMISSION ECONOMY BRING NOT ONLY TANGIBLE BUSINESS AND ECOLOGICAL EFFECTS, BUT ALSO GIVE NEW IMPULSES TO ECONOMIC DEVELOPMENT AND ARE AN IMPORTANT ELEMENT OF THE SOCIAL MISSION OF THE BNP PARIBAS GROUP.

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THE BANK'S COMMITMENT TO RENEWABLE ENERGY IS PART OF THE STRATEGY OF THE WHOLE BNP PARIBAS GROUP, WHICH AT THE CLIMATE CONFERENCE IN PARIS IN 2015 DECLARED A DOUBLING (UP TO EUR 15 BILLION) OF ITS COMMITMENT TO FINANCING RENEWABLE ENERGY AND ENERGY TRANSITION AT THE END OF 2020.

### **Green Energy Loan (Kredyt Zielona Energia)**

The Green Energy investment loan was created to support investments in renewable energy sources. It is intended for financing the construction of wind farms, hydro and photovoltaic power plants as well as installations for generating electricity or thermal energy from biomass or from biogas.

The loan may be used by entities conducting or undertaking business activity in the field of generating energy from renewable sources. One of the conditions for the use of the loan is the client's promise of a concession for the production of energy from renewable sources issued by the President of the Energy Regulatory Office (if it is required by law).

Green Energy has an attractive interest rate and a long loan period – up to 15 years. The Bank offers individual settlement of repayment terms (the possibility of a grace period for repayment of capital up to 2 years) and the possibility of refinancing earlier expenditures or financing the acquisition of renewable energy sources (RES). The loan is also a convenient security company and the option to choose the currency (PLN, in justified situations, EUR or USD).

[Read more](#)

### **Union+ Loan (Kredyt Unia+)**

The Unia + loan was created on the basis of the experience of our Bank acquired during the period of the activity of pre-accession funds. The product is intended for the implementation of projects co-financed from the European Union funds; because EU subsidies are transferred after the end of the project, in order to perform the investments, the client must have funds for early financing of the project. Such funds can be obtained from the Unia + loan.

The loan is intended for beneficiaries of EU funds, including entrepreneurs, conducting investments as part of operational programs for 2014-2020, including:

- Rural Development Program,
- Fisheries and Sea Program,
- Intelligent Development Program,
- Infrastructure and Environment Program,
- Eastern Poland Program,
- Digital Poland Program,
- regional operational programs.

Under the Union+ loan, the Bank offers interest rates lower than in the standard commercial investment loan, an individual approach to each beneficiary and the requirements of the institutions granting a subsidy specified in the subsidy agreement, and in individual cases also the freedom to decide on the purpose of the subsidy. The Unia + loan enables financing of investments not only in the amount of eligible costs, but also other expenses related to the implemented project. The loan period may be up to 15 years, and a possible grace period for loan repayment – up to 2 years. Additionally, the Bank offers a promise of the loan valid for 9 months, which increases the chances of a positive economic and financial evaluation of the project at the stage of the application process and determines its implementation, and as a result – payment of subsidies. Unia+ is not only financing. Bank advisers, with the support of experts dealing with the subject of EU funds in our organization, offer customer support with consultations at every stage of application and project implementation with subsidies.

BGŻ BNP Paribas is a leader in financing EU investments in the agribusiness sector, and additionally has a significant share in financing projects with subsidies in the non-agro sector.

[Read more](#)

### **EKO Leasing PolSEFF**

Eko Leasing PolSEFF is a product offered by our Bank in cooperation with the European Office for Reconstruction and Development. The product gives the possibility of implementing modern, energy-efficient solutions and technologies through leasing and obtaining an ecological bonus reducing the total cost of financing. When implementing the investment, customers can count on free engineering support of PolSEFF experts and simple procedures.

Leasing with the Ecological Premium enables the financing of energy-saving technologies in the amount of up to EUR 250 thousand for a period of 3 to 7 years. Funding may be covered by investments in machinery and equipment allowing to achieve at least 20% improvement in energy efficiency (including purchase and replacement of machines for the needs of energy-saving, based on accelerated analysis of energy savings or a free energy audit). Financing may also be provided for investments in high energy efficiency equipment selected from the List of Qualified Materials and Equipment available at [www.polseff2-leasing.org](http://www.polseff2-leasing.org). According to the recommendation of the European Commission, the product is available for small and medium enterprises.

[Read more](#)

### **Photovoltaic installation for prosumers**

In 2018, Bank BGŻ BNP Paribas established cooperation with Innogy Polska, under which individual customers can purchase a solar installation in the instalment system. By using the offer it is possible to finance up to 100% of the value of a solar installation from Innogy Polska. The loan period allows for repayment of the loan up to PLN 60 thousand for the period of up to 120 months. A client who applies for a loan to finance ecological energy sources should attach to the loan application: contract, cost estimate or installation project with the mentioned costs as justification for the loan amount requested.

*– Photovoltaic installations are becoming more and more popular in Poland. Only last year in Poland, over 12,500 new microinstallations were connected to the network. Despite the high interest of recipients of this type of solutions, their financing remains the biggest barrier. Therefore, from the point of view of Innogy Polska, the most important thing is to provide our customers with complementary products both in terms of technology, but also having an attractive form of financing.– Michał Skorupa, Head of Photovoltaic Projects at Innogy Polska*

*– The instalment loan offered in cooperation with Innogy Polska constitutes a simple and convenient solution for individuals who already want to use the savings that ecological installations give. In order to finalize, for example, photovoltaic investments, the client does not have to wait for the collection of appropriate funds. Thanks to the attractive financing offer, he can take advantage of ecological solutions today, and thus – start saving. – Krzysztof Wojciechowski, Managing Director of Consumer Finance Sales Line at Bank BGŻ BNP Paribas*

[Read more](#)

Cooperation with Innogy is another element of the Photovoltaic for prosumers program functioning in our organization for two years. Bank BGŻ BNP Paribas offers an instalment loan for financing ecological energy sources from 2017. The offer is addressed to retail clients and enables financing the purchase of: photovoltaic installations, water heaters, heat pumps, recuperators and home wind farms.

#### **The range of products that can be credited:**

- solar panels,
- photovoltaic installations,
- solar water heaters,
- heat pumps,
- biomass boilers,
- heat recovery units,
- home wind farms,
- other goods used to obtain energy from renewable sources.

The offer is available from several hundred Bank partners, including the leading market players involved in the sale and installation of high quality photovoltaic installations.

#### [Read more](#)

- tens of millions of lending to finance the installation of renewable energy for individual customers,
- several thousand photovoltaic installations financed in 2018,
- several hundred bank partners in the program,
- 95 months – average loan period.

#### **Thermo-modernization loans for housing communities**

In January 2017, our Bank established cooperation with Bank Gospodarstwa Krajowego regarding the Thermo-modernization and Renovation Fund regarding the thermo-modernization loan offer for Housing Communities. This is how the Pakiet Lider Wspólnot was created – a set of transactional banking products and services tailored to the specifics of housing communities, with free running current account, auxiliary accounts and savings account, access to electronic and telephone banking and online transfers in PLN, as well as two products with a bonus from BGK: thermo-modernization loan or renovation credit.

Clients holding the Pakiet Lider Wspólnot can take advantage of the investment loan offer for renovation or modernization of the common property. The loan is granted on attractive terms, the housing community without own contribution can get financing up to PLN 500 thousand. Bank BGŻ BNP Paribas also offers a loan with a BGK bonus, which allows to get a refund of the investment costs up to 20%. Customers choosing this option can obtain financing in the amount of up to PLN 1 million. In both cases, the loan term is up to 15 years.

In 2018, the value of financing for housing communities granted under Thermo-modernization loans was PLN 3.7 million.

*– While creating the offer, we wanted to propose solutions that best meet the needs and expectations of housing communities and managers. In addition to basic banking services, in cooperation with our partner Concordia Polska TUW, we also offer property insurance for the community, including buildings, playgrounds, lighting, benches from random events and vandalism, as well as third party liability insurance.– Marcin Grabiszewski, Director of the Mortgage Banking Development Bureau at Bank BGŻ BNP Paribas.*

[Read more](#)

### ***Establishment of the Office for International Financial Institutions and Sustainable Development Programs***

**[GRI 103]**

Bank BGŻ BNP Paribas develops a financing and support program for environment-friendly projects. In June 2018, our Bank established the Office for International Financial Institutions and Sustainable Development Programs, whose aim is to identify and implement development programs in the Bank related to energy efficiency, the use of renewable energy sources, electro mobility and environmental protection. The Office cooperates with domestic and international financial institutions – such as the European Investment Bank and Bank Gospodarstwa Krajowego – as well as with other national and European public institutions. The programs implemented by the Office are directed to all market segments, individual clients, individual farmers, housing communities, micro, small and medium and large companies. The Office consolidates all the Bank's projects in the above-mentioned areas, and its aim is to obtain financing of pro-ecological projects in the form of credit lines and guarantees, providing clients with technical assistance and promoting pro-ecological behaviour.

*– Sustainable development and environmentally friendly projects are one of the elements of the Bank's CSR strategy for 2018-2021. We create a Bank for a changing world in which issues related to ecology, including energy efficiency, play an important role. Due to the adopted strategy and the Bank's experience, we intend to intensify and expand our activities related to the creation of new sustainable development programs. In connection with this, we have established an Office for International Financial Institutions and Sustainable Development Programs. – Adam Hirny, Director of the International Financial Institutions and Sustainable Growth Programmes Bureau at BGŻ BNP Paribas*

[Learn more here.](#)

In the past, Bank BGŻ BNP Paribas was involved in initiatives implemented jointly with the European Investment Bank (EIB) and the European Bank for Reconstruction and Development (EBRD), whose aim was to support investments among SMEs contributing to lower energy consumption and reduction of carbon dioxide emissions to the atmosphere. As part of such programs as PolSEFF and Green Initiative, enterprises could use preferential financing conditions and technical support for projects.

## 5.2 Limiting the negative impact of operating activities

### Carbon Reduction 2020

Since 2017, when Bank BGŻ BNP Paribas joined the global program of the BNP Paribas Carbon Reduction Group 2020, we are implementing the program's objective – a plan to reduce CO<sub>2</sub> emissions per employee by 25% by 2020, as compared to 2012. To achieve this goal, we conduct a number of activities, including a policy of promoting energy efficiency by: minimizing energy consumption and the number of business trips, as well as gradually introducing hybrid cars into the fleet. We also implement a project for environmentally friendly new headquarters building and implement eco-initiatives for employees.

#### Raw materials consumption at BGŻ BNP Paribas

##### [GRI 302-1]

In order to reduce energy consumption in our organization, we use highly energy-saving devices and computer equipment. The systematic replacement of equipment at the Process Center and the application of the virtualization technique, which enables more efficient use of IT resources, we also contribute to the reduction of energy consumption. In addition, we systematically educate our employees in the area of energy-saving behaviour in everyday work.

The companies belonging to the Bank BGŻ BNP Paribas Group try to operate with respect for the natural environment. The Code of Conduct of the BNP Paribas Group applies to all companies, including general issues related to environmental protection. Monitoring of environmental indicators is conducted at the level of the BNP Paribas Group, but some of the companies additionally implement their own policies and good practices in the minimization of consumption of natural resources. Subsidiaries in the Bank Group, which are sub-tenants of space in the Bank's headquarters, implement good practices in the area of minimizing the use of resources in force at the Bank. This chapter presents data for the combined Bank and the Capital Group of the Bank (in accordance with the indicated scope), taking into account the consumption of the media of the acquired business of Raiffeisen Bank Polska for the period 1.11.2018-31.12.2018.

BNP Paribas Leasing Services Sp. z o.o. has a procedure for the use of company cars of the Leasing Solutions Group, setting CO<sub>2</sub> emission limits. It has implemented the Energy Consumption Procedure, the aim of which is to reduce carbon dioxide emissions by company equipment and installations, as well as the policy of reducing paper consumption, setting measurable goals and setting specific actions, including using only ecological paper (also for business cards and envelopes) and monitoring the quantity of ordered paper on a quarterly basis. Monitoring of environmental indicators at BNP Paribas Leasing Services and suppliers of the company is conducted by the BNP Paribas Leasing Solutions Group. The impact of the company's activities on the natural environment is minimized in accordance with the assumptions of Leasing Solutions Group procedures.

In 2018, the Bank Group reduced its energy consumption by 5,120 MWh compared to 2017. At the same time, we increased the use of energy from renewable sources by 2,424 MWh.

#### [GRI 302-4]

##### Energy consumption in 2018\*:

- Bank: 47,093 MWh
- Group: 47,583 MWh

\* Value calculated as total consumption of heat and electricity.

##### Energy consumption from renewable raw material:

- 18,424 MWh in 2018

##### CO<sub>2</sub> emission

We take care to reduce the emissivity of our activities. From 2012 to 2017, the total BNP Paribas Group companies reduced direct CO<sub>2</sub> emissions per employee by 15%. In 2018, the Bank's Group reduced indirect greenhouse gas emissions by 3.5 tons of CO<sub>2</sub>. We owe the reduction of emissions primarily to increasing purchases of energy from renewable sources as well as reducing the energy consumption which we observed in the organization in 2018.

#### [GRI 305-2]

INDIRECT EMISSIONS IN THE BANK GROUP	GREENHOUSE GAS EMISSIONS [TCO <sub>2</sub> E]
Emission resulting from electricity purchased for the needs of the organization	6 221
Emission resulting from thermal energy purchased for the needs of the organization	4 774
Emission resulting from the energy for cooling or steam purchased for the organization's needs	1 609
Total of indirect emissions	12 612



**[GRI 305-5]**

**Total of indirect emissions in 2018:**

- Bank: 11,362 tons
- Group: 12,612 tons

**[GRI 307-1]**

In 2018, no penalties or non-monetary sanctions were imposed on our organization for non-compliance with laws and regulations regarding environmental protection.

***Initiatives for eco-mobility***

We systematically run and continuously expand the range of initiatives of our organization for saving resources. We encourage our employees to use alternative means of transport, we teach safe and economical driving, we show that each of us can have an impact on the level of paper and water consumption in the organization. Our activities bring good results and are well perceived among employees.



## Eco-Fleet

For several years, our organization has been introducing a hybrid car to the banking car fleet, which makes it possible to reduce harmful emissions to the environment. Cars with hybrid drive combine both the characteristics of the electric and petrol engine. As a result, it is possible to reduce the emission of harmful substances to the environment. When stationary, the hybrid engine does not burn fuel, and when it moves without sudden accelerations – uses the battery's energy to drive the electric motor. The hybrid drive gives real benefits primarily in the city, where cars often stand in traffic jams and move more slowly. Hybrid cars were delivered by Arval Service Lease Polska (a BNP Paribas Group entity) under a long-term lease agreement. The cars have been delegated to cities where the smog phenomenon is most common.

The Eco-fleet program is not only about replacing cars with more ecological ones – it is a whole range of activities such as trainings conducted as part of the Safe Driving Academy project, which aim is to raise awareness about road safety and improve driving techniques so that every day reduce, among others fuel consumption.

Eco-fleet is also an initiative related to replacing the use of company cars by using the car sharing option available in many provincial cities. As part of the CSR Days, our Bank conducted an educational campaign related to hybrid cars and enabled employees to test cars for two months.

AT THE END OF 2018, THERE WERE 64 HYBRID CARS IN THE BANK'S FLEET. IN SUBSEQUENT YEARS, THE BANK WILL DEVELOP THE SHARE OF HYBRID CARS IN THE FLEET.

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WE ARE ENCOURAGED BY THE POSITIVE RESULTS OF OUR ACTIONS – THANKS TO THE IMPLEMENTATION OF THE HYBRID POLICY IN 2018, WE MANAGED TO REDUCE THE CO<sub>2</sub> EMISSIONS RESULTING FROM THE USE OF THE COMPANY'S FLEET BY 31%.

## Carpooling

As part of promoting ecological behaviour among the employees of our Bank, the Fleet Management and Insurance Team prepared a SINGU Carpooling application for employees from Krakow, allowing them to use the shared commute program after logging in. With the new application, employees can commute to work together. In this way, they act ecologically; four employees driving one car means three cars less on the road. Employees using carpooling also save money, because fuel costs are shared among all, as well as time – they are entitled to a free parking space. In addition, traveling together creates opportunities for making new friends and getting to know your colleagues better.

## Carsharing

In 2018, our employees began using Traficar's carsharing program – renting cars for hours or even minutes. Using carsharing means cleaner air; all Traficar cars meet the Euro6 standard, which reduces dust emissions by more than 96% in relation to Euro1, and 85% for nitrogen oxides and hydrocarbons. Carsharing also includes free sidewalks and parking spaces in the city centre.

2018

Thanks to the car sharing economy, the Bank not only contributes to reducing the number of vehicles moving around the city, but also participates in promoting pro-social and pro-ecological attitudes.

## Key figures:

**970**

reservations in 2018

**30** thousand

of kilometres travelled

### Safe Driving Academy

The Safe Driving Academy, implemented since 2017 at our Bank, is a safe driving training program for all users of company cars at the Bank. For employees who do not use company cars, monthly competitions on safe driving and traffic law are held, in which the main prize is the participation in a full-day training of the Safe Driving Academy. The goal of the action is to increase awareness of road safety, improvement of driving techniques, reduction of fleet loss and reduction of fuel consumption. The program brings good results, and therefore we plan to expand it. In 2019, the Academy's program will be expanded to include a preventive campaign and a series of e-learning trainings for drivers.

## Key figures:

**22**

trainings of the Safe Driving Academy in 2018

**180**

trained users of company cars

### Preventive training

From 2018, employees of our organization receiving company cars participate in trainings in the field of procedures, car's life cycle, its mechanics, prevention and proper navigation on roads. The intranet site dedicated to users of company cars has been updated to the preventive training project.

*– During each meeting with our employees who are users of company cars, we try to make them aware how often inconspicuous and everyday negatively habits that affect safety in the event of a road hazard. In addition, when discussing the subject of internal procedures or mechanics of the car, we provide a substantive charge for the user, thanks to which he will not only improve his safety, but also will be able to efficiently operate in an emergency situation on the road. – Adrian Chajec – Senior Specialist in Administration, Car Fleet Management and Insurance of Bank BGŻ BNP Paribas*



### **Cycle to work**

Cycling to Work is an initiative that works dynamically at the Krakow headquarters of our Bank. Our Bank joined the Cycle to work project of the City of Krakow. The assumption of the action was to completely abandon cars and replace this means of transport by bicycle. To improve the action and encourage it, the bicycle room was revitalized, a professional repair station was built and the number of parking spaces for bicycles increased.

Bank BGŻ BNP Paribas regularly undertakes projects aimed at raising employees' awareness of individual impact on the environment. We celebrate Car Free Day, which is a great opportunity to promote eco-transport. The promotion of bicycles as an ecological means of transport in everyday commuting to work is already a permanent element of the corporate social responsibility policy of the company. Employees have at their disposal a guarded bicycle parking and showers. Customers and employees in the Bank's branches have access to bicycle racks in front of the majority of branches. The Bank promotes responsible business trip planning, the availability of tele- and video-conferencing and limiting training trips by providing e-learning training.

– We try to restrict business travels by choosing collective transport, car sharing and car pooling, and – when possible – teleconferences and videoconferences. However, it is impossible to completely eliminate cars from our work. Turning cars with traditional drive for hybrid cars, we want to show our environmental awareness and give an example of how big companies can reduce environmental pollution. This activity is consistent with our concept including functioning of branches, where every day we try to show concern for the environment and promote ecological awareness. – Marek Andruchów, Head of the Car Fleet Management and Insurance of Bank BGŻ BNP Paribas

More [here](#) i [here](#).

#### [GRI 301-1]

##### **Consumption of gasoline and heating oil at the Bank:**

- 596,454 of ON litres in 2018  
614,964 of ON litres in 2017
- 1,076,029 of PB litres in 2018  
933,589 of PB litres in 2017

##### **Business travels at Bank BGŻ BNP Paribas:**

###### **By car:**

- 23,391,258 of kilometres in 2018  
21,919,265 of kilometres in 2017

###### **By plane:**

- 2,592,917.27 of kilometres in 2018  
2,653,306 of kilometres in 2017

###### **By train:**

- 3,451,987 of kilometres in 2018  
3,610,988 of kilometres in 2017

In 2018, compared to the previous year, our organization reduced the scale of air travel by 60,389 km. We also reduced travel by trains – by 159,001 km. It increased – by 1,471,993 km - the length of car trips. The increase was caused by the Bank's merger and the integration process as a result of the acquisition of Raiffeisen Bank Polska's core business. The use of unleaded petrol has also increased – by 142,440 litres. Thanks to the systematic change of the fleet, we reduced the consumption of diesel oil by 18,510 litres.

## Promotion of eco-attitude

### [GRI 303-1]

In the offices of our Bank, solutions are implemented aimed at reduction of the use of water. The applied hydraulic devices have mechanisms that reduce water consumption several times. Wherever possible, dishwashing in dishwashers is promoted. The equipment used in the bank gives the possibility of using eco-friendly washing programs. In 2018, the Bank Group reduced water consumption by 6,076m<sup>3</sup> compared to 2017.

#### Water consumption in 2018:

- Bank: 64,334 m<sup>3</sup>
- Group: 67,188 m<sup>3</sup>

We use eco-friendly paper with reduced basis weight in the Bank's headquarters buildings. We encourage our employees and clients to use electronic documents and print materials only when it is necessary. In order to reduce the use of paper, we implement rules regarding the electronic distribution of correspondence and work on electronic documents saved on network resources. We also undertake various initiatives aimed at building ecological awareness among employees. In 2018, our organization reduced paper consumption by 32 tons compared to 2017.

#### Printer paper consumption in the Bank:

- 239,83 tons in 2018  
272,03 tons in 2017



#### **“Pasieka pod gwiazdami” (“Apiary under the stars”) on the roof of the Bank’s headquarters**

From June 2017 on the roof of the BGŻ BNP Paribas Head Office building at Kasprzaka in Warsaw Wola honey bees live in three beehives. For “Pasieka pod gwiazdami” (“Apiary under the stars”) is the contribution of our organization to a sustainable urban ecosystem. Thanks to the apiary, we managed to take care of plants on nearby plots, in parks and gardens. The creation of insect-friendly conditions translates into an increase in the surrounding crops by up to several dozen percent, affects the quality of fruit and seeds of plants, and as a result, increases biodiversity in our environment. Bees who live on Kasprzaka are taken care of by Pszczelarium company and properly trained employees of the Bank. In 2018, we managed to collect as much as 90 kg of honey in “Pasieka pod gwiazdami” (“Apiary under the stars”).

## **Key figures:**

**90 kg**

of honey collected in  
2018

2018



## CSR days

CSR Days is an initiative of Bank BGŻ BNP Paribas organized for 4 years and aimed at dissemination and promotion of knowledge about sustainable development among employees of our organization. It is the action by which we teach ourselves and others how small changes in everyday habits can affect not only the condition of the natural environment, but also the better quality of life for each of us. Various events related to the celebration of CSR Days encourage our employees to take their own initiatives related to social responsibility.

In 2018, during the 4th edition of CSR Days, various initiatives related to the Bank's responsibility were presented. Employees were introduced to the subject of the positive impact of responsible financing and the driving force of volunteering, which Jurek Owsiak told our employees about. We talked about well-being, we counted bicycle kilometres and we collected funds to support children from Ukraine.

Once again, we brought the subject of social responsibility closer to our Bank. Our colleagues donated blood to the needy, visited bees on the roof of the Headquarters, encouraged to eco-transport and lead a healthy lifestyle.

In addition, during the CSR 2018 Days:

- in cooperation with the Regional Center for Blood Donation and Blood Treatment in Warsaw and Krakow, we have organized the "Krwinka" ("Blood Donation Day") campaign for the 9th time. In total, 85 out of 125 employees of the Bank who volunteered for the action, gave 38 litres of blood
- we promoted employee volunteering
- we celebrated the 3rd birthday of the Dream up program, in which nearly 50 children from Warsaw Praga learn music under the guidance of the best teachers
- we checked the knowledge of the Bank's employees on the responsible activities of our organization and the Foundation through a quiz. 151 employees participated in the educational game. The best received eco-gadgets
- we discussed the subject of financing social organizations
- we have brought closer the subject of climate problems and ways to combat the environmental degradation available to each of us. During CSR Days, we changed cars for bicycles and travelled 536 kilometres
- on the occasion of the round anniversary of bee life on the roof of our headquarters, we organized a contest for the name of honey. The authors of the 20 most interesting answers participated in beekeeping workshops and personally met our bees
- we promoted healthy eating habits – at diet workshops we could listen to the facts and myths of healthy nutrition and what to follow when choosing products in everyday shopping
- we encouraged to care for our physical condition – we encouraged employees to use the stairs instead of the elevator and counting the steps



## 5.3 Partnerships in initiatives around climate change

One of many important obligations determined in the CSR Strategy of our organization for 2018-2021 is fight against the climate change and supporting low-emission economy. To fulfil this commitment, we undertake many different activities.

**[GRI 102-12], [GRI 102-13]**

### **Involvement of Bank's experts**

Experts from our Bank systematically engage in consultations and activities aimed at increasing the share of renewable energy sources (RES) in the energy balance of Poland. They participate in the work of a special working group at the Polish Bank Association dedicated to financing in the context of the Act on renewable energy sources. Specialists from our organization also participated in the work of the Renewable Energy Council at the Confederation of Lewiatan, which gives opinions on legal regulations and strategic documents regarding the development of renewable energy sources, energy and climate policy of Poland and the EU. Our commitment to financing renewable energy is part of the strategy of the entire BNP Paribas Group, which declared a doubling (up to EUR 15 billion) of its commitment to financing renewable energy and energy transformation at the end of 2020 at the Climate Conference in Paris in 2015.

According to the guidelines of the International Energy Agency, which aim to keep global warming below 2°C by the end of the present century, the use of fossil fuels should be limited, starting with oil and gas from shale deposits and oil from tar sands, whose extraction and production emit large greenhouse gases and adversely affect the environment. In connection with these guidelines, the BNP Paribas Group has decided to stop funding clients who do not undertake active measures for the transformation towards a low-emission economy. The Bank will not participate in financing projects of oil extraction from shale deposits and oil sands, it also ceases to finance projects for oil and gas extraction from the Arctic fields. In addition, the Group also withdraws from financing coal mines and coal-fired power plants. On the other hand, BNP Paribas will continue to support energy sector partners who are taking major steps towards energy transformation.

Since July 2017, when our Bank became a supporting member of the Polish Association of Sustainable Agriculture ASAP, as an organization, we propagate among our customers the idea of sustainable agriculture, thus bringing environmental and social benefits. Our experts participated substantively in creating training materials in the field of financing in sustainable farms. In addition, a specially appointed banking team of RES and AGRO experts supported clients who planned pro-ecological undertakings and fostered a sustainable economy and energy transformation of the Polish economy.

### **United Nations Global Compact Partnership**



Bank BGŻ BNP Paribas became a partner of the Global Compact Network Poland anti-smog campaign named "The first day without smog" ("Pierwsza doba bez smogu"). The campaign is aimed at gathering the widest possible coalition of people who are involved in spreading awareness concerning the problem of smog and possible remedial actions. It was created on the basis of the GCNP "SDG11 – Sustainable Cities" program. As part of the partnership, our Bank supports the campaign and other activities of Global Compact Network Poland aimed at promoting ecological attitudes.

Smog is an invisible killer. According to data from the World Health Organization as of May 2018, it causes 7 million deaths annually. According to data from the European Environment Agency, over 46 thousand people a year die of contaminated air in Poland.

The reasons of the occurrence of smog are numerous, but all of them lie in human activity. The problem is caused by: ineffective and low-quality heating systems, rubbish burning, use of low-quality coal for heating houses, non-insulated houses, a large number of cars (including those older than 5 years) and industry.

What is necessary to change is, primarily, the increase in the awareness of the society, in particular the inhabitants of cities and towns, and the inclusion of local self-government authorities in the activities. The next step is to develop new habits and implement concrete changes to life by policy makers at the national, regional and local levels.

**Read what you can do to make the smog less:** [www.pierwszadobabezsmogu.pl](http://www.pierwszadobabezsmogu.pl)

#### **Bank in COP24**

Representatives of over 20 companies – Polish branches of international corporations, but also small and medium enterprises and organizations – received awards for the contribution to sustainable development granted by United Nations Global Compact Poland.

Our Bank received the Business Award for Architects of Development for its commitment to the SDG11 Sustainable Cities Program through financing energy efficiency and pro-ecological projects, which support the fight against climate change. The award was received by Jarosław Rot, the managing director of ALM Treasury on behalf of the Bank.

The awarding ceremony was an element of the City for Climate Summit. During the event, the new UNGCNP report “Sustainable cities. Improvement of air quality in Poland” was presented. The Bank is a partner of the mentioned report. The report includes an article concerning The concept of commercial bank participation in the “Clean Air” program by Adam Hirny, Adam Hirny, Director of the International Financial Institutions and Sustainable Growth Programmes Bureau at BGŻ BNP Paribas.

[See also](#)



### **Climate commitment of 5 banks at COP24**

During COP24 – the United Nations Climate Summit organized in December 2018 in Katowice – five banks, including BNP Paribas, undertook a joint commitment to minimize global warming by supporting the objective described in article 21c of the Paris Agreement: “Reconciliation of financial flows with a path leading to low greenhouse gas emissions and development resistant to climate change”.

The global UN climate conference in Katowice ended on 15 December 2018 by signing of a “road map” of the implementation of the Paris Agreement of 2015, the “Katowice Package”. The document emphasizes the urgent need for all countries to increase ambition in climate policy in order to minimize the impact of climate change. According to the Intergovernmental Panel on Climate Change report, the world is on the way to the increase of global temperature of up to 3.1 – 3.7 Celsius degrees. This means that the efforts made to limit the average temperature increase are insufficient, and the main task of individual countries participating in COP24 should be to stop global warming at the level of 2 or 1.5 Celsius degrees, which is above the average temperature from the period before the industrial revolution.

The mentioned commitment was signed by five international banks: ING, BBVA, Société Générale, Standard Chartered and BNP Paribas. All of them made a commitment to measure their loan portfolio adjustment in terms of global climate goals and analyse methods of gradual management of cash flows to be directed through the key lending activities in order to achieve the objectives of the Paris Agreement. The Coalition also committed to develop methods and tools for open programming to measure the compliance of loan portfolios with the objectives of the Paris Agreement. Generally, the goal is to design such financial services that are needed to support customers in the transition to a low-carbon economy.



Key features of the signed commitment:

- Co-creation. Working together to create tools and indicators needed to support the contribution, in cooperation with organizations such as 2 Investing Initiative.
- Effective targeting. Focusing on those sectors of the economy that are responsible for the highest CO<sub>2</sub> emissions into the atmosphere – sectors crucial for the transition of industry to a low-carbon economy.
- Focus on engagement. The commitment is about working with clients in the process of their transformation.
- Adaptation to a given sector. Each sector has its own path of transition to a low-carbon economy, which is why a sectoral approach and key strategies are needed for the sectors concerned.
- Foresight. Using perspective data for planning investment support.
- Reliance on scientific achievements. Ensuring that the Bank and its clients will support the transition from assets with high CO<sub>2</sub> emissions to low-carbon assets, in line with the scenarios based on scientific research.

*– In order to be able to finance energy transformation, we have to measure and monitor the impact of our loan portfolio on achieving climate objectives, in line with the Paris Agreement. We actively engage in and work on this topic, and we support the initiative, which aims to create common tools and indicators for the financial sector. – Jean-Laurent Bonnafé, CEO at BNP Paribas*

## 6. About the Report

**[GRI 102-45], [GRI 102-49], [GRI 102-50], [GRI 102-51], [GRI 102-52]**

Bank BGŻ BNP Paribas has been collecting non-financial data since 2010, and since 2011 publishes annual social reports containing non-financial data according to GRI (Global Reporting Initiative) guidelines. Publications are available on the Bank's website, at: <https://www.bgzbnpparibas.pl/csr/raporty-csr>. As regards the previous publication: The CSR report for 2017 was published in July 2018, while in March 2018, together with the Management Board report, a Report on the non-financial information of Bank BGŻ BNP Paribas S.A. and the Capital Group of BGŻ BNP Paribas S.A. in 2017 was published.

The BGŻ BNP Paribas CSR report for 2018 includes data from 1 January to 31 December 2018 (including data presenting the organization's operation after acquisition of Raiffeisen Bank Polska S.A.'s core business, i.e. for the period between 1 November and 31 December 2018), excluding those fragments where the content indicates otherwise. The scope of reported data concerns Bank BGŻ BNP Paribas S.A. and includes information on the Bank BGŻ BNP Paribas S.A. Capital Group (in the material referred to as: Bank Group, Bank Capital Group, BGŻ BNPP Group).

In connection with the fulfilment of the requirements of the amended Polish Accounting Act, which implements the guidelines of the EU Directive 2014/95 regarding the disclosure of non-financial data, the present CSR Report of BGŻ BNP Paribas covers non-financial information regarding the Bank BGŻ BNP Paribas S.A. Capital Group in 2018. The document (CSR Report of the Bank) constitutes an attachment to the Management Board report on the activities of Bank BGŻ BNP Paribas S.A. in 2018 and is available on the Bank's website in the periodic reports of Bank BGŻ BNP Paribas S.A.

As regards non-financial data related to the Capital Group, CSR Report of Bank BGŻ BNP Paribas S.A. for 2018 includes the information on the following entities:

- Bank BGŻ BNP Paribas S.A. – as the parent company,
- Towarzystwo Funduszy Inwestycyjnych BGŻ BNP Paribas S.A.,
- Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A. (currently Riviera Towarzystwo Funduszy Inwestycyjnych S.A.),
- BNP Paribas Leasing Services Sp. z o.o.,
- BNP Paribas Group Service Center S.A.,
- BNP Paribas Financial Services Spółka z o.o. (former Raiffeisen Financial Services Polska Sp. z o.o.),
- BNP Paribas Solutions Spółka z o.o. (former Raiffeisen Solutions Sp. z o.o.),
- Campus Leszno Sp. z o.o.,

Due to the lack of operational activity and, consequently, the lack of relevant non-financial information, the Report does not include data on the Bankowy Fundusz Nieruchomościowy Actus Spółka z o.o. and BGŻ Poland ABS1 DAC.

Bank BGŽ BNP Paribas S.A. is the parent entity of the Bank BGŽ BNP Paribas S.A. Capital Group. For this reason, the key documents and guidelines adopted by the Bank are implemented by entities of the Capital Group.

**[GRI 102-48], [GRI 102-54], [GRI 102-56]**

The Report was prepared in accordance with the Global Reporting Initiative Standards (GRI Standards) in the Core version. Both profile and specific indicators were reported within the issues identified as significant, as well as sector indicators specific for the financial sector. No adjustments were made to the information contained in previous reports. The Report has not been subject to external verification.

**[GRI 101]**

The Report was prepared in accordance with 10 GRI principles regarding:

- defining the content (Materiality, Sustainability context, Stakeholders inclusiveness, Completeness)
- quality of the presented data (Balance, Reliability, Comparability, Accuracy, Timeliness, Transparency).

**[GRI 102-43], [GRI 102-44], [GRI 102-46] [GRI 102-47]**

**Significant issues**

The process of defining content consisted of three stages: analysis and identification of aspects of sustainable development and responsible business that are important for the Bank; prioritization – assessing the relevance of topics from the perspective of internal and external stakeholders. A questionnaire survey was conducted as part of this stage. The survey involved: 240 internal stakeholders and 29 external stakeholders. As part of the validation stage, the key topics included in the Report were discussed by the management team.

Key topics identified as significant from the perspective of the Bank's responsibility:

Topic	CSR Strategy Pillar	Page
Responsible sale of products and services	Economic responsibility	65
Ethics in internal and external relations	Economic responsibility, Responsibility in the workplace	36, 50
Responsible communication	Economic responsibility	65
Offering products and services responding to social and environmental challenges	Economic responsibility, environmental responsibility	53, 146
Increasing the availability of products and services	Social responsibility, economic responsibility	108
Respect for human rights in business	Economic responsibility, social responsibility	125
A friendly workplace and responsible employment management	Responsibility in the workplace	80, 84
Employee education and development	Responsibility in the workplace	100
Employee volunteering	Social responsibility, Responsibility in the workplace	116, 119, 122
Philanthropic activities (including projects of the BGŻ BNP Paribas Foundation)	Social responsibility	124, 132, 140

#### [GRI 103-1], [GRI 103-2], [GRI 103-3]

The Report discusses the approach to the management of the topics identified as significant along with the evaluation of undertaken activities and good practices supporting individual dimensions of the Bank's responsibility.

#### [GRI 102-53]

Thank you for reading the contents of the CSR Report of BGŻ BNP Paribas for 2018.

We invite you to follow the CSR – Corporate Social Responsibility tab on the Bank's website:

<https://www.bgzbnpparibas.pl/csr>

and to contact the CSR Bureau– Corporate Social Responsibility Bureau: [csr@bgzbnpparibas.pl](mailto:csr@bgzbnpparibas.pl)

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**WE WOULD LIKE TO EXPRESS OUR GRATITUDE  
TO THE EMPLOYEES OF BANK BGŻ BNP  
PARIBAS AND THE GROUP FOR THEIR ACTIVE  
INVOLVEMENT IN THE IMPLEMENTATION OF  
CSR ACTIVITIES AND CONTRIBUTION TO THE  
PREPARATION OF THE PRESENT PUBLICATION!**

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*I would like to thank all the readers of CSR Report!*

*Best regards,*

*Maria Krawczyńska*

*CSR Manager*

*CSR Bureau*

*[maria.krawczynska@bgzbnpparibas.pl](mailto:maria.krawczynska@bgzbnpparibas.pl)*



## 7. GRI table

[GRI 102-55]

Number of indicator	Name of indicator	Level	Reported for 2018	Section	Subsection	Page
Universal Standards						
GRI 101	Assumptions and legal of reporting	CORE	X	About the Report	About the Report	165
Wskaźniki profilowe						
Profil organizacji			X			
GRI 102-1	Name of organization	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-2	Activities, brands, products and services	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-3	Location of headquarters	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-4	Location of operations	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-5	Ownership and legal form	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-6	Markets served	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-7	Scale of the organization	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
GRI 102-8	Information on employee and other workers	CORE	X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
GRI 102-9	Supply chain	CORE	X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Responsible financing	51
GRI 102-10	Significant changes to the organization and its supply chain	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas;	7
					Acquisition of the Core Business of Raiffeisen Bank Polska S.A.;	25
					Bank BGŻ BNP Paribas history	28
GRI 102-11	Precautionary Principle or approach	CORE	X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 102-12	External initiatives	CORE	X	About the Bank BGŻ BNP Paribas;	Partnerships of Bank BGŻ BNP Paribas;	44
				Social responsibility of Bank BGŻ BNP Paribas – The Bank as a good neighbor	Availability of products and services;	108
				Environmental responsibility in Bank BGŻ BNP Paribas- The Bank as a friend of nature	Helping is cool;	119
					Partnerships in initiatives around climate change	161
GRI 102-13	Membership of associations	CORE	X	About the Bank BGŻ BNP Paribas;	Partnerships of Bank BGŻ BNP Paribas;	44
				Social responsibility of Bank BGŻ BNP Paribas – The Bank as a good neighbour	Availability of products and services;	108
				Environmental responsibility in Bank BGŻ BNP Paribas- The Bank as a friend of nature	Helping is cool;	119
					Partnerships in initiatives around climate change	161

Number of indicator	Name of indicator	Level	Reported for 2018	Section	Subsection	Page
Strategy			X			
GRI 102-14	Statement from senior decision-maker	CORE	X	Letter of the President of the Management Board; About the Bank BGŻ BNP Paribas	Fast Forward – new strategy of Bank BGŻ BNP Paribas	26
GRI 102-15	Key impacts, risk, and opportunities		X	Letter of the President of the Management Board; About the Bank BGŻ BNP Paribas	Acquisition of the Core Business of Raiffeisen Bank Polska S.A.;	25
					Fast Forward – new strategy of Bank BGŻ BNP Paribas	26
Ethics and Integrity			X			
GRI 102-16	Values, principles, standars, and norms of behavior	CORE	X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 102-17	Mechanisms for advice and concerns about ethics		X	About the Bank BGŻ BNP Paribas	Organizational governance	33
Organizational governance			X			
GRI 102-18	Governance structure	CORE	X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
Stakeholder Engagement			X			
GRI 102-40	List of stakeholder groups	CORE	X	About the Report	Transparency and openness	59
GRI 102-41	Collective bargaining agreements	CORE	X	Responsibility in the workplace – The Bank as a good employer	HR Management	84
GRI 102-42	Identifying and selecting stakeholders	CORE	X	About the Bank BGŻ BNP Paribas; Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Corporate Social Responsibility in Bank BGŻ BNP Paribas;	29
					Transparency and openness	59
GRI 102-43	Approach to stakeholders engagement	CORE	X	About the Bank BGŻ BNP Paribas; Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Corporate Social Responsibility in Bank BGŻ BNP Paribas;	29
					Transparency and openness	59
GRI 102-44	Key topics and concerns raised	CORE	X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator; About the Report	Transparency and openness	59
Identified Material Aspects and Boundaries			X			
GRI 102-45	Entities included in the consolidated financial statements	CORE	X	About the Report	About the Report	165
GRI 102-46	Defining report in the consolidated statements	CORE	X	About the Report	About the Report	165
GRI 102-47	List of material topics	CORE	X	About the Report	About the Report	165
GRI 102-48	Restatements of information	CORE	X	About the Report	About the Report	165
GRI 102-49	Changes in reporting	CORE	X	About the Report	About the Report	165
GRI 102-50	Reporting period	CORE	X	About the Report	About the Report	165
GRI 102-51	Date of most recent report.	CORE	X	About the Report	About the Report	165
GRI 102-52	Reporting cycle	CORE	X	About the Report	About the Report	165
GRI 102-53	Contact point for questions regarding the report	CORE	X	About the Report	About the Report	165
GRI 102-54	Claims of reporting in accordance with the GRI Standards	CORE	X	About the Report	About the Report	165
GRI 102-55	GRI content index	CORE	X	About the Report	About the Report	165
GRI 102-56	External assurance	CORE	X	About the Report	About the Report	165

Number of indicator	Name of indicator	Level	Reported for 2018	Section	Subsection	Page
Disclosures on Management Approach			X			
GRI 103-1	Explanation of the material topic and its boundary	CORE	X	About the Report;  Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator;	About the Report	165
GRI 103-2	The management approach and its components	CORE	X			
GRI 103-3	Evaluation of the management approach	CORE	X	Responsibility in the workplace: The Bank as a good employer;  Social responsibility of Bank BGŻ BNP Paribas – The Bank as a good neighbor;  Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature.		
Standards						
Economic Standards						
Economic Standards			X			
GRI 201-1	Direct economic value generated and distributed		X	About the Bank BGŻ BNP Paribas	About the Bank BGŻ BNP Paribas	7
Market Presence			X			
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
Indirect Economic Impacts			X			
GRI 203-1	Infrastructure investments and services supported		X	Social responsibility of Bank BGŻ BNP Paribas – Tthe Bank as a good neighbour	Availability of products and services;	108
					Initiatives for local communities;	114
					Volunteering and social commitment;	116
					Helping is cool;	119
					Cyclical social campaigns,	122
					Employee philanthropy;	124
					Strengthening the role of women;	125
					Counteracting social exclusion;	132
					BGŻ BNP Paribas Foundation;	140
Sponsorship initiatives of Bank BGŻ BNP Paribas	140					
Procurement practices			X			
GRI 204-1	Proportion of spending on local suppliers		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Responsible financing	51
Anti-corruption			X			
GRI 205-1	Operations assessed for risks related to corruption		X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 205-2	Communication and training about anti-corruption policies and procedures		X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 205-3	Confirmed incidents of corruption and actions taken		X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Transparency and openness	59

Number of indicator	Name of indicator	Level	Reported for 2018	Section	Subsection	Page
<b>Environmental Standards</b>						
<b>Materials</b>			X			
GRI 301-1	Materials used by weight or volume		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
<b>Energy</b>			X			
GRI 302-1	Energy consumption within the organization		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
GRI 302-4	Reduction of energy consumption		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
<b>Water</b>			X			
GRI 303-1	Water withdrawal by source		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
<b>Emissions</b>			X			
GRI 305-2	Energy indirect (Scope 2) GHG emissions		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
GRI 305-5	Reduction of GHG emissions		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
<b>Compliance</b>			X			
GRI 307-1	Non-compliance with environmental laws and regulations		X	Environmental responsibility in Bank BGŻ BNP Paribas – The Bank as a friend of nature	Limiting the negative impact of operating activities	151
<b>Supplier Environmental Assessment</b>						
GRI 308-1	New suppliers that were screened using environmental criteria		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Responsible financing	51
<b>Social Standards</b>						
<b>Employment</b>			X			
GRI 401-2	Benefits provided to full-time employee that are not provided to temporary or part-time employees		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
GRI 401-3	Parental leave		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
<b>Labor/Management Relations</b>			X			
GRI 402-1	Minimum notice periods regarding operational changes		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
<b>Occupational Health and Safety</b>			X			
GRI 403-1	Workers representation in formal joint management-worker health and safety committees		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84

Number of indicator	Name of indicator	Level	Reported for 2018	Section	Subsection	Page
Training and Education			X			
GRI 404-1	Average hours of training per year per employee		X	Responsibility in the workplace: The Bank as a good employer	Development of the organization. Employee training	100
GRI 404-2	Programs for upgrading employee skills and transition assistance programs		X	Responsibility in the workplace: The Bank as a good employer	Development of the organization. Employee training	100
GRI 404-3	Percentage of employees receiving regular performance and career development reviews		X	Responsibility in the workplace: The Bank as a good employer	Development of the organization. Employee training	100
Diversity and Equal Opportunity			X			
GRI 405-1	Diversity of governance bodies and employees		X	Responsibility in the workplace: The Bank as a good employer	Diversity management	96
Non-discrimination			X			
GRI 406-1	Incidents of discriminations and corrective actions taken		X	Responsibility in the workplace: The Bank as a good employer	HR Management	84
Assessment			x			
GRI 412-1	Operations that have been subject to human rights reviews or impact assessments		X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 412-2	Employee training on human rights policies or procedures		X	About the Bank BGŻ BNP Paribas	Organizational governance	33
GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Responsible financing	51
Local Communities			X			
GRI 413-1	Operations with local community engagement, impact assesments, and development programs		X	Social responsibility of Bank BGŻ BNP Paribas – The Bank as a good neighbour	Volunteering and social commitment;	116
					Helping is cool;	119
					Cyclical social campaigns;	122
					Employee philanthropy;	124
					Strengthening the role of women;	125
					Counteracting social exclusion;	132
					BGŻ BNP Paribas Foundation;	140
					Sponsorship initiatives of Bank BGŻ BNP Paribas	140
Supplier Assessment for Impacts on Society			X			
GRI 414-1	New suppliers taht were screened using social criteria		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Responsible financing	51
GRI 417-3	Incidents of non-compliance concerning marketing communications		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Transparency and openness	59
Customer Privacy			X			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Transparency and openness	59
Socioeconomic Compliance			X			
GRI 419-1	Non-compliance with laws and regulations in the social and economic area		X	Economic responsibility of Bank BGŻ BNP Paribas – The Bank as an innovator	Transparency and openness	59