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CORPORATE SOCIAL RESPONSIBILITY REPORT  
2015

Disclaimer:

We took the utmost care in the collection and preparation of the data provided in this report. Nevertheless, the document may contain errors. Any statements regarding future developments or expectations expressed in this report are assumptions that were made based on the data and

information available at the time of preparation. Thus, unforeseeable events may lead to deviations from the projections and expectations expressed in such statements.

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# PREFACE



**Ladies and Gentlemen,**

The regular publication of a sustainability report is part of our consistent efforts to further strengthen sustainable action and thinking at our Bank. With this in mind, I am pleased to present you with our eighth Corporate Social Responsibility (CSR) Report.

It is important to us as BAWAG P.S.K. to live up to our corporate social responsibility. It is crucial for companies to strike the right balance between economic, ecological and social objectives. Examples such as the “New Chance” account, the continuation of the Volunteer Days, measures in the course of the Women’s Promotion Program, initiatives focusing on arts, education, and social issues and the new crowdfunding platform ([www.crowdfunding.at](http://www.crowdfunding.at)) help to improve the Bank’s general profile and positively distinguish us from our competitors.

The GRI Index, which contains our annual progress reports (Communication on Progress) as required by our membership in the UN Global Compact and the UN Global Compact Women’s Empowerment Principles (WEP), is being published in a separate document, but is an integral part of this CSR Report.

BAWAG P.S.K. joined the UN Global Compact in March 2009 and the WEP in October 2015, and has been committed to complying with the principles of these initiatives ever since. With over 12,000 participants, the UN Global Compact is now the world’s largest network for corporate social responsibility.

I would like to thank everyone whose commitment to sustainable and responsible business practices allowed BAWAG P.S.K. to live up to its social responsibilities and further increase its awareness of these responsibilities in 2015, and I hope to receive your continued support in the future.

Byron Haynes  
CEO and Chairman of the Managing Board

## **Note on the Corporate Social Responsibility Report 2015 and the GRI online document**

BAWAG P.S.K.’s current CSR Report describes new developments that have occurred and the progress that has been made in the area of sustainability in the last year, and is directly tied to the CSR Update 2014. Important aspects that pertain to 2016 and were already known at the time the report was being prepared were taken into account.

For the first time, the report was prepared in accordance with the new GRI G4 standard. The CSR Reports from recent years and the Bank’s annual reports can still be used as supplemental sources of information about BAWAG P.S.K.’s CSR activities. The detailed index of indicators for the Global Reporting Initiative and the UN Global Compact progress reports are available at <https://www.bawagpsk.com/CSR-Reports>.

# BAWAG P.S.K. AT A GLANCE

BAWAG P.S.K. Bank für Arbeit und Wirtschaft und Österreichische Postsparkasse Aktiengesellschaft (hereinafter BAWAG P.S.K.) is a non-listed stock corporation registered in Vienna. It was created by the merger of the two long-standing Austrian banks BAWAG and P.S.K., and has a number of specialized subsidiaries such as *easybank*. With 1.6 million retail and commercial banking customers, BAWAG P.S.K. is one of the largest banks in Austria and sees itself as a modern, service-oriented financial services provider offering sound market knowledge, holistic, individualized advisory and innovative products that are offered as part of a multi-channel strategy. Two-thirds of our loans and receivables are with Austrian customers.

## Business segments

The Bank focuses on three business segments:

**Retail Banking and Small Business** offers simple, fair and transparent products and services for retail customers and SMEs, including loans, savings, payment and card services, investment, insurance and leasing. These products are available nationwide in all of our branches and through our digital platform.

**Corporate Lending and Investments** provides loans and other financial services to Austrian companies and

international businesses. The international business focuses on corporate lending, commercial real estate projects and portfolio financing, primarily in Western Europe and the USA.

The **Treasury Services and Markets** segment encompasses all services in connection with the execution of hedging and investment transactions for the Group's treasury activities as well as the management of the Bank's portfolio of financial securities.

The Bank's goal is to be one of the most efficient financial institutions across Europe based on a capital-efficient business model with a low risk profile and low leverage. The core of our strategy is to offer simple, transparent and best-in-class products for our customers.

## Managing Board

Byron Haynes is the Chief Executive Officer (CEO) of BAWAG P.S.K. and the Chairman of the Managing Board. He is also responsible for the Retail Banking and Small Business segment. Corey Pinkston is the Managing Board member responsible for Corporate Lending and Investments as well as Treasury Services and Markets. Anas Abuzaakouk is the Chief Financial Officer, Stefan Barth is the Chief Risk Officer and Sat Shah is the Chief Operating Officer.

## STRATEGY

### Top-line growth in our core markets

Our aim is to grow our customer base in our core markets, namely Austria and Western developed economies with stable geopolitical and macroeconomic fundamentals.

### Making our customers' lives easier

We offer our customers the best experience and convenience when banking through our various digital and physical channels to build and maintain successful long-term customer relationships.

### Efficiency is the key to winning

Cost efficiency across all businesses and functions is critical to winning in a complex world with increased competition, tightening regulatory requirements and prolonged macroeconomic challenges.

### Safe and secure

A strong capital position, stable deposits and low and predictable risk costs are fundamental cornerstones for the execution of our business strategy across the Bank.

## 2015 – A SUCCESSFUL FINANCIAL YEAR FOR BAWAG P.S.K.

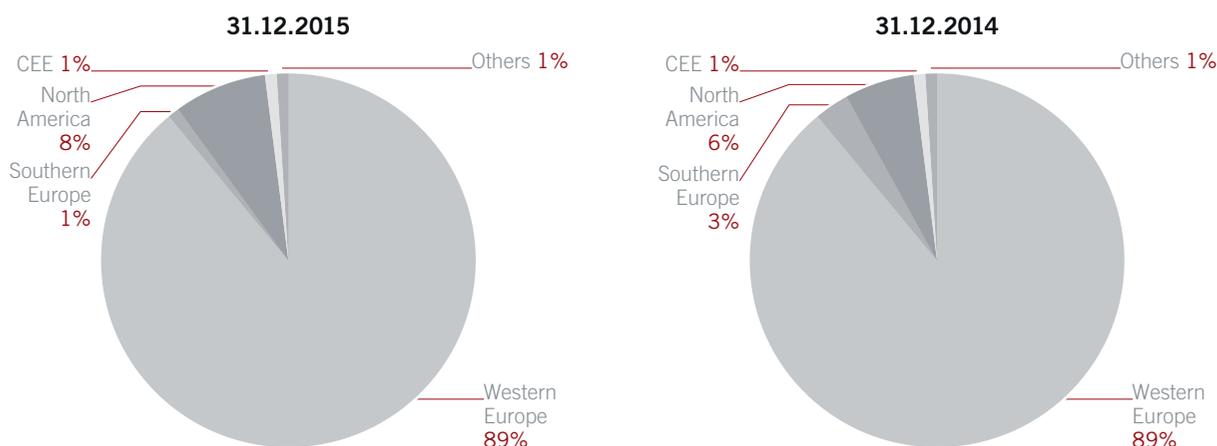
BAWAG P.S.K. once again had an outstanding year in 2015. Despite an environment characterized by low interest rates and weak economic growth, the Bank generated a record net profit of EUR 418 million, up 26% compared

with the previous year. This increase was mainly driven by higher core revenues, lower operating expenses and lower risk costs. Overall, BAWAG P.S.K. is one of the most profitable banks in Europe, with a return on equity of 16%.

### Key figures at a glance

| in EUR million                            | 2013   | 2014   | 2015   |
|---|--------|--------|--------|
| Core revenues                             | 752.4  | 874.8  | 908.2  |
| Net profit                                | 229.1  | 333.1  | 417.9  |
| Return on equity                          | 11.6%  | 14.9%  | 16.2%  |
| Cost-income ratio                         | 63.5%  | 51.6%  | 46.7%  |
| Risk costs / loans and receivables        | 0.40%  | 0.31%  | 0.17%  |
| Total assets                              | 36,402 | 34,651 | 35,515 |
| Customer loans and receivables            | 20,980 | 21,779 | 24,713 |
| Customer deposits                         | 22,013 | 21,135 | 21,695 |
| IFRS equity                               | 2,053  | 2,405  | 2,759  |
| Risk-weighted assets                      | 16,001 | 16,792 | 16,259 |
| Common Equity Tier 1 ratio (fully loaded) | 9.4%   | 12.1%  | 13.1%  |
| Total capital ratio (fully loaded)        | 13.9%  | 15.8%  | 16.0%  |
| NPL ratio                                 | 3.4%   | 2.8%   | 2.1%   |

### Geographical distribution of loans



### Rating upgrades

In July 2015, Moody’s validated BAWAG P.S.K.’s successful development into one of the most profitable and efficient banks across Europe by raising the Bank’s deposit, senior unsecured debt and issuer ratings to Baa1. In addition, the

agency changed the outlook to “positive,” upgraded the stand-alone rating to Baa3 (investment grade for the first time) and noted the Bank’s further upside potential.

In April 2016, Moody’s announced another rating upgrade. The Bank’s long-term deposit, senior unsecured debt and

issuer ratings were all raised by one notch from Baa1 to A3, and the outlook was maintained as “positive.” At the same time, the Bank’s stand-alone rating (baseline credit assessment) was upgraded to Baa2 and the senior subordinated debt rating to Baa3 (investment grade for the first time).

BAWAG P.S.K. has also been assigned sustainability ratings by major European agencies, including SUSTAINALYTICS and oekom research. This is important because many investors are now considering ecological and social aspects in their investment decisions. BAWAG P.S.K. strives to continuously improve its existing sustainability ratings.

#### **Numerous awards received**

*The Banker*, an international industry magazine for banks published by the *Financial Times*, selected BAWAG P.S.K. as “Bank of the Year 2015” in Austria for the first time. This award underlines the Bank’s successful strategic transformation in recent years.

This honor is awarded by a jury of editors and is based on submissions by selected banks, the “The Banker Top 1,000” database and the publishers’ knowledge of the market.

In addition, BAWAG P.S.K. and *easybank*, our direct bank subsidiary, received three important awards from the Austrian magazine *DerBörsianer* (“Best Bank in Austria,” “Best Universal Bank in Austria,” and “Best Direct Bank in Austria”). These awards are based on qualitative and quantitative criteria as part of a three-tiered scoring model.

BAWAG P.S.K.’s high standards of quality and service in various areas such as customer service, products and services as well as employee training and development were honored with numerous other awards in 2015:

- ▶ victor® Award (details on page 15)
- ▶ Beste Lehrbetriebe – Fit for Future 2015 state prize (details on page 18)
- ▶ Best Recruiter 2015/16 (details on page 20)

# CSR STRATEGY

The goals of BAWAG P.S.K.'s CSR activities are oriented towards the Bank's challenges in the areas of the

workplace and the environment as well as the strategic focus of the Bank's core business.

## CSR MISSION STATEMENT

BAWAG P.S.K.'s CSR mission statement forms the overarching structure for the focuses of action within the

Bank's CSR strategy. The associated measures are defined in the sustainability program.

| CSR topics   | Focuses of action for CSR                | For BAWAG P.S.K., CSR means  |
|--|--|--|
| Fairness and respect for the rights of present and future generations                            | Responsible action                       | ... acting in accordance with the ethical values of our Code of Conduct and the ten principles of the UN Global Compact.<br>... acting in accordance with the UN Global Compact Women's Empowerment Principles.<br>... providing the basis for responsible action by creating policies and guidelines.   |
| Strengthening relationships with stakeholders  | Dialogue with stakeholders               | ... facing the expectations and requirements placed on us with respect, an open ear and a willingness to engage in dialogue.<br>... pursuing an open, transparent information policy internally and externally.  |
| Appropriate products and services for every life circumstance and every stage of life            | Customer orientation                     | ... supporting society in urban and rural areas as an Austrian bank.<br>... providing multi-channel access to banking services for as many people as possible in Austria by actively combating social exclusion, based on a strong local presence, easy-to-understand financial products and barrier-free products and services.<br>... being a reliable partner for Austria's business community. |
| Appreciation and advancement of employees in every stage of life                                 | Staff development and training           | ... offering employees a healthy work environment in which they can advance their careers, appreciating employees, and encouraging their potential and their personal commitment for the good of society.  |
| Reducing our environmental impact so as not to endanger the basis of life for future generations | Environmental protection                 | ... keeping the environmental impact of products, services and day-to-day operations as low as possible and reporting about our progress on a regular basis.   |
| Charity activities and volunteer work  | Civic engagement and personal commitment | ... promoting the civic engagement of our employees, encouraging civic engagement among our customers, and supporting their efforts in this area.  |

## SUSTAINABILITY PROGRAM

### CSR strategy

|   |              |
|---|--------------|
| <b>Goal: Strengthening the CSR activities</b>                 | Time horizon |
| Improvement in the rankings of sustainability rating agencies | Ongoing      |

### Responsible action

|  |              |
|--|--------------|
| <b>Goal: Fairness and respect for the rights of present and future generations</b> | Time horizon |
| Compliance with all provisions of the Code of Conduct                              | Ongoing      |
| Raising awareness of the UN Global Compact Women's Empowerment Principles          | Ongoing      |

### Dialogue with stakeholders

|  |              |
|--|--------------|
| <b>Goal: Strengthening relationships with stakeholders</b>                     | Time horizon |
| Improving communication with stakeholders through events and discussion groups | Ongoing      |

### Customer orientation

|  |              |
|--|--------------|
| <b>Goal: Appropriate products and services for every life circumstance and every stage of life</b> | Time horizon |
| Continuing with the "New Chance" account and offering sustainable investments                      | Ongoing      |
| Examining the business units and products with regard to sustainability criteria                   | Ongoing      |

### Staff development and training

|  |              |
|--|--------------|
| <b>Goal: Appreciation and advancement of employees in every stage of life</b>                    | Time horizon |
| Increasing the ratio of women in management positions by implementing the Women's Promotion Plan | Ongoing      |
| Supporting older employees by implementing generation management measures                        | Ongoing      |
| Evaluating employee satisfaction in regular employee surveys                                     | Ongoing      |

### Environmental protection

|  |              |
|--|--------------|
| <b>Goal: Reducing our environmental impact so as not to endanger the basis of life for future generations</b>  | Time horizon |
| Further increasing the energy efficiency of the main sites   | Ongoing      |
| Increasing energy efficiency in the branches through advanced analysis of consumption data collected, identifying potential energy savings and developing recommendations for improvements | Ongoing      |

### Civic engagement and personal commitment

|   |              |
|---|--------------|
| <b>Goal: Charity activities and volunteer work</b>  | Time horizon |
| Screening, selection and communication of suitable projects   | Ongoing      |
| Encouraging employees to make use of volunteer days by promoting past social activities and evaluating the activities performed in the past | Ongoing      |
| Raising awareness of the need for lasting civic engagement and sustainability in day-to-day operations                                      | Ongoing      |

## CSR ORGANIZATION AT BAWAG P.S.K.

At BAWAG P.S.K., corporate social responsibility is managed on an interdisciplinary basis under the responsibility of the Managing Board by the CSR Committee, which is made up of the division heads of

Controlling & ALM; Human Resources; Legal; Compliance & KYC; IT; Procurement, Real Estate & Facility Management; Marketing & Products; Austrian Corporate Business; and Corporate Office & Internal Communication.

## SELECTION OF CONTENT FOR THE REPORT

The current report shows where BAWAG P.S.K. can make and plans to make a tangible contribution to sustainable development – both within the Bank and externally, for stakeholders and customers, with regard to current social issues and in the protection and conservation of natural resources.

In 2011, BAWAG P.S.K. defined which topics are relevant for the Bank in a multi-stage process. First, the Bank asked external stakeholders to share their perspectives, and this

feedback was then supplemented with internal points of emphasis. The requirements of the GRI Sector Disclosures for financial services providers and the assessments of sustainability rating agencies were also taken into account.

The results of this process form the basis for the Bank's CSR strategy, the measures of the sustainability program derived from this, and the content selected for the CSR Report 2015.

# RESPONSIBLE ACTION

For BAWAG P.S.K., responsible action means acting in accordance with the ethical values of our Code of Conduct, the ten principles of the UN Global Compact and the seven UN Global Compact Women's Empowerment Principles,

among other things. The Bank has numerous policies and guidelines based on these principles that ensure responsible action of the employees.

## COMPLIANCE

BAWAG P.S.K.'s Group-wide compliance management not only ensures that laws, requirements and standards are abided by, but also provides comprehensive protection for investors, customers, employees and the Bank. The Compliance Office reports directly to the Managing Board. Regular reports are also submitted to the Bank's Audit and Compliance Committee. The key responsibilities of the Compliance Office are preventing money laundering, combating terrorist financing, monitoring compliance with sanctions, securities compliance, and the prevention of insider trading, market abuse and conflicts of interest. A series of detailed guidelines have been put into place to ensure compliance with all legal requirements.

In addition to all relevant laws such as the Securities Supervision Act, all employees are also bound by a Code of Conduct that also contains guidelines for business conduct

and customer service, for how conflicts of interest are to be handled, and for preventing market abuse and money laundering. A detailed anti-corruption guideline governs the acceptance and awarding of gifts and keeps employees and management abreast of the valid anti-corruption regulations.

### Participation in Transparency International

BAWAG P.S.K. has been a member of the Austrian chapter of Transparency International (TI-AC) since 2012. This non-profit organization seeks to increase general awareness of the need to combat corruption and increase transparency in Austria, and it works to facilitate the implementation of relevant measures and reforms.

## CORPORATE GOVERNANCE AND GROUP-WIDE GUIDELINES

### Corporate Governance

In 2006, BAWAG P.S.K. made a voluntary commitment to apply the Austrian Code of Corporate Governance. The Bank has published an annual Corporate Governance Report since 2009. Through this voluntary self-regulatory measure, BAWAG P.S.K. aims to further strengthen the confidence of customers, employees and the public. Compliance with the Austrian Code of Corporate Governance is verified on an annual basis in an external evaluation performed by Deloitte Audit Wirtschaftsprüfungs GmbH and by Dorda Brugger Jordis Rechtsanwälte (for the questions regarding the auditor).

The Corporate Governance Report 2015 can be accessed at [https://www.bawagpsk.com/BAWAGPSK/IR/DE/CorporateGovernance/Corp\\_Governance\\_Kodex/288216/corporate-governance-berichte.html](https://www.bawagpsk.com/BAWAGPSK/IR/DE/CorporateGovernance/Corp_Governance_Kodex/288216/corporate-governance-berichte.html).

### CSR guidelines and policies

Important Group-wide guidelines valid for all employees that underpin corporate social responsibility at BAWAG P.S.K.:

- ▶ Code of Conduct
- ▶ Anti-Corruption and Gift Acceptance Guidelines
- ▶ Anti-Fraud Policy
- ▶ Supplier Code of Conduct
- ▶ Conflict of Interest Policy
- ▶ UN Global Compact, UN Women's Empowerment Principles
- ▶ Human Rights Matrix

# DIALOGUE WITH STAKEHOLDERS

It is particularly important to BAWAG P.S.K. to face the expectations and requirements placed on it by internal and external stakeholders with respect and an open ear and to engage in dialogue with its various stakeholders. Internal stakeholders such as employees, the Works Council and shareholders are treated equally to external stakeholders

such as customers, product partners, regulatory authorities, consumer protection and consulting organizations, investors, NGOs (including CSR organizations and sponsoring partners), suppliers, analysts, the media and press, non-customers, policymakers, the general public and competitors.

## IN DIALOGUE WITH CUSTOMERS

With 1.6 million customers, engaging in dialogue as equals is among the basic requirements for BAWAG P.S.K.'s day-to-day operations. Providing comprehensive, accompanying advice over the entire life cycle of a given

product or service is one of the cornerstones of customer communication. Along with the employees who work in customer service, the BAWAG P.S.K. Complaint Desk and social networks serve as essential communication hubs.

## INFORMATION ON CUSTOMER SATISFACTION

### Customer satisfaction is the top priority

The BAWAG P.S.K. Customer Monitor has been tracking the development of customer satisfaction since 2008. In addition, we receive feedback from customers following consultations via a brief questionnaire. This channel also verifies the high level of customer satisfaction: In 2015, 94% of customers gave their consultation a rating of 1 or 2 (on a scale of 1 to 5, with 1 being the best).

### Overall Customer Satisfaction Index 2015

Customer satisfaction remains at a high level. According to a study of multiple banks performed by GfK, 86% of our retail customers are very satisfied or at least somewhat satisfied with BAWAG P.S.K. This is a slight improvement compared to the previous year.

## INNOVATIVE DIALOGUE PLATFORM

### The new customer panel "bessermacher.at"

We have created a dialogue platform via our customer panel "bessermacher.at." The platform invites interested customers to register and help shape the development of BAWAG P.S.K.'s services with their ideas and wishes. Like

crowdfunding, "bessermacher.at" is an integral part of the ES GEHT! brand campaign, which is aimed at supporting the initiative of our customers on a long-term basis.

# CUSTOMER ORIENTATION

BAWAG P.S.K. strives to provide access to banking services for as many people as possible in Austria by actively combating social exclusion based on a strong local presence, the expansion of its digital offerings, easy-to-

understand financial products and barrier-free products and services as well as to be a reliable partner for Austria's business community.

## SUSTAINABLE PRODUCTS AND SERVICES

In 2015, we continued to invest in the development of our business model in order to ensure the high quality of our customer service. The Bank's digital offerings were expanded to include several new products, and new online and mobile services were implemented in order to enable our customers to execute their banking transactions easily and securely wherever they want and at any time.

Two highlights are the scan & transfer function, which allows payment slips for domestic transfers to be easily scanned using a smartphone camera and automatically added to the domestic transfer section of the mobile app, and the IBAN scanner, which can directly add the IBAN from printed forms such as payment slips, invoices etc., as well as from account cards to the domestic transfer section of the mobile app.

With the innovative SmartCash function, BAWAG P.S.K. enables its customers to withdraw cash from the Bank's ATMs without an ATM card. Customers simply request a SmartCash code via the e-banking app and withdraw cash from a BAWAG P.S.K. ATM by entering the code.

### Sustainable investment funds

The total volume of assets managed by Amundi Austria<sup>1)</sup>, BAWAG P.S.K.'s asset management partner, in socially responsible investments (SRI funds) amounted to EUR 1.2 billion at the end of 2015. This represents an increase of 12% compared to the previous year. Sustainable investments account for approximately 23% of Amundi Austria's total assets under management, up 2% compared to the previous year.

Investments in sustainable investment products – in the two retail funds Amundi Öko Sozial Stock<sup>2)</sup> and Amundi

Öko Sozial Rent<sup>3)</sup> – have continuously increased in recent years and totaled EUR 93 million and EUR 195 million, respectively, as of 31 December 2015. Both funds are certified with the EUROSIF Transparency Logo for SRI funds. A total of EUR 920 million is invested in four additional special purpose funds.

### Environmental aspects in lending

The Bank's 0% financing offer for new cars with maximum CO<sub>2</sub> emissions of 136 g/km, which has received numerous awards and is the only offer of its kind in the Austrian banking market, was continued in 2015. A total of 1,800 cars have been financed since the campaign was launched in 2013.

We also offer environmentally relevant added value in housing financing. When taking out a mortgage loan, borrowers are reimbursed for the costs of the energy performance certificate amounting to EUR 450.

### "New Chance" account

Use of the "New Chance" account has been steadily growing for years, which confirms the necessity of this socially minded service of BAWAG P.S.K., which is designed for people who otherwise would be excluded from electronic payment transactions. Neither the account number nor the bank routing code contain any indications that it is a non-credit account. This prevents customers from being directly or indirectly stigmatized when executing their financial transactions. Although this service was initially only communicated by personal debt counselors, the number of account holders is continuously rising. At the end of 2015, there were over 32,000 such accounts.

1) BAWAG P.S.K. INVEST until 18 March 2016

2) BAWAG P.S.K. Öko Sozial Stock until 31 May 2016

3) BAWAG P.S.K. Öko Sozial Rent until 31 May 2016

### Barrier-free services

BAWAG P.S.K. invests in barrier-free infrastructure on a regular basis. In recent years, the self-service terminals in the Bank's branches have been brought up to the latest standards and now allow for intuitive use, with features such as clearly laid out controls, larger buttons, Braille and simple pictograms. BAWAG P.S.K. is also a project partner in the "bank4all" initiative, which was launched in 2014. In cooperation with organizations that serve the blind and visually impaired, banking partners and software producers are working to standardize the functions and operation of ATMs. The website was launched in 2015 and helps blind and visually impaired people to find machines all over

Austria that are easier to use because they are equipped with new software ([www.bank4all.at](http://www.bank4all.at)).

### Further development of BAWAG P.S.K.'s web site

During the redesign of the Bank's website, [www.bawagpsk.com](http://www.bawagpsk.com), in 2015, the Priority 1 and Priority 2 accessibility guidelines for web content specified by the World Wide Web Consortium (W3C) were complied with. As a result, the site is virtually free of technical barriers (see also [https://www.bawagpsk.com/BAWAGPSK/PK/weitere\\_services/Barrierefrei](https://www.bawagpsk.com/BAWAGPSK/PK/weitere_services/Barrierefrei)).

## SUSTAINABLE CUSTOMER RELATIONS AND PROJECTS

### BAWAG P.S.K. as a partner for non-profit organizations

The topic of social issues once again had a special place in BAWAG P.S.K.'s core activities in 2015, as it has long been the main bank for many charitable organizations in Austria. Over 150 non-profit and non-governmental organizations are long-standing customers of BAWAG P.S.K.

### Reliable partner for Austria's business community

Many companies, municipalities and public sector entities also place their trust in BAWAG P.S.K. The Bank often supports municipalities with the building and expansion of local infrastructure.

Examples of this include the refurbishment of the Altsch secondary school and the Weiler elementary school as well as the renovation of the Weiler preschool in Vorarlberg, the construction of the retirement home of the Hallein town administration in Salzburg, the refurbishment of the new secondary school in Birkfeld and the construction of the Weinitzen elementary school in Styria.

### BAWAG P.S.K. financing a one-of-a-kind energy project

BAWAG P.S.K. is particularly proud to be the financing partner of NGS Naturgas GmbH and to be helping in the implementation of an energy project that is the only one of its kind in Europe. A natural gas plant is currently being built in Straß in Southern Styria that will produce biogas in the same quality as natural gas and at the same time utilize sewage sludge on a self-sufficient basis in energy terms. The plant will feed some 12 million kWh into the grid of Energie Steiermark, which is equal to the gas consumption of roughly 2,000 households. Instead of significant costs for the disposal of sewage sludge, this will even generate a small surplus. Not least for this reason, the innovative project is attracting major interest from many sewage associations all over Europe.

NGS Naturgas GmbH is a wholly owned subsidiary of the Leibnitzerfeld-Süd sewage association, which is operated by the five municipalities Straß-Spielfeld, Gamlitz, Ehrenhausen an der Weinstraße, Sankt Veit in der Südsteiermark and Gabersdorf.

### ES GEHT! – An initiative for good ideas that are "part of life"

With the "ES GEHT!" initiative launched in 2014, BAWAG P.S.K. started a movement that promotes initiative on the part of individuals, brings people and communities together and encourages everyone to work together to do good things in Austria. BAWAG P.S.K. supports projects that are

submitted with expertise, contacts and communication concepts through the online platform [www.es-geht.at](http://www.es-geht.at) and our branches. The support provided by the initiative focuses on topics such as work, living space, education, health, culture and technology. As part of the ES GEHT! initiative, BAWAG P.S.K. was the first bank in Austria to give the topic of crowdfunding a professional presence with its crowdfunding platform ([www.crowdfunding.at](http://www.crowdfunding.at)), which helps projects being realized by individuals or private organizations to obtain financial support. Since 2014, 12 projects have been financed through the platform. Crowdfunding is an alternative, modern form of financing in which many smaller contributions from individual people are collected in order to finance an idea worth supporting.

With this initiative, the conventional sponsoring concept was also transformed into a modern mobilization concept. "ES GEHT!" and the associated crowdfunding platform is largely dedicated to community-based projects that receive too little funding and attention from the public and would fail without the civic courage of individuals. This also includes local projects that are mainly oriented towards the given region. BAWAG P.S.K. launches mobilization campaigns, helps initiators to establish contact with media partners and other supporters and provides promotional materials in order to find crowds who want to get involved. In this way, the initiative has helped to raise approximately EUR 250,000 from the community for the community since its launch, money that has gone directly towards the realization of the projects.

#### **victor® Award**

BAWAG P.S.K. was honored for its innovative strength at the 12th Victor Gala, taking first place in the "Innovation"

category for the "ES GEHT!" crowdfunding initiative. The distinguished victor® Awards are presented each year in the categories of "Strategy," "Leadership," "Staff," "Customers," "Corporate Culture" and in special categories, which were awarded for the topics of "Sustainability" and "Innovation" in 2015. An independent jury of experts assessed submissions from banks, savings banks and cooperative banks from Germany, Austria, Switzerland and South Tyrol.

#### **talentify.me – A successful project in 2015**

talentify.me is an education and social project that helps young people to realize their full potential regardless of their parents' social or financial background. The heart of the project is an online platform aimed at connecting students all over Austria who want to offer or receive learning assistance. This makes successful, community-based learning possible.

#### **Business continuity planning**

Providing customers with optimal service is the top priority for BAWAG P.S.K. This also includes ensuring that service can be maintained without interruption in the event of an emergency. With this in mind, BAWAG P.S.K. has planned ahead and put together a special team responsible for business continuity management. The fundamental principle is that the critical business processes must be resumed within six hours after the onset of an emergency and must continue to run without any major problems. To this end, numerous tests were successfully completed internally at BAWAG P.S.K. and together with partner companies in 2015.

## **COLLABORATION WITH PARTNERS WHO ACT SUSTAINABLY**

The provision of simple, transparent and best-in-class products and services as well as sustainable action are also key factors in the selection of our cooperation partners.

#### **Long-term partnership with Amundi**

In the course of the sale of BAWAG P.S.K. INVEST to Amundi, a long-term cooperation agreement was concluded between BAWAG P.S.K. and Amundi in February 2015 that secures access for our customers to a wide range of top-class investment products.

Acting responsibly as a financial company is at the center of all of Amundi's business activities. This commitment is demonstrated not only in sustainable investment processes, but also in the management of the company. Amundi Group is a leading asset manager with roughly EUR 70 billion of assets managed in socially responsible investments (SRI) and provides environment, social and governance (ESG) ratings for more than 4,000 companies.

Amundi incorporates ESG criteria into its analysis processes and considers them in its investment decisions. In addition to the ESG criteria, this approach requires the company to comply with its own strict rules in the steering of its corporate social responsibility activities, in its active management and in its sustainably managed products. Amundi became a signatory to the Principles for Responsible Investment (UNPRI) in 2006. This method is based on the "best-in-class" approach, which identifies the companies that best fulfill the ESG criteria in each industry.

A specialized team analyzes and evaluates companies according to non-financial criteria for each business segment, develops the SRI management and promotes the benefits of socially responsible investment.

### **Sales cooperation with Allianz**

In consistently implementing of our strategy of focusing on our core business, we sold our 50% stake in BAWAG Allianz Vorsorgekasse to Allianz Austria in July 2015. At the same time, the Bank entered into a long-term sales agreement with the company, which will allow it to continue offering solutions for company pension schemes to commercial banking customers. The Austrian Society for Environment and Technology (ÖGUT) reviews the

investment concept of BAWAG Allianz Vorsorgekasse on an annual basis and evaluates its investments according to ethical and ecological criteria. In addition, the company receives awards for sustainable investment every year.

### **Additional product partners that act sustainably**

BAWAG P.S.K. Versicherung offers attractive, secure solutions in the areas of retirement savings, hedging and investment for BAWAG P.S.K. customers. BAWAG P.S.K. Versicherung is a subsidiary of Generali Group and is therefore subject to the group's environmental and climate policy. Generali Group is one of the world's leading insurance and financial services companies and is committed to actively helping to shape a sustainable future. The focus in this area is on economic development that leads to an improvement of the company's business results as well as the economic, social and ecological conditions in the countries in which Generali Group operates.

In the segment of building society savings and loan agreements, BAWAG P.S.K. works with Bausparkasse Wüstenrot to offer its customers savings and loan agreements as a low-risk savings option and affordable financing opportunity for buying an apartment, fulfilling the dream of owning a home and renovating existing living space with a focus on barrier-free access and ecological sustainability. In addition to obtaining building financing, customers can also invest for education or retirement needs. Wüstenrot is conscious of its social responsibility and has received the seal of quality for workplace health promotion multiple times for the health promotion program "fitforwork" and has been honored as the "Best Apprentice Training Program in the Banking and Insurance Industry."

# STAFF DEVELOPMENT AND TRAINING

For BAWAG P.S.K., it is important to offer its employees a healthy work environment in which they can advance their careers as well as to appreciate its employees and

encourage their potential and personal commitment for the good of society.

## Development of the number of employees

| Headcount                             | 2013  | 2014  | 2015  |
|---------------------------------------|-------|-------|-------|
| Number of employees as of 31 December | 3,940 | 3,258 | 2,992 |

Additional figures regarding BAWAG P.S.K.'s staff are available in the supplementary GRI online document at <https://www.bawagpsk.com/CSR-Reports>.

The reduction in the headcount over the past three years can be attributed to the elimination of structural imbalances in the cost structure, ongoing process optimization efforts and the implementation of efficiency measures.

## WOMEN'S ADVANCEMENT – THE BAWAG P.S.K. WOMEN'S INITIATIVE

In 2015, the BAWAG P.S.K. Women's Initiative focused on the issue of women's advancement. The Women's Promotion Plan stands for raising awareness for equal opportunity combined with specific targets such as financial equality and increasing the share of women in leadership and expert positions.

### BAWAG P.S.K. Women's Mentoring Program

The third run of the BAWAG P.S.K. Women's Mentoring Program started in 2015. The target group of the one-year program comprises female employees, experts and managers who are interested in discussing and reflecting on individual questions with a mentor. Over the past three years, 49 mentees have benefited from this program.

### Fe-Male Future Day

"Networking" was not just the focus of the Women's Mentoring Program. In October 2015, the BAWAG P.S.K. Women's Initiative organized an exciting discussion evening for employees, managers and external guests on the topic of "New Workplace Environments."

### Career and family

In 2013, BAWAG P.S.K. committed to promoting a good balance between family and career under the framework of a structured audit process and was awarded a certificate as a family-friendly company, which is valid for three years. The implementation of the 18 measures defined in the process in five categories had been almost fully completed by the end of 2015. The implementation of the remaining measures was initiated at the beginning of 2016. The re-auditing process starts in the second quarter of 2016.

### Underrepresented gender in the Supervisory Board and Managing Board

In December 2013, the Nomination Committee set a target ratio for the underrepresented gender in the Supervisory Board and Managing Board. The strategy for achieving this target was further developed and fleshed out over the course of 2015. Emphasis was placed on the advancement of female employees with the Women's Promotion Program, the BAWAG P.S.K. Women's Mentoring Program and specific seminars aimed at the further development of women.

**BAWAG P.S.K. Women’s Prize**

In the fall of 2015, the awards ceremony for the BAWAG P.S.K. Women’s Prize was held for the third time. The prize honors outstanding achievements by women or special commitment to furthering women in society and is presented annually in cooperation with a public or non-profit institution. In 2015, the EUR 3,000 prize was awarded to Andrea Wagner-Hager, managing director of CARE Austria.

**UN Women’s Empowerment Principles**

As a member of the United Nations Global Compact, the world’s largest corporate sustainability initiative, BAWAG P.S.K. became a signatory to the UN Women’s Empowerment Principles (WEP) in 2015 and was the first retail bank in Austria to do so. The WEP are aimed at strengthening the position of women in companies.

**Information events for expectant parents**

Once again in 2015, the Human Resources division and the BAWAG P.S.K. Works Council provided information about the coordination of parental leave and a smooth return to the Bank at the regular event series for expectant mothers and fathers.

**Welcome Back event**

The Human Resources division and the BAWAG P.S.K. Works Council have been organizing the Welcome Back event since 2009. Employees returning from parental leave are invited to inform themselves about news and developments at BAWAG P.S.K. and have the opportunity to participate in a dialogue with managers and experts from the Bank. The event provides a sound basis for a successful return to the company.

**Gender distribution**

| in %                                   | 2013 | 2014 | 2015 |
|--|------|------|------|
| Women                                  | 56%  | 54%  | 54%  |
| Men                                    | 44%  | 46%  | 46%  |
| Share of women in management positions | 28%  | 28%  | 27%  |

**EMPLOYEE TRAINING**

**General information about employee training**

The Bank-wide training program supports the employees in mastering the various everyday challenges they face in the banking business, with training offerings covering topics such as project management, stress management, time management and self-reliance as well as a wide range of IT, foreign language and first aid courses. The eLearning portfolio is expanded with new technical and product-related content on a regular basis. In 2015, a total of 6,621 seminar days (lasting eight hours each) were completed. Employees who work in central administrative functions participated in more than one seminar day on average, while sales employees received approximately four days of training on average.

**Apprentice training**

The Bank has been successfully training apprentices for many years and has received numerous awards, for example the “Beste Lehrbetriebe – Fit for Future 2015” state prize in 2015. Providing young people with goals and prospects for the future is a task that was once again taken very seriously by the Bank in 2015. With its qualified banker apprenticeship program, the Bank provides high-quality training aimed at enabling the apprentices to be hired as qualified customer advisors at the end of their apprenticeship. The apprentices are part of a team who work together to achieve the Bank’s goals, and with great success: In October 2015, two apprentices were honored as the best apprentices in the banking and insurance

sector by the Vienna Economic Chamber. In addition to the comprehensive training program, the Bank supports and encourages young people to complete an apprenticeship in combination with attaining a secondary school leaving certificate. In recent years, many apprentices have taken this opportunity to earn a secondary school leaving certificate parallel to their apprenticeship.

### **Retail Academy and talent program in sales**

The Retail Academy is made up of the Retail Camp, which provides basic technical and sales training for new employees geared towards their roles in sales, and various advanced, role-specific training programs. These training activities were primarily completed in the new training branches created for this purpose in Vienna, Graz and Salzburg-Hallein. This allowed training to be provided even more promptly, in a more practice-oriented setting and in smaller groups.

### **Management development**

The management role is a permanent development process. Accordingly, the training of managers at BAWAG P.S.K. encompasses a wide range of offerings. For example, the development of managers in retail sales is based on a regular employee survey and a potential assessment – the Talent Q – which is supervised by external experts and aimed at identifying a manager's personal strengths and development areas. The Bank offers a modular training program that is tailored based on the results of this assessment and strengthens the skills needed for day-to-day management tasks on a selective basis. The program focuses on a high level of practice-oriented learning, the targeted development of leadership skills, sharpening managers' self-reflection skills and employee guidance and development.

In 2015, the "LEAD neue Führungskräfte" manager training program was once again completed in the central administrative divisions. The program provides support and guidance for new managers in the performance of their new function during the first year. The 16th group successfully completed the program at the end of 2015. Experienced managers and managerial teams were once again supported in individual (management) coaching

sessions and targeted change management measures. The focus here was clearly on providing individual advice and optimal guidance for the managers (and their teams) for personnel development in sessions with selected consultants.

In 2015, the so-called After Work Manager Forum was started for all managers. This is a series of networking events for all of the Bank's managers aimed at informing them about new trends in management and offering a platform for exchanging experiences and ideas.

### **Talent development; succession and career planning**

The process for the identification and development of potential successors for key functions that was launched at the end of 2014 continued in 2015. At a meeting of the Managing Board, high-potential employees of the Bank were discussed in a structured manner and approaches for dealing with succession risks were coordinated.

The fifth run of the Start & Move trainee program started in September 2015. The one-year program provides support for new employees who join the Bank. In the course of the program, they gain extensive insight into the inner workings of the Bank and have the opportunity to establish an initial network of contacts.

The fourth run of the forTalents development program for high-potential employees in the central administrative units started in October 2015. Like in the first runs of this program, participants were supported in their development and groomed for new management and expert positions. "TOP-TEAM Vertrieb", the talent program for potential branch managers in retail and small business sales, was completed for the sixth time in 2015. The participants are talented employees with management potential who were nominated in the succession planning process. They receive comprehensive technical and personal training that prepares them to take over the management of a branch. In 2012, Human Resources agreed to continuously work towards the equality of women and men in the Women's Promotion Plan. Since then, emphasis has been placed on women's advancement in the Bank's staff development programs. For example, 11 of the 16 participants in the 2015 forTalents program are women.

### **MbO process (Management by Objectives)**

BAWAG P.S.K. sees the Management by Objectives (MbO) process as an important management tool and an aid in the implementation of the business strategy. The new supplementary HR ONE software, which is a performance management and learning platform, was launched concurrently to the start of the new round of MbO at the end of 2015. On this new platform, the Human Resources division combines the MbO and Tracking Tool processes, a virtual learning portal with knowledge checks and self-directed learning programs and the Sales Talent Management process for the retail sales team. In this context, the methods included in the offering of self-directed learning programs were expanded to include blended learning, in which mixed courses – with online and on-site elements – are offered and a knowledge check has to be completed as a prerequisite to participating in the

seminar. At the same time, social learning – learning with and from one another – was also added to the range of offerings.

### **Awards**

BAWAG P.S.K. was named the best recruiter in its industry and awarded the title Best Recruiter 2015/16 for the fifth time in total. In the annual analysis of over 500 Austrian companies performed by the communication agency GPK, the Bank showed once again this year that it competes at the front of the pack in the “war for talent” among banks.

In addition, BAWAG P.S.K.’s efforts in apprentice training were honored with the “Beste Lehrbetriebe – Fit for Future 2015” state prize.

## **WORKPLACE HEALTH PROMOTION – OCCUPATIONAL PSYCHOLOGY SERVICES**

Since 2010, BAWAG P.S.K. has offered its employees support and counseling in the area of occupational psychology as part of its workplace health promotion activities. Employees have utilized these offerings in the form of focus campaigns in the areas of stress management and life domain balance as well as in the course of individual counseling sessions. The occupational psychology team was expanded once again in 2015.

health service Arbeitsmedizinischer Dienst (AMD) and reported to the division managers. In subsequent workshops, the results of the survey were discussed and possible solutions and improvements developed together with the employees under the moderation of an occupational psychologist. The division heads are responsible for the implementation of the measures that were developed.

### **Evaluation of psychological stress factors in the workplace**

The prevention of work-related psychological stress factors is a top priority. Therefore, the Bank has already started to gradually evaluate psychological stress factors. The results of the standardized online survey were analyzed by our external occupational psychologists from the occupational

### **Additional health benefits**

In addition to the basic occupational health services, the Workplace Health Promotion Initiative offered to cover the costs for having a comprehensive preventive medical exam. The exam is performed at the company physician’s office.

## ADDITIONAL EMPLOYER SERVICES

Along with the workplace health promotion benefits, BAWAG P.S.K. also provides a wide range of other benefits,

including support for families, lunch specials, bonuses for service anniversaries and the company daycare center.

### Additional employer services

| in EUR thousand  | 2015          |
|--|---------------|
| Travel allowances  | 348           |
| Pension fund contributions   | 5,217         |
| Anniversary bonuses  | 1,979         |
| Financial assistance (particularly for weddings / births / deaths, Vienna Employment Promotion Fund) | 929           |
| Accident insurance   | 48            |
| Allowance for supplemental health insurance  | 186           |
| Cafeteria (food / personnel / vouchers)  | 1,084         |
| Company physician and health programs  | 101           |
| Company daycare center   | 197           |
| Employee events (particularly Christmas vouchers / Christmas dinner / excursions)                    | 717           |
| Funding provided to the Works Council (immunization campaigns, holiday lodging, sports club etc.)    | 335           |
| <b>Total</b>   | <b>11,141</b> |

# ENVIRONMENTAL PROTECTION

At BAWAG P.S.K., environmental protection means keeping the environmental impact of our products, services and

day-to-day operations as low as possible and reporting about our progress on a regular basis.

## Key environmental figures

|  | Unit                | 2013       | 2014       | 2015       |
|--|---------------------|------------|------------|------------|
| <b>Paper</b>   |                     |            |            |            |
| Paper use  | A4 pages            | 38,041,500 | 36,481,500 | 33,266,500 |
| <b>Electricity</b>                                   |                     |            |            |            |
| Buchengasse/Quellenstraße                            | kWh                 | 7,068,100  | 7,086,120  | 6,564,480  |
| Georg-Coch-Platz                                     | kWh                 | 3,647,200  | 3,533,240  | 3,472,800  |
| Am Tabor   | kWh                 | 2,922,100  | 2,924,140  | 2,739,020  |
| Branches   | kWh                 | 7,954,609  | 7,300,553  | 6,605,862  |
| Total power consumption                              | kWh                 | 21,592,009 | 20,844,053 | 19,382,162 |
| <b>Heating for central locations (district heat)</b> |                     |            |            |            |
| Buchengasse/Quellenstraße                            | kWh                 | 3,163,530  | 2,914,282  | 3,228,566  |
| Georg-Coch-Platz                                     | kWh                 | 2,893,000  | 2,401,050  | 2,816,175  |
| Am Tabor   | kWh                 | 295,000    | 244,540    | 252,874    |
| Total space heating for central locations            | kWh                 | 6,351,530  | 5,559,872  | 6,297,615  |
| <b>Heating for branches</b>                          |                     |            |            |            |
| Gas  | kWh                 | 3,018,051  | 3,245,052  | 2,186,733  |
| District heat  | kWh                 | 1,024,983  | 728,316    | 664,137    |
| Total space heating for branches                     | kWh                 | 4,043,034  | 3,973,368  | 2,850,870  |
| <b>Vehicle fleet/Mobility</b>                        |                     |            |            |            |
| Gasoline fleet                                       | km                  | 63,852     | 60,458     | 53,890     |
| Diesel fleet   | km                  | 1,654,257  | 1,147,586  | 1,125,915  |
| Kilometers traveled by air                           | km                  | 1,988,172  | 2,069,830  | 1,811,958  |
| <b>CO<sub>2</sub> emissions<sup>1)</sup></b>         |                     |            |            |            |
| Scope 1: Vehicle fleet                               | t CO <sub>2-e</sub> | n/a        | 22         | 21         |
| Scope 2: Electricity and heating                     | t CO <sub>2-e</sub> | n/a        | 9,148      | 7,282      |
| Scope 3: Air travel                                  | t CO <sub>2-e</sub> | n/a        | 535        | 493        |
| Total CO <sub>2</sub> emissions                      | t CO <sub>2-e</sub> | n/a        | 9,705      | 7,796      |
| <b>Waste</b>   |                     |            |            |            |
| Waste paper  | t                   | 516        | 463        | 518        |
| General waste  | t                   | 195        | 191        | 182        |
| Account statement envelopes                          | Pieces              | 13,404,703 | 11,870,752 | 7,818,448  |
| <b>Water</b>   |                     |            |            |            |
| Buchengasse/Quellenstraße                            | m <sup>3</sup>      | 12,634     | 10,550     | 11,678     |
| Georg-Coch-Platz (municipal water supply)            | m <sup>3</sup>      | 4,136      | 4,000      | 3,959      |
| Georg-Coch-Platz (well)                              | m <sup>3</sup>      | 9,878      | 9,160      | 9,555      |
| Am Tabor   | m <sup>3</sup>      | 718        | 683        | 670        |
| Total water consumption                              | m <sup>3</sup>      | 27,366     | 24,393     | 25,862     |

1) These calculations are based on the assumption that 10% of the automotive travel and 95% of the air travel was completed by the employees working in the headquarters. Scope 1: Direct emissions that are monitored by the Bank itself. Scope 2: Indirect, energy-related emissions that were generated by the Bank "externally" (not under the ownership or control of the Bank). Scope 3: Indirect emissions that are generated "externally" through business travel, outsourcing, production, etc.

Source and comment: The calculation method for the CO<sub>2</sub> balance is based on the method and data sources of the Environment Agency Austria. The emissions factor for Austrian power generation (electricity production + electricity imports) is 280 g of CO<sub>2</sub> equivalent per kWh for 2014/2015. The decline in this value in comparison with the previous year (366 g) can be attributed to the increase in renewable power generation (a rise in green electricity).

## ENVIRONMENTAL ACTIVITIES

### Reduction of account statements

Thanks to targeted marketing measures, many customers decided in 2015 to switch from having printed account statements mailed to them to accessing their account statements in an environmentally friendly form (e.g. in a PDF via e-banking). Overall, more than 180,000 of our customers opted to take advantage of this environmentally friendly option for their account statements. Compared to 2014, this reduced the paper used for account statements by approximately 3 million sheets and account statement envelopes by approximately 4.1 million pieces.

### Green IT

The 2014/2015 server consolidation project was successfully completed, with a total of 115 servers being deactivated (46 in 2015). The energy savings in the two data centers are reflected in the energy figures for 2015.

At the central locations, a total of 1,260 computers were replaced with energy-saving network computers in 2015. The resulting energy savings are reflected in the energy figures for 2015.

BAWAG P.S.K.'s printer infrastructure was modernized and consolidated in the course of the New Print Service project. A total of 1,400 old printers were replaced with roughly 1,000 new multi-function printers, which led to a reduction of energy consumption and at the same time significantly increased the capacity utilization of the machines. In the branch network, power consumption related to the operation of printers was reduced by 25% because a more

compact desktop model was used instead of the previous floor standing model. In the central locations, the ease of use was improved through the introduction of a uniform user interface for all models, which increased the acceptance of the new printer infrastructure.

### Reduction of energy use

In 2015, power consumption by the Bank as a whole (central locations and branches) was reduced by 1.5 million kWh, or 7%, compared to the previous year.

The energy consumed for space heating in the branches declined by 1.1 million kWh, or 28%, due to location optimization measures.

All of the lighting in the underground parking garage was converted to LED. The emergency lighting at the Quellenstraße building was also fully converted to LED. In addition, 40% of the outdoor lighting (including loading docks) and the wetrooms were converted to LED.

BAWAG P.S.K. exceeded the savings target of 120,000 kWh specified by the Austrian Energy Efficiency Act by 200% in 2015. This figure was also confirmed by the power utility.

### CO<sub>2</sub>-neutral delivery initiative

On behalf of BAWAG P.S.K., Österreichische Post AG offset 177 metric tons of CO<sub>2</sub> that were generated in the delivery of approximately 14.6 million pieces of mail (letters, advertising materials and packages).

# CIVIC ENGAGEMENT AND PERSONAL COMMITMENT

Civic engagement is an essential part of BAWAG P.S.K.'s public relations. With the activities performed in this area, the Bank also lives up to its social responsibility by being a good corporate citizen. BAWAG P.S.K. is not only "MITTEN IM LEBEN" (part of life), but our many initiatives, including "ES GEHT!" ([www.es-geht.at](http://www.es-geht.at)), also show that it is possible to combine the financial needs of our customers with civic engagement. The focus on education arts and social issues as well as the new crowdfunding platform ([www.crowdfunding.at](http://www.crowdfunding.at)) help to improve the Bank's general profile and distinguish us from the competition in a positive light.

BAWAG P.S.K. sees itself as being an equal partner who actively participates in shaping partnerships and projects. We aim to establish long-term collaborations to jointly implement sustainable projects.

Numerous sponsoring partnerships were continued with social and charity organizations in 2015. For example, the EUR 3,000 "MITTEN IM LEBEN" prize for services in the social sphere and outstanding humanitarian efforts was awarded to the Viennese soccer club Viktoria and its association VIK Sozial, which provides places for homeless people to sleep in the winter.

A few of the social and educational projects that were supported or presented with awards in 2015 are highlighted below:

- ▶ Diakonie Hoffnungsträger: BAWAG P.S.K. is supporting an educational project for disadvantaged Romani children in the town of Sfantu Gheorghe in Romania.
- ▶ Diakonie Flüchtlingsdienst: „Macondo blüht auf!“ (Macondo is Flourishing!) is a long-term health, environment and gardening project aimed at helping the people living in the Macondo refugee village find a new quality of life.
- ▶ Licht ins Dunkel: The Bank made a donation to support the emergency assistance fund and selected projects.
- ▶ Caritas: Support for the initiative "Für eine Zukunft ohne Hunger" (For a Future without Hunger) – Caritas provides assistance where it is needed most. In the summer of 2015, Caritas provided famine and survival relief in two areas that were in particular need: in South Sudan and in the Middle East.
- ▶ Caritas: Participation in the initiative "Spendenglas gegen den Hunger" (Donation Jar against Hunger) – In this nationwide campaign, Caritas asked people to collect change in empty pickle jars to save lives. BAWAG P.S.K. supported this campaign together with Österreichische Post AG.
- ▶ SOS Mitmensch: Benefit auction for contemporary art in the historic main banking hall of the Bank's headquarters.
- ▶ Literature Museum: As part of our cooperation with the Austrian National Library, the Bank supports the Literature Museum located in the Grillparzerhaus building, a listed building that formerly housed the Austro-Hungarian Exchequer Archives.
- ▶ Vienna English Theatre school tours: Actors who are native speakers of English tour Austria's schools with age-appropriate plays. Socially disadvantaged children are able to attend the performances for free.
- ▶ Erlebnishof Kumpfgut: "A good bed for a good cause" – This facility in Wels provides children with cancer and other terminal illnesses an opportunity to relax with their families for free. A fully padded children's therapy bed was needed for special care and was successfully financed through [www.crowdfunding.at](http://www.crowdfunding.at).
- ▶ Zentrum 3x21 – Support center for children with trisomy 21 (Down syndrome): Children with Down syndrome are very receptive to learning when they have the opportunity to develop their skills and receive targeted support. With the proper methods, many children can learn to read, write and do math. The money to cover the costs of a 30-hour "Yes, we can" math training course for 10 children was raised through [www.crowdfunding.at](http://www.crowdfunding.at).
- ▶ UNICEF for children in crisis areas: As part of our KontoBox Bonus promotion, customers could opt to donate their entire accrued bonus – in this case, BAWAG P.S.K. paid out 120% of the saved bonus amount as a donation to UNICEF.

## PERSONAL COMMITMENT OF EMPLOYEES

### **Volunteer Days**

Every BAWAG P.S.K. employee has the opportunity to spend up to two working days per year volunteering for non-profit organizations and projects without having to use any of his or her paid vacation time. This initiative promotes and rewards the personal commitment of our employees and highlights the value of volunteer work.

One highlight in 2015 was the “Familien-Lotse” project, in which a family was supported by eleven Bank employees during their move to a new apartment that was adapted for a child with cancer. The project finances mobile psychological care for children with cancer and their families throughout their treatment and afterwards, including inpatient, outpatient and home care.

### **BAWAG P.S.K. bikes to work**

As in the past several years, the initiative “Österreich radelt zur Arbeit” (Austria Bikes to Work) was actively supported by our employees in 2015.

### **Blood drive**

In October 2015, a blood drive was once again held at the Bank's headquarters. As in previous years, many employees participated in the blood drive.

**Get in touch with BAWAG P.S.K.:**

<http://www.bawagpsk.com>  
<https://www.facebook.com/bawag.psk>  
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