



ANNUAL REPORT 2024

About this Report

GRI 2-1, 2-3

Our Approach to the Report

This Annual Report of Sberbank of Russia¹ for 2024 (hereinafter, the Report) contains information on Sber's² performance for the reporting period from 1 January 2024 to 31 December 2024³. The Report consists of two parts, the Management Report and the ESG Report. The Report is issued annually; the previous one on 2023 performance was issued in 2024. Digital versions of the Reports are available on the corporate website, <https://www.sberbank.ru>.

This Report has been prepared in accordance with the laws of the Russian Federation, including the following:

- Federal Law On Joint-Stock Companies No. 208-FZ dated 26.12.1995
- Federal Law On the Securities Market No. 39-FZ dated 22.04.1996
- Regulation of the Bank of Russia On Information Disclosure by Issuers of Issue-Grade Securities No. 714-P dated 27.03.2020
- Bank of Russia Information Letter On Recommendations for Public Joint-stock Companies on Disclosure of Non-Financial Information Related to Their Operations No. IN-06-28/49 dated 12.07.2021

- Bank of Russia Information Letter On Recommendations for Financial Institutions on Disclosure of Information in the Area of Sustainable Development No. IN-02-28/44 dated 13.06.2023
- Bank of Russia Letter On Disclosure of a Report on Compliance with the Principles and Recommendations of the Corporate Governance Code in the Annual Report of a Public Joint-Stock Company No. IN-06-28/102 dated 27.12.2021
- The rules and requirements of the Moscow Exchange for information disclosure by securities issuers.

In order to minimize any restrictive measures that could be additionally imposed on the Bank by foreign states, the Report takes into account the procedure for limited disclosure of information in accordance with:

- Resolution of the Government of the Russian Federation On Specific Features of Disclosure and (or) Provision of Information to be Disclosed and (or) Provided as Required by Federal Law On Joint-Stock Companies and Federal Law On the Securities Market No. 1102 dated 04.07.2023

- Resolution of the Bank of Russia Board of Directors On Requirements for Disclosure of Reporting Statements and Information by Credit Institutions (Parent Credit Institutions of Banking Groups) in 2025 dated 24.12.2024.

In order to ensure the quality and comparability of disclosures, the Report has been prepared in accordance with the Consolidated Set of the GRI Standards issued by the Global Reporting Initiative (GRI) in February 2024 and the Sustainability Accounting Standards Board (SASB)'s SASB: Commercial Banks 2023 standards.

Information on compliance with the UNEP Finance Initiative Principles for Responsible Banking is disclosed in accordance with the United Nations Environment Program (2024). Principles for Responsible Banking: Guidance for Transparency, Geneva.

¹ Sberbank of Russia (Sberbank), hereinafter also referred to as Sberbank or the Bank.

² Sberbank and its subsidiary banks and other subsidiaries, hereinafter collectively referred to as the Group or Sber.

³ This Report covers events that took place in calendar year 2024, except as otherwise expressly stated.

In addition, the content of this Report complies with the provisions and takes into account the recommendations of the following initiatives:

- UN Global Compact principles
- Sustainable Development Goals adopted by the UN General Assembly in 2015
- Methodological recommendations of the Ministry of Economic Development of Russia on sustainability reporting (Order of the Ministry of Economic Development of Russia No. 764 dated 01.11.2023)
- IFRS S1 and S2 standards for sustainability-related disclosures of the International Sustainability Standards Board (ISSB)
- Recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

GRI 2-5

In order to ensure proper disclosure of non-financial information presented in this Report, including compliance with the UNEP Finance Initiative Principles for Responsible Banking, independent verification has been undertaken in accordance with the International Standard on Assurance Engagements (ISAE 3000) Assurance Engagements Other than Audits or Reviews of Historical Financial Information (for more details, see the Opinion of an Independent Practitioner: UNEP FI and the Opinion of an Independent Practitioner: ESG Data in the Appendices).

Scope of the Report

Financial data in this Report are presented in accordance with the consolidated IFRS financial statements, unless otherwise expressly stated.

Operating data presented in this Report refer to Sberbank, unless otherwise expressly stated.

Disclosed ESG data are consolidated for Sber Group companies that have a significant impact on the environment, society, and the economy, and refer to Sberbank including foreign branches and (or) the Group. The consolidation scope of quantitative ESG data lacks uniformity due to differences in data recording systems used by Sber Group companies.

Report approval

This report was approved by the Annual General Meeting of Shareholders of Sberbank (Minutes No. 38 dated 30/06/2025).





MANAGEMENT REPORT

Letter from the Chairman of the Supervisory Board



Dear clients and shareholders,

2024 marked a milestone for Sber. As one of the largest issuers in the Russian market, Sber made an important contribution to the Russian economy by transferring RUB 375 billion in dividends and more than RUB 600 billion in taxes, which in a major way supported the country's strategic initiatives.

Sber has achieved all its financial goals and earned a record net profit of RUB 1.58 trillion. Profit growth in the previous year amounted to 4.8% YoY with return on equity reaching 24%. The operating efficiency of the business is at the highest level and is one of the best in Russia, which is reflected by the cost to income ratio of 30.3%.

Sber quickly embarked on its new 2026 Strategy, focusing on human experience personalization by introducing cutting-edge technologies and innovations. The Bank, being a leader in digital transformation and artificial intelligence, continues to implement forward-looking projects aimed at improving

the quality of client service and streamlining internal processes. Sber also helps the government achieve its key social and economic goals by offering advanced solutions in healthcare, housing and utilities, information security, procurement, and public finances.

I would like to thank the Sber team, which continues to demonstrate its efficiency in the competitive market in the dynamically changing economic environment. I am convinced that continued investments in technologies and human capital, a culture of human-centricity, dialogue and partnership will help Sber to confidently move towards the goals of its three-year Strategy, solidifying its role as one of the most successful financial institutions.

Anton Siluanov,
Chairman of the Supervisory Board of Sberbank

Letter from CEO, Chairman of the Executive Board



Dear shareholders, clients, partners, and colleagues,

The new strategic cycle that Sber has recently embarked on, coincided with a challenging year for the financial sector. We encountered inflation growth, all-time record low unemployment rates, and an escalating scramble for highly skilled talent. The key rate hit a twenty-year high, while the regulator tightened loan origination conditions and increased capital requirements. At the same time, Russia's economy kept growing, with GDP gaining 4.1% by year-end, and the banking sector demonstrated its resilience, having reported record earnings of 3.8 trillion rubles.

Early in the year, Sber undertook ambitious financial goals and, notwithstanding the drastic changes in the external environment, these goals were accomplished. Sber's net profit amounted to RUB 1,580.3 billion, ensuring a 24% return on equity. Equity grew by 9% to RUB 7.2 trillion, despite the record dividend pay-out of more than RUB 750 bn in respect of 2023.

In the retail lending segment, the loan portfolio increased by 12.7% to RUB 18.1 trillion over the year, with Sber capturing 47% of this market, mainly due to the growth in mortgage lending and credit cards, where our market share reached 57% and 53%, respectively. Growth in mortgage lending was primarily driven by the active use of government-sponsored mortgage programs in the first half of the year, with new

disbursements subsiding as these programs phased out. Tightened regulation put further pressure on the retail loan portfolio growth.

Soaring interest rates pushed households towards saving behaviors, and we responded by modifying our savings products: new instruments were offered that allowed a tailored approach to pricing depending on each client's engagement. Retail deposits exceeded RUB 27.8 trillion, displaying a 21.5% growth since the beginning of the year.

For the most part of the year, we saw an increased demand for corporate loans, though these, too, subsided towards the year end under the pressure of high interest rates. The corporate loan portfolio increased by 19% over the year, reaching RUB 27.7 trillion. Companies from the following industries were our most active borrowers: metallurgy, oil and gas sector, transport, logistics and residential construction.

Despite the significant growth in the loan portfolio, complemented by tightened regulation and record-high previous year dividends, our capital adequacy pursuant to the N20.0 statutory ratio stood at 13.3% by year-end which is an important measure underpinning next year's dividends.

All our financial achievements have become possible through reinforced trust of our clients. Today, we serve 110 million retail clients and 3.3 million companies. We appreciate

their engagement and aim to increase the number of clients who choose Sber as their primary financial partner. Our frequently used transaction services remain in the leading positions and, most importantly, they are actively evolving. In 2024, the total turnover of our acquiring, payment and money transfer business grew by 17% to almost RUB 110 trillion. Sber's diverse payment solutions offer clients flexibility in choosing the most convenient and beneficial payment method. We pioneered the rollout of mass-scale biometry payments, having installed one million terminals throughout Russia by the end of 2024, which makes the "pay with a smile" solution an ever popular payment tool for the residents of our country. At the end of 2024, 91.9 million people participated in our Spasibo loyalty program. Significantly transformed over the year, it now offers participants the freedom to choose reward categories based on their personal preferences. The total amount of Spasibo bonuses redeemed by our clients over the year exceeded RUB 193 billion. Our updated family of SberPrime subscriptions is also gaining popularity, with the subscriber base now exceeding 22.4 million, acclaimed as the market's most balanced multiservice subscription in terms of benefit, service content and cost.

In 2024, we also made significant progress in transaction processing, ranking the second in the world's league table and outperforming many international banks. We completed an ambitious program of migrating the bank processing of more than 200 million cards to internal resources, which guarantees independence, high performance and resource savings. For an infrastructure of this scale to operate seamlessly, utmost reliability is indispensable, afforded by our fraud monitoring system which has a 99.8% effectiveness rate, the best indicator worldwide. This enabled us to thwart fraud attempts in excess of RUB 300 billion over the year.

Artificial Intelligence is our top development priority and the basis of our transition to a human-centric business model. AI solutions have enabled an upgrade to personalized solutions in all sectors, and in the finance industry in particular last year, AI earned us more than RUB 450 billion. The key elements of this financial effect are risk management precision, optimization of internal processes, improved personnel performance, more accurate recommendations to clients, and personalization.

We carried on with innovative development, introducing AI in our business processes and services. The aggregate audience of our GigaChat MAX and Kandinsky 4.0 neural network models exceeded 20 mn users by year-end. While model training is becoming a cheaper and faster task, it also poses new risks as the market entry threshold gets much lower and competition builds up. To win, one has to rebuild processes, structure data handling, and put in place a flexible technology platform. AI today is experiencing light-speed evolution from a "lab-only" technology into the bedrock of day-to-day operations. We find it important that our AI-powered developments and services are available in 70 Russian regions across many domains, such as public service, healthcare, agriculture, education, and others.

The current 2025 year is important for the transformation of our business model. The main goal is to become a trusted partner for people, empower them and help unlock their potential. It is the generative AI that unveils these horizons. The process is complicated and requires not only technological change but a deep inner transformation from every one of us. It is important to remain open for such transformation, proactively initiate radical change and reinvention of familiar models, learn continuously and develop ourselves and our colleagues; these are the new challenges for Sber's entire tight-knit team. The goal is super-ambitious but this is what drives us forward.

I would like to express my sincere gratitude to every member of the Sber team for your agility and readiness to stand up to challenges, for your caring attitude towards our every client.

I thank our clients for their trust and choice of our services, you help us grow and develop. Every one of you is an important part of our business history. We are proud to be able to accompany you in your pursuit of both financial and non-financial goals, be it buying a house, opening a business, or planning for the future.

I thank our shareholders for your support, your trust in our team and your readiness to overcome new challenges together with us.

Herman Gref
CEO, Chairman of the Executive Board
Sberbank

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Sber in facts and figures

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Sber in facts and figures

RETAIL CLIENTS

109.9 million
retail clients

85.5 million MAU
of Sberbank Online
and SberKids

22.4 million
SberPrime
subscribers

CORPORATE CLIENTS

3.3 million
active corporate
clients

2.9 million MAU
of SberBusiness

>650 K
users of SberBusiness
Spasibo

FACT SHEET

Russia's most
valuable brand¹

Russia's No. 1 in terms
of market capitalization
> USD 80 bn

No. 2 among the world's
largest acquirers
and No. 1 in Europe
by the number of processed
transactions²

Best children's banking³



A reliable bank

- No. 1 in Russia's key banking markets
- Largest branch network
- The fraud monitoring system efficiency has reached 99.8%



An integrated technology ecosystem

- Building an ecosystem around clients by offering them both financial and non-financial services
- Maximizing value for individuals and companies using GenAI



A digital banking leader

- Best banking app
- Best risk management practices
- Best client experience
- Daily usage of Sberbank Online reached a record 54.8% by the end of 2024



Sber as an assistant

- Contributing to increasing human potential and expanding the room for capabilities to achieve one's aspirations

¹ According to Brandlab.

² According to Nilson Report.

³ According to Frank RG.

Mission and Values



Mission

We instill confidence, provide reliability and make people's lives better by helping them fulfill their aspirations and dreams.



Values

Our values transpire every day in everything we do. In addition to performance, compliance with our values is assessed on a regular basis, rewarded and taken into account in making personnel decisions (promotions/raises, etc.).

We strive to become one of the first human-centric companies helping people to unlock their potential, be successful in today's world overloaded with technology and information.

Culture — is one of the pillars that support the transition to a human-centered company.

3D — the three dimensions being trust, willingness to cooperate, and long-term perspective — this is the formula that will help us strengthen our corporate culture to achieve Sber's ambitious goals.



A Leader

- I take responsibility for myself and for everything that is happening around me
- I am honest with myself, my colleagues and my clients
- I do my best to improve myself, Sber and the general situation



A team

- We readily help each other, working to achieve a common goal
- We help our colleagues to grow and develop
- We are open, we respect our colleagues and trust each other



The client

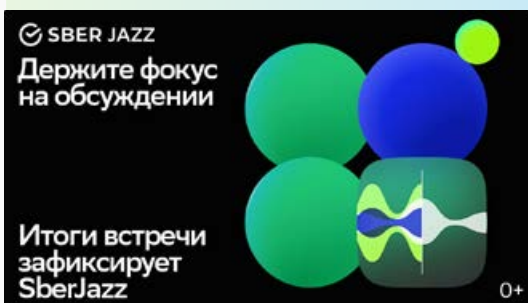
- All our activities are built around clients and are in their interests.
- We aim to surprise and delight clients with the quality of our services and attitude
- We exceed client expectations

Key events of 2024

January

Sber opened a head branch in the city of Simferopol.

February



Users of the SberJazz videoconferencing service can now benefit from the video conference summarizing feature driven by the GigaChat neural network.

March

GitVerse, a large Russian open Git repository for collaborative code development and hosting, was launched.

The total number of users of the GigaChat and Kandinsky neural networks reached 18 million since their release.

April



Start of sales of the **Sber Line S** new generation of smart TV sets equipped with miniLED displays and featuring better image quality, richer sound and higher speeds.

Sber updated its **Spasibo** loyalty program to make it more attractive for clients.

May

An improved version of the **Kandinsky Video 1.1** neural network for creating full-fledged videos based on a text prompt and an image entered the market.

June

Following an Annual General Meeting of Shareholders of Sberbank, shareholders approved **RUB 752 bn in 2023 dividends**.

July

Sber completely switched to the **Platform V SOWA** domestic product by SberTech for use in security gateways.

August



Sber introduced the new SberBoom Home and **SberBoom Mini 2** smart speakers powered by **GigaChat** artificial intelligence and featuring a monochrome LED display and the Magnetic Sound technology.

September

The **SberPrime** subscription marked its fourth anniversary. Since its introduction, users have achieved more than RUB 130 bn in savings.

The **SberKids** mobile app for children was recognized as the best on the market by experts. The app's audience reached 2 million users.¹

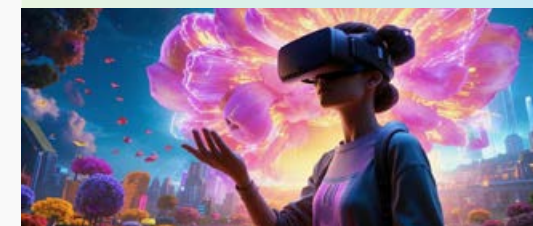
October

Sber presented the **GigaChat MAX**, a new and even more convenient, powerful and multifunctional version of our GigaChat neural network model.

November

The **GigaChat MAX** neural network model successfully passed initial accreditation for the right to work as a primary care physician in the Russian health care system.

December



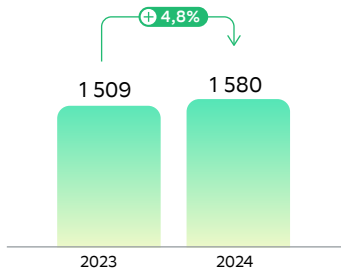
Sber released the **Kandinsky 4.0**, a new-generation neural network for creating realistic videos based on a text prompt or a starting frame, as well as producing audio accompaniment for generated videos.

A new update of the **Sberbank Online** app was released featuring the new "For Life" section granting users access to non-banking services.

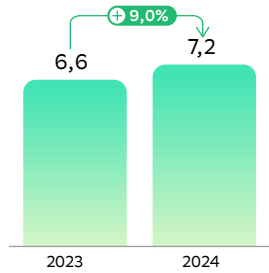
¹ Kandinsky ([kændinski]) is a neural network for generating images and videos from textual prompts.

Key financial highlights

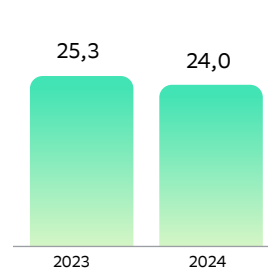
Net profit, RUB billions



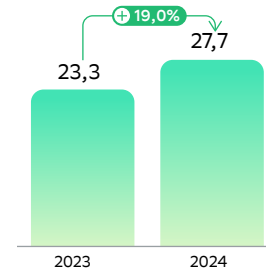
Equity, RUB trillion



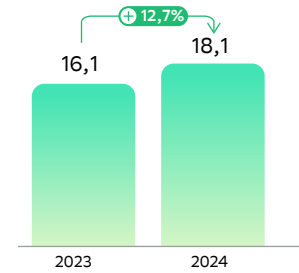
Return on equity (ROE), %



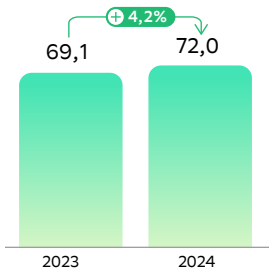
Corporate loans, RUB trillion



Retail loans, RUB trillion



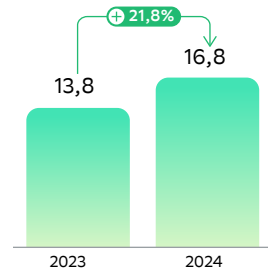
Earnings per share (EPS), RUB



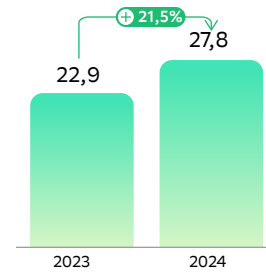
The Group's total capital adequacy N20.0, %



Funds due to corporate clients, RUB trillion



Funds due to retail clients, RUB trillion



Net interest income

RUB 3,000 ^{+17.0%} bn

Net fee and commission income

RUB 843 ^{+10.3%} bn

Operating expenses

RUB 1,063 ^{+15.0%} bn

Provisioning expenses

RUB 413 ^{+55.8%} bn

Net interest margin

5.9%

Cost to income ratio (CIR)

30.3%

Cost of risk (COR)

98 bp

Sber's financial forecast

2025 performance

Income

>5.6%

Net interest margin average

7–10%

Fee and commission income growth

Returns

>22%

Return on equity (ROE)

Expenses

~30–32%

Operating cost-to-income ratio (CIR)

~1.5%

Cost of risk (COR)

Capital

>13.3%

Total capital adequacy N20.0

Long-Term Vision and Strategy 2026



Technology

Develop a next-generation Artificial Intelligence



Business model

Become an assistant for the public in everything we do



Culture

Each of us should become an assistant for our clients and for each other

Financial Model for 2024–2026

>22%
ROE

>13.3%
N20.0 capital adequacy

50%
Share of net profit allocated to dividends

Strategy 2026 | B2C

Helping people manage their present and future

- Automating routines and freeing up time for what really matters
- Focus on individuals' personal aspirations
- Helping unlock human potential
- Supporting people in important areas of their life: Wealth, education, healthcare

BRANCH NETWORK

A place for accomplishing complex tasks and consulting with a trusted assistant

Strategy 2026 | B2B

Helping entrepreneurs and organizations achieve success

- A trusted assistant in business development
- Profound understanding of entrepreneurs to help them achieve their strategic, tactical and personal goals
- Our toolkit:
 - Digital and AI transformation
 - Digital analytics
 - Recommendation systems
 - A digital credit process
 - Digital financial assets
 - Strategic dialogs

Sber as a human assistant

Creates a new core method of interaction

- A deep understanding of humans
- Emergence of an AI assistant

Continues developing its ecosystem while striving to do its best for clients

- Integration to unlock synergies
- Low customer acquisition costs
- Data-driven management

Creates and fosters the necessary conditions

- Personal transformation
- Rethinking the role of branches: an assistant in the real world
- AI as a development driver

AI-Native transformation



Performance review

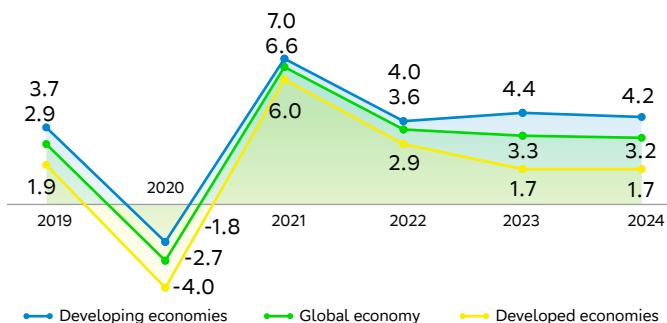
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Market overview

Global economy

According to the IMF, global economic growth slowed down slightly in 2024 to 3.2% from 3.3% in 2023. Global GDP growth rate remains below the 2000-2019 average rate (before the pandemic), which was 3.7%. In 2024, growth in developing economies slowed to 4.2% compared to 4.4% a year earlier. At the same time, growth in developed economies in 2024 was 1.7%, the same as in the previous year.

GDP growth rates (IMF data, % year-on-year)



High interest rates put significant pressure on economic activity throughout 2024, but in the second half of the year, major central banks started easing monetary policy and lowering rates. In the previous years, the need for almost universal increase in interest rates was dictated by high inflation, including in large developed economies. Meanwhile, according to the IMF, global inflation slowed down to 5.7% in 2024 from 6.7% in 2023. In developed economies, the inflation rate in 2024 was 2.6% compared to 4.6% a year earlier. In developing economies, the inflation rate in 2024 was estimated at 7.8%, compared to 8.1% in 2023. Today, regulators in many countries note a decrease in the inflation pressure and expect to achieve inflation targets within 2025 or by the end of the year.

Global manufacturing activity remained relatively weak in 2024. This is confirmed, in particular, by the global Purchasing Managers' Index reading in the manufacturing sector, which in the first months of 2024 was slightly above 50, but then went into negative territory. According to the IMF, manufacturing production is increasingly shifting to emerging markets (particularly India and China), as developed economies are losing competitiveness in manufacturing. At the same time, in the services sector, the global business activity indicator in 2024, as in the previous year, remained above 50.

Commodity markets in 2024 remained impacted by geopolitical tensions, which contributed to increased volatility. Commodity flows between countries remained fragmented. At the same time, growth in global goods and services trade accelerated to 3.4% in 2024, after growing only by 0.7% in 2023.

Growth in global oil demand in 2024 was relatively subdued (less than 1 million barrels per day). OPEC+ countries have been committed to jointly limit oil production, including voluntary commitments to curb supply. The global supply and demand balance was pressured by a significant increase in supply from non-OPEC+ countries (primarily the USA). The average oil price in 2024 was \$80 per barrel (Brent), slightly lower than the year before (\$82 per barrel).

According to IMF's projections, global economic growth in 2025 and 2026 will be around 3.3%, broadly similar to that in 2024. Similar values are projected for global trade in goods and services. At the same time, increasing uncertainty in countries' trade policies (tariffs and duties) can lead to further slowdowns in global economic activity and global GDP growth.

Russian economy

The Russian economy continued rapid growth in 2024. GDP YoY growth rate in the past year was 4.1%, the same as in 2023. Domestic demand has been the main GDP growth driver. Consumption and investment were underpinned by a budget stimulus and real wages growth. The budget deficit increased from RUB3.2 trillion in 2023 to RUB3.5 trillion in 2024. Over 2024, nominal wages increased by 18.3% YoY, and by 9.1% YoY in real terms. The wages growth was largely driven by labor

shortages. Average annual unemployment rate in 2024 was 2.5%, while during the whole 4Q2024 it remained at a historic low of 2.3%.

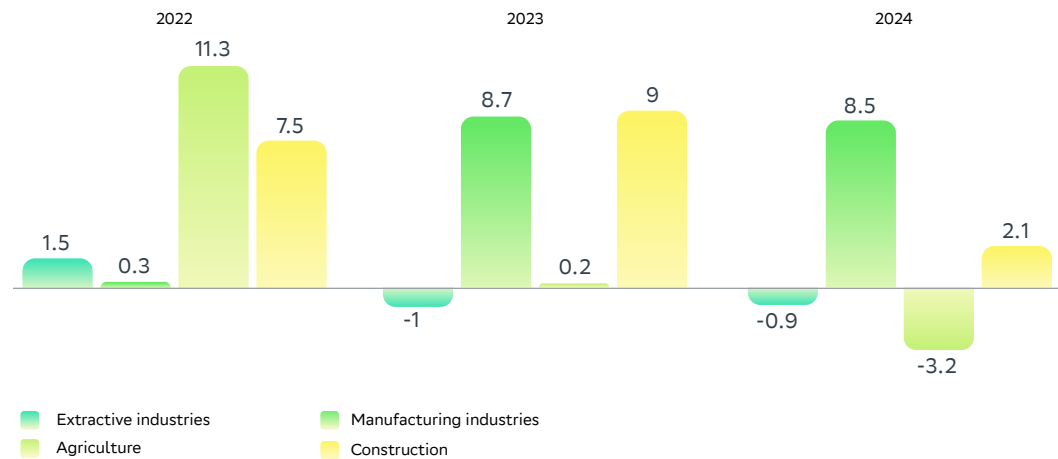
Growing business activity was observed in many key industries. Industrial production increased in 2024 by 4.6% YoY, with the manufacturing industry being the key growth driver recording an 8.5% YoY increase. Consumer demand, spurred by rising incomes, increased

significantly. Thus, retail trade increased by 7.2% YoY, paid services - by 3.3% YoY, and public catering - by 9.0% YoY. Construction industry has grown by 2.1 YoY.

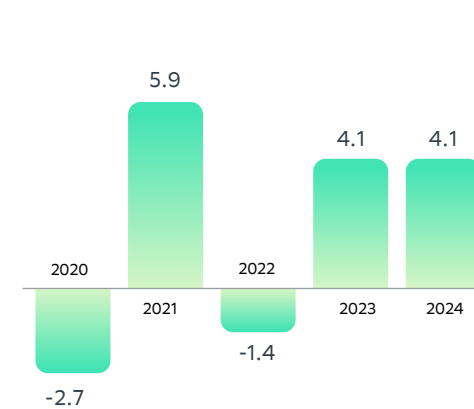
Amid tightening sanctions and declining exports in 4Q2024, the average ruble to dollar exchange rate weakened to RUB 92.6 per USD in 2024 from RUB 85.2 per USD in 2023.

Strong domestic demand and various supply-side shocks, such as poor harvests and rising tariffs, have accelerated the pace of consumer price growth: inflation by the end of 2024 reached 9.5% YoY, up from 7.4% YoY in 2023. In response to increased inflationary pressure, the Bank of Russia tightened its monetary and credit policy, raising the key rate to 21%.

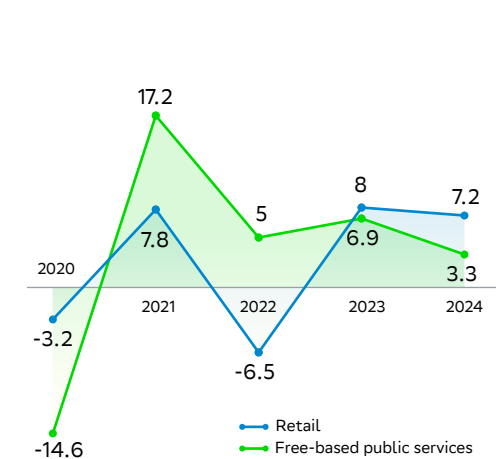
Core industries of the economy, % growth rate



GDP growth rate (according to Rosstat, % YoY)



Consumer activity, % growth rate



Banking System and Sber's Market Position

In 2024, the banking sector was significantly influenced by the tightening of the Bank of Russia's monetary and credit policy. Tougher macroprudential requirements in retail lending had a negative impact on retail lending growth. A considerable reduction in government subsidy programs was an additional negative factor for the mortgage market. At the same time, continuing high economic growth has stimulated increased demand for corporate loans, despite the considerable rise in interest rates. Margin growth amid the higher interest rate environment has enabled the banking sector to maintain the existing levels of profitability and to achieve record-high profits.

In 2024, the number of operating credit institutions in Russia licensed to carry out banking operations slightly decreased compared to the previous year and amounted to 353 organizations (vs 360 as at the end of 2023).

Banking assets increased by 18.7% in 2024 (vs 24.7% in 2023.)

In 2024, the growth rate of the banking system's loan portfolio decreased almost by half and amounted to 15.6% compared to 24.7% a year earlier. Retail lending growth slowed down to 5.7% from 23.4% in 2023. Corporate lending growth outpaced by more than 3 times retail lending and was recorded at 20.2% vs 25.4% in 2023.

Banks' investments in securities grew by 18.8% over the year compared to 14.2% a year earlier.

In 2024, growth in corporate funds (balances on settlement accounts and deposits) decreased slightly to 14.8% from 18.2% in the previous year. Growth of account balances of government bodies has slowed down significantly: budget funds held by banks increased only by 5.5% in 2024 as compared to 24.4% in 2023. The Bank of Russia lending growth decreased less significantly - to 24.3% from 33.3% in 2023.

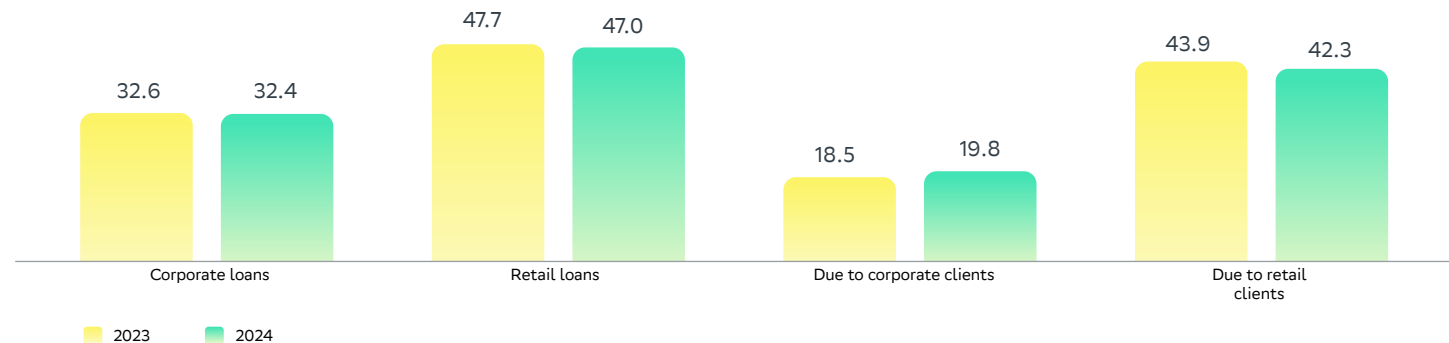
Retail deposits (excluding escrow accounts) grew by 26.9%¹ compared to 22.7% a year earlier. While deposits including escrow accounts grew by 25.0% и 24.2% respectively.

Net income of the banking sector again broke records in 2024 and exceeded RUB 4 trillion, which is 23.1% higher than in 2023.

Sberbank in the Russian market

In the past year, Sberbank strengthened its positions in all key segments of the Russian banking sector.

Sberbank's share in the main segments of the Russian banking sector, %²



¹ Less unallocated bullion account balances.

² Sber's shares are calculated using internal methodologies based on the Bank of Russia data. The share of the retail loans market includes loans granted by DriveClick bank.

Forecast for 2025¹

Macroeconomic Forecast

1.5–2%

GDP growth rate

7.5–8.5%

Inflation

Banking sector

Retail banking

Loans

<5%

Sberbank outperforming the industry

Deposits

17–19%

Sberbank on par with the industry

Corporate banking

Loans

9–11%

Sberbank on par with the industry

Deposits

3–5%

Sberbank outperforming the industry

¹ As of 28.04.2025

B2C ecosystem in 2024

Clients

109.9 ^{+ 1.4 mn YoY} mn
active retail clients

22.4 ^{× 2.2 YoY} mn
active SberPrime subscribers

> 4.3 mn
active minor clients, 6 to 13 y.o.

Web + apps:

83.3 ^{+ 1.4 mn YoY} mn
MAU of SberBank Online (web + apps)

900 ^{+ 0.2 mn YoY} K
900K MAU of SberInvestments (web + apps)

apps:

79.0 ^{+ 1.4 mn YoY} mn
MAU of SberBank Online (apps)

2.2 ^{+ 0.8 mn YoY} mn
MAU of SberKids (apps)

54.8% ^{+ 1.4 pp YoY}
DAU/MAU of SberBank Online (web + apps)

44.6 ^{+ 1.3 mn YoY} mn
DAU of SberBank Online (apps)

91.9 ^{+ 14.7 mn YoY} mn
SberSpasibo loyalty program participants

Sber ID

- Sber ID audience grew by 19.4 mn people to 94.4 mn users.
- The number of Sber ID partners grew by 60 to 237
- The number of surfaces grew by 38.5K, reaching 40K

Financial services

Retail loan portfolio size

RUB 18.1 ^{+ 12.7% YoY} trn

Bank cards

160.4 mn
active debit cards

21.2 mn
active credit cards

41.6 ^{+ 3.3 mn YoY} mn people
number of SberPay payment service users

Market shares

18.2%
brokerage service

Balances on retail client accounts

RUB 27.8 ^{+ 21.5% YoY} trn

Clients' investments

RUB 5.2 trn
assets under management, including RUB 4.8 trn of retail clients' assets

> 6.2 mn
clients with investment products; in particular, over 1.9 mn clients signed up for the long-term savings program

54.2%
life insurance market

Achievements and awards



Nilson Report

- ★ in terms of the number of transactions: the second largest acquirer worldwide and No. 1 in Europe in terms of the number of transactions processed



Frank Credit Cards Award 2024

- ★ 'Best Credit Card', 'Most Comfortable Credit Card Terms for Mass Clients', 'Most Beneficial Credit Card for Affluent Clients'



Frank RG

- ★ 'Best Bank for Children'



Finaward

- ★ 'Human-Centered Product of the Year' – 'Protection for Any Occasion' program by SberInsurance



ECOM Awards

- ★ 'Best Buyer Experience in E-Commerce' — Sberbank Online



Digital Leaders Awards

- ★ 'Mobile Application of the Year' — SberInvestments



P. Stolypin International Economics and Finance Award

- ★ 'Educational Loan' – winner in the 'Best Loan Program' category

B2C Segment

GRI 3-3

Lending

RUB **18.1** trn
+12.7% YoY
retail loan
portfolio balance

47.0%
retail lending
market share

Mortgage lending

Sber leads the Russian mortgage lending market

57.0%
+1 pp YoY
share of the mortgage lending market

RUB **11.2** trn
+9.6% YoY
balance of the mortgage loans portfolio

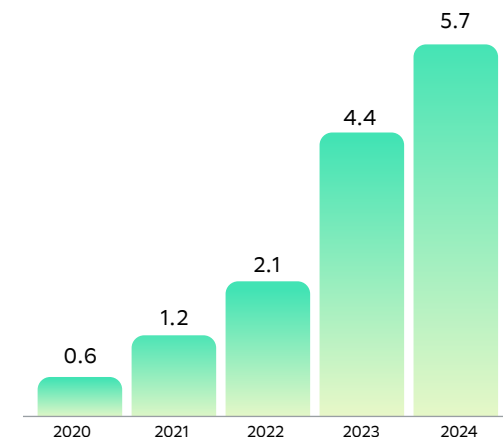
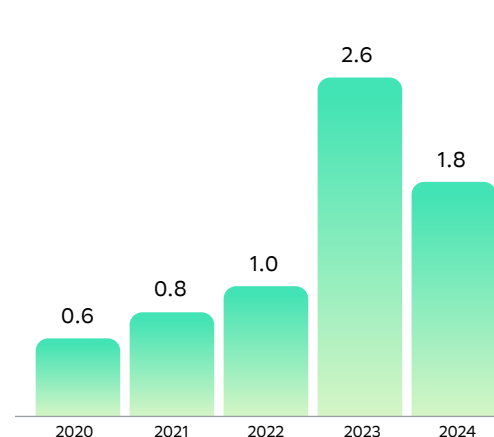
53.6%
share of mortgage sales via digital channels

Sber is the leader in loan disbursements under government-backed mortgage programs: over 2024, the Bank's mortgage loans portfolio grew by 24%

Government-backed mortgage loans, RUB trn

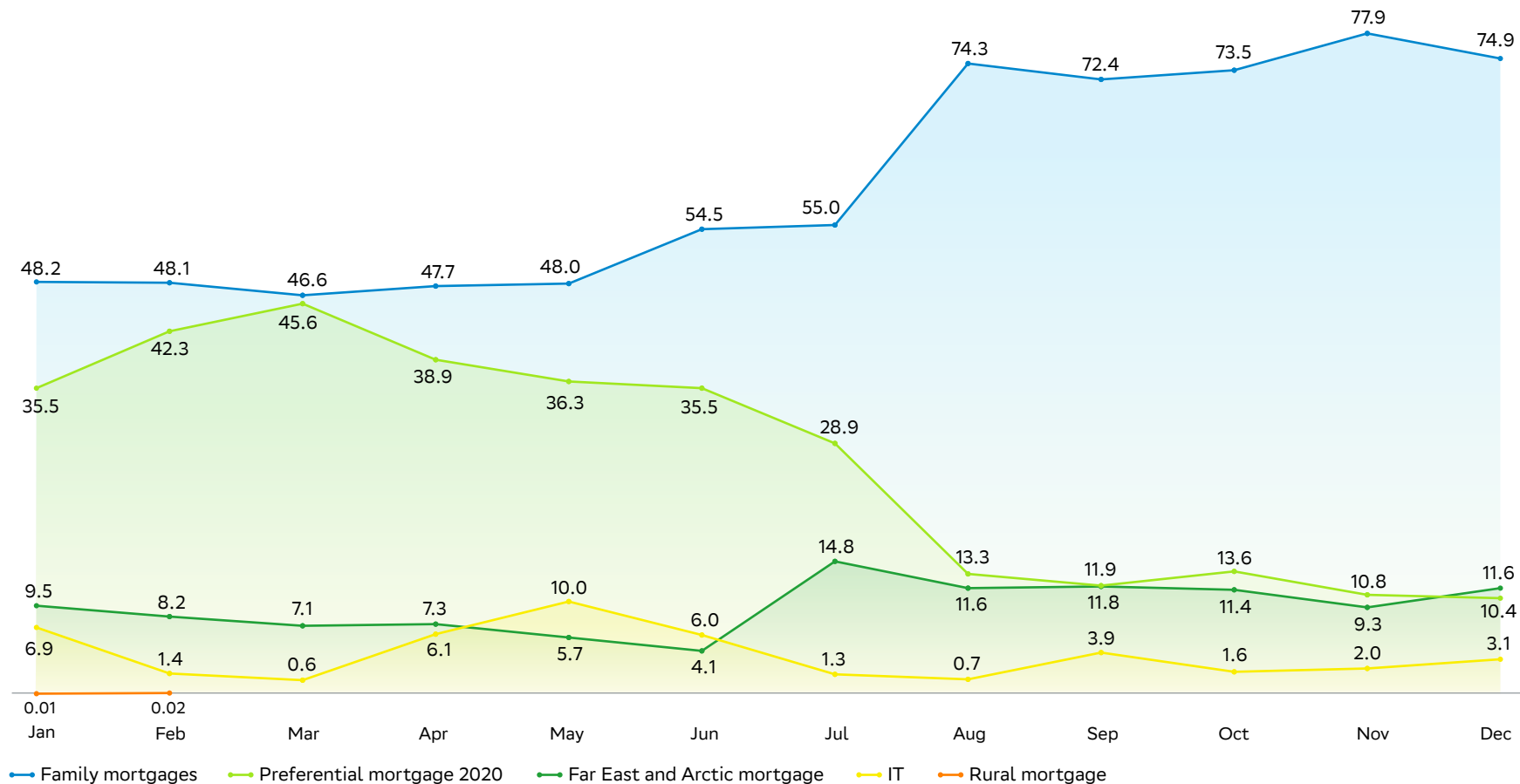
Disbursements

Portfolio



In 2024, Sber conducted over 150 product launches and upgrades and in particular launched the combo mortgage program for the new apartment and individual housing construction segments, mortgage programs for the new regions. In addition, Sber was actively involved in the development of the Mortgage Loan Standard for the Russian market, expected to come into force in 2025.

Structure of Sber's mortgage loan disbursements under government-backed programs, 2024, %



¹ Individual housing construction

DomClick

DomClick by Sber is a full-cycle service for any real estate-related issues. DomClick allows to buy or sell real estate, hire or let property on a day-by-day, short-term or long-term basis, sign up for a mortgage loan, have a transaction registered and settled in a secure manner, monitor changes in real estate prices over time, maintain residence in good condition including renovation, cleaning, posting of orders for professional and craftsmen services, etc.

In 2024, new services of long-term and short-term rent, as well as the new housing selection service for Sber's partner network were added to the platform. During peak months, the platform traffic reached 21 mn users. The reinvented moderation system keeps the ads database clean.

The My Properties service, a one-stop shop for the majority of real estate-related issues, evolved further as Sber integrated its functionality into Sberbank Online. This service allows clients to monitor the market value of their properties, remotely resolve any mortgage loan service issues, pay utility bills, post a property sale ad, order an interior design project document and apartment renovation service, make use of home move or cleaning services, order household goods. The popularity of this service is growing, with the number of users already exceeding 2.1 mn.

The level of client service offered by DomClick remains high. In particular, the average call response waiting time does not exceed one minute, while the average time of waiting for manager's response in the chat is just 30 seconds. In addition, the decision waiting time experienced by a client reduced to four minutes over the year, while the number of clients whose properties get

approvals faster grows, with around 70% having their properties approved in less than six hours.

For clients' convenience, Sber launched the 'Familiar Properties' project, available for properties that previously had been taken as collateral by the Bank. The project will allow to gather the documents in respect of such properties five times faster, closing deals in just one day.

Another service additionally introduced by Sber was asynchronous appointment booking which allows to find the time and date of deal closing that are most comfortable for the parties, notwithstanding differences in time zones or locations of the deal participants. The new service is gaining popularity, with 6% of deals already being made in this format.

In 2024, Sber launched a pilot project in the DomClick online service, aimed at ad generation with the help of artificial intelligence and thus relieving clients from the need to write descriptions of properties offered for sale on their own. Now they need just a few seconds to generate a description in GigaChat on the basis of user-defined property parameters. These include the purpose, price and the terms and conditions of the deal, property type, address, area, effectiveness of heating solutions, gas supply, garbage disposal, access gate, concierge services, etc.

Sber demonstrated its IT leadership in the real estate industry at the DomClick Digital Day conferences in Moscow, St. Petersburg and Sochi. The conferences were attended by more than 2.5 thousand participants, with media coverage audience reaching 170 mn people. Besides, the monthly traffic of the DomClick Magazine reached an all-time maximum at 5 mn readers.



In 2024, one of our highest priorities was the development of high-frequency lifestyle services that cover the majority of clients' needs in the sphere of real estate. Last year, as we carried on with our Strategy 2026, we launched the long-term and short-term housing rent services and the 'My Properties' app section allowing one to manage their housing through an object-driven model. Another new section, 'Build a House', is dedicated to individual housing construction and brings together all useful services related to this market segment.

Deep integration of AI technologies into DomClick products is an important component of our strategy. One of our remarkable achievements was the ambiguous project aimed at embedding GigaChat in the real estate rent and sale services. Users now can create effective and attractive ad listings in mere seconds, emphasizing all benefits of their properties. This helps find buyers and tenants faster. Already today, 15% of all new DomClick ads are created with GigaChat, and they attract much more responses than plain vanilla ads.

Aleksey Leypi,
Director of DomClick Tribe, Sberbank

Feedback from DomClick Digital



DomClick Digital Day is one of the most effective and insightful events. Its distinctive features are prevalence of dynamic analytical and news agendas, engagement of talented speakers and interesting guests. What this approach to arranging and delivering the conference has resulted in may confidently be called productive networking.

Sofya Zavaley,
Sotka Expert platform



The conference brought together a lot of interesting participants – developers, representatives of other banks, specialists from the Central Agency for Real Estate Information (CIAN), heads of large and small real estate agencies. It was a most likable event, with respectable audience, interesting presentations, extensive analytics. Organizationally, it was lined up in a consistent and clear manner, with strict adherence to all timings. Another thing worth mentioning is the end-to-end implementation of digital technologies at all stages in the conference process, for example, questions to speakers could be submitted right from the app. The speaker who ascended the Everest twice was particularly impressive.

Dmitry Gridnev,
founder of THE KEYS investment company

Readers' feedback on the DomClick Magazine



Instructions of this kind are very important to every target audience. The fact that we have them now, and in such a comprehensive form, cannot but be gratifying. This is really great news. Your team is really doing a very important job for the whole country. Thanks to each and every one of you!”

Rustem Safiullin

General clients' feedback



A great platform for real estate purchases. Bonuses upon signing up for a family mortgage, competent professionals online 24 hours a day is a big plus as such.

Ekaterina Maksimova

DOMCLICK AWARDS



The DomClick Magazine and the 'Guaranteed Deal' service won the Runet Award 2024



DomClick was named a modern legendary brand in a poll by Komsomolskaya Pravda media group



DomClick is the winner of the Frank RG Award in the 'Best Digital Mortgage Loan Service' category



'Best Legal Team' according to the LEGAL TO BUSINESS Award



Sberbank is the leader in mortgage lending according to Expert RA



DomClick is the winner of the Golden App Award in the 'Property Management Apps' category



DomClick was named by Forbes a golden employer of our country

Consumer lending

Sber remains a leader in the consumer lending market, reinforcing its positions. The key objectives of this business line are to create the best client experience and promote conscious utilization of the loan money for human empowerment.

RUB **4.0** + 2.0% YoY
trn

balance of the consumer loan portfolio

95%

share of consumer loans disbursed via Sberbank Online

RUB **2.7** - 13.9% YoY
trn

total consumer loan disbursements

Sber upgraded its line of loan products and conducted a number of promotion activities to prop up demand, namely:

- The popular 'Payday Loan' service became available to all Sber clients, including those who do not receive salary or pension through the Bank
- Provision of a general-purpose consumer loan against pledge of a vehicle where it is impossible to get approval of an unsecured loan
- Increased cashback special offer for clients with SberPrime+ subscription or SberPremier service bundle who sign up for a consumer loan
- Incentive campaign among clients who signed up for a consumer loan, with the opportunity to win full loan discharge
- Promotion campaign within the 'Government-Backed Education Loan' product: ten students of Russian universities choosing to sign up for an education loan during the campaign period become entitled to a year-long monthly grant of 10 thousand SberSpasibo bonuses
- Wide-sweeping campaign promoting government-backed education loans.

Sber is actively involved in the government's higher and vocational education support program, investing in the development of education loans. In 2024, over 100K clients, almost one third more than in the previous year, received loans for education. Sber added this product to the SberBank Online mobile app, augmenting it with a feedback form enabling loan origination by a field manager, a chat bot for consultations, and a popular service with the payment rescheduling option. The 'Credit Potential' service is available to all users in Sber's client base. Calculations are updated on a monthly basis in respect of 110 million people, with 55% of clients having



The key element of consumer lending development in 2024 was adaptation of product terms and conditions, the credit process and product pricing to deep market changes, such as growing funding costs, tightening macroprudential requirements for loans, introduction of more stringent restrictions on lending to borrowers with a high debt burden. This allowed us to support clients' demand for loans and strengthen Sber's leadership in the lending market.

Sergey Kosolapov,
Director of the Consumer Lending Tribe

The 'Credit Potential' service is available to all users in Sber's client base. Calculations are updated on a monthly basis in respect of 110 million people, with 55% of clients having at least one approved offer within their calculated credit potential. Clients can see the maximum available limits for individual products, their income taken into account in the calculation, as well as the full list of current loan obligations, which is a unique solution in the banking services market. In 2024, the number of monthly active service users (MAU) grew by 45% reaching 7.6 mn; clients acclaimed the 'Credit Potential' service as a "convenient service for planning purchases and new opportunities."

Notable results of 2024:

- Concept development and launch of the 'Loans' space in Sberbank Online to attract and retain early adopters
- Family Credit Potential
- Approval of the lending concept via the 'Financial Health' analytical service
- Revised approach, including risk analysis, to approval of clients' loan applications and improvement of the quality of human-centric solutions

POS lending

The Russian BNPL (buy now, pay later) market shows an upward trend and is set to reach RUB 200 bn in funds granted on an installment basis by year end. Over the reporting year, Sber tripled the number of partners of its '**Pay in Instalments**' service and offered the solution to offline stores.

In **POS lending** (a kind of consumer loan granted directly at points of sale), Sber, in 2024, focused on improving the efficiency of loan disbursements while keeping sales volumes at the previous year's level, having disbursed RUB 57 bn worth of POS loans during that period. The portfolio reached RUB 31 bn, and the number of Sber's partners grew to 58 thousand.

RUB **602** + 80% YoY
bn
auto loan portfolio (Drive Click Bank + Sber)

19.1% + 3.0 pp YoY
share of auto lending market

Auto lending

Over the reporting year, the **new passenger car** market in Russia grew to 1.57 mn sales. This 1.5x year-on-year growth points at market recovery and is the maximum since 2020. The **second-hand car** market remains steadily high at over 6 mn cars a year. The weighted average price of new cars grew by 6%, reaching RUB 3.12 mn, that of used cars, by 13%, to RUB 1.18 mn.

In 2024, the Group granted 385K auto loans, which is twice as many as in the previous year. Disbursements amounted to RUB 504 bn. In July 2024, Sber set an all-time absolute record for auto loan disbursements at RUB 67.9 bn over the month.

For a client, interaction with Sber means more attractive terms as compared to the basic terms and conditions offered by other banking market participants. In 2024, the Group launched collaboration programs with several new car brands.

In 2024, every one out of four auto loans in Russia was disbursed by the Sber Group

Credit cards

In 2024, Sber maintained the steady trend of its credit card business development and completed the wide-sweeping migration of 16 million credit cards to the proprietary processing platform.

For its VIP clients, Sber issued the Premium Credit SberCard with a 120 day interest-free period applicable not only to purchases, but also to cash withdrawals and money transfers. This card, made of metal, only contains the first and the last name of its holder, which reinforces data security. Existing clients can sign up for the new product through a tariff plan change, without visiting the Bank or having the card re-issued.

To celebrate the third anniversary of the Credit SberCard product launch, the Bank issued the first-in-market credit card with LEDs. When a card is hovered over a self-service terminal or an ATM with a contactless module, the Sber logo with LEDs inside begins to glow.



In 2024, the Credit SberCard product held and strengthened its leading positions: Sber's share of the credit card market reached 53%. As part of our 'One Product for All, Special for Everyone' strategy, we customized the Credit SberCard for the young people and premium segments, having issued a credit card for young people with a bright graffiti-style design and a bundle of benefits relevant in the context of clients' expectations, and a premium credit card for VIP clients, made of metal, with an interest-free period covering all transactions.

Alexander Kalinkin,
Director of Credit Cards Tribe

+ 2.8 pp YoY
53.0%

Sber's share of the Russian credit card market

+ 0.7 mn YoY
21.2 mn

active credit cards

+ 43.4% YoY
RUB 2.3 tn

credit card debt portfolio

AWARDS



Frank Credit Cards Award 2024:

★ 'Best Credit Card' award, the Credit SberCard product



Frank Credit Cards Award 2024:

★ 'Most Comfortable Credit Card Terms for Mass Clients' award, the Credit SberCard product



Frank Credit Cards Award 2024:

★ 'Most Beneficial Card for Affluent Clients' award, the Credit SberCard product



Fintech Awards Russia:

★ 'Best Product' award, the Credit SberCard product



Retail Finance Awards 2024:

★ 'I Am Legend' award, the Credit SberCard product



Digital Leaders Award 2024:

★ 'Product of the Year' award, the 'Best Terms Cash' service



Best for Life Design Awards 2024:

★ 'Product of the Year' award, the 'Best Terms Cash' service

Transaction banking



In our pursuit of Strategy 2026, we remain committed to our principle of creating human-centered products.

In 2024, we made a major step forward, having launched the world's first mass bio-acquiring service and installed more than 1 mn bio-terminals through which over 2 mn people have already paid for their purchases by using biometrics.

We are also expanding cooperation with other banks, providing holders of cards issued by any financial institutions with the opportunity to pay using biometrics. These achievements confirm our global leadership: we ranked the second among acquirers worldwide, while in Europe we remain leaders in acquiring for eight years, and as an issuer, for three consecutive years.

By continuing to actively innovate, we make our services even more convenient and affordable. Transition to proprietary processing allowed us to significantly increase the resilience and flexibility of our systems, opening up new horizons for continued technological growth.

Dmitry Malykh,
Senior Vice-President – Head of the B2C Transaction
Banking Block

Bank cards

In 2024, Sber made significant progress in applying the **target Wallet model, centered around a payment account**. 23 mn clients have already completely migrated to the Wallet, 26 mn are in the process of migrating to this target model.

At the same time, the service of linking **multiple cards to a payment account** is gaining popularity among clients. At the end of the reporting year, 1.6 mn payment accounts had two or more cards linked to them. A payment account would have a plastic card and a sticker linked to it in 19% of cases, a plastic card and a virtual card, in 19% of cases, both virtual cards, in 8% of cases.

Sber offered its clients the opportunity **to pay for purchases from several accounts**, by linking their accounts with other banks as secondary ones to their Sber card. Thus, if, at the time of payment, the balance on the Sber card is insufficient, the shortfall will be automatically transferred via the Fast Payments System (FPS) from the specified account with a third-party bank.

Money transfers

In 2024, 74.4 mn clients transferred money via Sberbank Online every month, which is 1.5 mn more than in the previous year. At the same time, 2.5 mn clients had some of their money transfers made abroad, which is more than 20% higher than in 2023.

For even greater clients' convenience, Sber optimized the system of payment and money transfer limits in 2024, restricting the free transaction limits to the Prime family of subscription plans only and increasing the limit to RUB 100K a month for the PrimeStart subscription plan.

Sber integrated machine learning-based recommendations in the mobile app's quick money transfers ribbon. With this, the average money transfer time was reduced by 7%, making the mobile app even more user-friendly.

Payments

Sber continuously improves digital services for payments and client payments management. At year-end, the level of client satisfaction with the service quality stood at 83% (+3 pp YoY), while the average payment time reduced by 23%.

Today, payments for mobile telephony, Internet, television and utility services are available to individuals via the Sberbank Online app in 20 countries worldwide.

Mobile telephony payments

Mobile telephony payments in SberBank Online became easier, clients now pay with just two taps, saving 12 seconds on every payment. All previously paid telephone numbers will always be at hand in the mobile app. It is now possible to top up the mobile phone balance in UAE, Turkey, Indonesia, Thailand, India, Sri Lanka, Philippines, as well as in Crimea and the new Russian territories (the Donetsk (DPR) and Lugansk (LPR) People's Republics, Kherson and Zaporozhye Regions).



In 2024, in our activity, we accomplished the Decree of the President of the Russian Federation 'On Measures to Ensure Technological Independence and Security of Critical Information Infrastructure', improved the reliability and resilience of payments amid mass-scale transition to target platform-based IT solutions and laid the foundation for continued technological growth of our business.

Elena Pilyar,
Director of Payments Tribe

Payment of traffic fines

Over 15 mn of vehicle owners already use the AUTO profile to receive notifications about fines and new charges in respect of their vehicles as they are posted in the Government Information System (GIS). Clients now have a one-stop solution for storing the details of their vehicle and driver's license in one place, paying traffic fines, viewing detailed information on outstanding fines, and full history of all fines. In addition, information on toll road charges and the feature of online vehicle fueling via the mobile app are also available. It is also possible to buy a compulsory vehicle owner's liability insurance (OSAGO) policy at attractive rates offered by different insurance companies.

Utility Payments

Sber remains the leader of the utility payment market with a share of 60.8%. In 2024, more than 27.5 mn clients regularly paid their bills, having made over 141.3 mn payments. Every month, the Bank sends over 63 mn push notifications about new utility bills, while vendors can retrieve an electronic image of the receipt, which brings Sber to the forefront of abandoning paper receipts.

Amid mass-scale technological transformation, we retained our leading positions in the payments market: every month, 64.9 mn individual clients pay for services via Sber, and for those who need social support the Bank canceled fees for utility bill payments while keeping the payments business profitable as a whole.

The 'Home' comprehensive digital space in the SberBank Online app brings together all services for comfortable living — one-click payment of utility and internet bills, transmission of meter readings, mortgage-related information, property valuation details, insurance or home moving service ordering, development of an interior design project document or request for repair. More than 5 mn clients have already used the new service.

For residents of Crimea and the new Russian territories, multi-functional public and municipal service centers (MFCs) and Sber launched cashless payments of utility bills, traffic fines and government duties with cards of any banks at Sber branches and MFCs.



This is very convenient, especially for us pensioners. No need to visit the Bank, no need to worry whether or not the receipt will come. Sberbank never fails, everything is seamless and on time. A very useful service!

Lyubov Sharagova,
our client



All is simple enough. The management company is already in the database, our personal account is reflected, even the payment amount is displayed. All you have to do is click on Pay.

Nadezhda Linhart,
our client

New payment execution and confirmation methods

The QR multi-scanner in SberBank Online allows clients to pay by QR code and transfer money by a handwritten telephone number or bank card number. The web version of SberBank Online also provides access to the QR code scanner — clients can pay via FPS, or by scanning bills with a camera, or by photo or PDF files.

Sber also offered clients new payment confirmation methods at a Bank branch with the help of a mobile phone. The technology is similar to SberBank Online: the officer enters the transaction on their tablet or on their desktop teller workplace, and the client chooses a card from the list of available ones and confirms payment via SMS, biometrics, or a push notification in SberBank Online. An electronic receipt for a payment made at a branch, available in SberBank Online, is a convenient extra. Every month, the Bank accepts more than 1 mn payments based on the new technology.

Acquiring and cash-free world

Pay with a Smile

Sber replaced 1 mn payment terminals with innovative ones that allow to pay not only by cards, QR, sticker or NFC, but also using biometrics. The number of payments using biometrics exceeded 26 mn over the year.

In November 2024, Sber introduced the biometrics-based fare payment technology in public transport. In the subways of Yekaterinburg and Nizhny Novgorod, passengers paid their fare

with a smile more than 42 thousand times. We plan to introduce this method of payment in the subways of other Russian cities by the end of 2025.

SberTips

Our new SberTips service allows to leave feedback and cashless tips by using a QR code. In 2024, our service's share of the cashless tips market increased fourfold, reaching 35%. The SberTips functionality is continuously expanding and becoming more user-friendly.

SberPay is Sber's family of payment methods that allow to pay for purchases without a card.

41.6 mn
the number of SberPay service users

+ 3.3 mn YoY

SberPay Online

Sber carries on with improving the SberPay service as part of our Internet acquiring. In 2024, the Bank introduced APP SDK SberPay, an off-the-shelf payment module for embedment into the partner's mobile app, which ensured payment conversion at 98.5%. This is higher than the ApplePay conversion rate, previously thought to be the benchmark, which reached 97% at the time they left the Russian market. The main feature of the SDK SberPay service is quick payment in just a couple of clicks, without having to go through the full SberBank Online logon process. These and other service improvements allow us to reach MAU of over 30 million.

SberPay QR

The Pay by QR service is available in 1.9 mn self-service terminals. Wide distribution and a systemic effort aimed at reducing the time required to execute a QR transaction allowed us to increase MAU from 8.8 mn to 17 mn over the year.

SberPay NFC

This service allows to pay with an Android-powered mobile phone. It became the No. 1 Wallet for Sber cards, outpacing Mir Pay. Over 13 mn clients signed up for this service, and the service turnover grew more than twofold over the year.



Fare acquiring

Sber expands penetration of non-cash fare payment services in public transport.

In Russian regions, Sber continues to develop our innovative **SberTroika** fare ticket system. The system is available in 36 regions. Over the year, the total turnover in the SberTroika system amounted to RUB 19.7 bn, and the number of trips exceeded 468.2 mn.

RUB **133** bn +33 bn YoY
annual cashless turnover in public transport

3.3 bn +31% YoY
trips paid for via Sber's fare acquiring over the year

Cash at Cashier Desk

Over 34 thousand points of sale across federal and regional retail chains offer the cash withdrawal feature when making in-store purchases. Almost 1 million people use this service every month. During the last year, cash disbursements at cashier desk amounted to RUB 47.4 bn.

Achievements in the transaction business

NILSON REPORT



No. 2 acquirer worldwide by the number of transactions and no. 1 in the year's ranking table



No. 1 acquirer in Europe by the number of transactions

AWARDS



'Big Turnover' Award:

- ★ Sber won the 'Big Turnover — 2024' Award in the 'Payments' category for its SberPay payment solution. This was a runaway win — 68% of experts voted for Sber



Finaward 2024

- ★ 2nd in QRPay, the pay-by-QR platform for banks

Debit cards

In 2024, Sber fully migrated the issuance and servicing of clients' bank cards to the proprietary processing platform, patented and entered in the domestic software register. Our proprietary solution allows us to fully eliminate dependence on foreign software, reduces bank card issuing and servicing costs, and ensures high speed and reliability of transactions made with Sber cards. In total, Sber's processing serves about 200 mn active debit and credit cards.

Sber endeavors to offer services that bring our clients pleasant emotions with the help of advanced artificial intelligence technologies. To this end, in the summer of 2024, a unique cardtruck, Sber's 'green wagon' powered with the Kandinsky neural network, visited Moscow's key spots, providing clients with the opportunity to instantly create a unique design for their SberCard and get it issued right there and then.

Besides, the Sberbank Online mobile app offers many collections of card designs, including images of characters created by Soyuzmultfilm, the Soviet-era cartoons studio, thematic works of the Russian Geographical Society, SberCat and the legendary Kino ('Cinema') band.

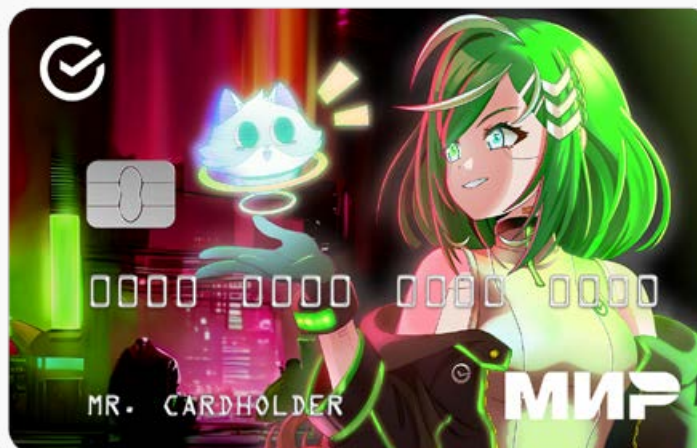
Furthermore, dozens of design options are available for virtual cards, including animated designs that 'come to life' on the smartphone screen and as payments are made via SberPay.

In addition, Sberbank presented unique designs of stickers: made of wood, ultra-thin and cut to shapes.

Sber became the country's first bank to implement the express card delivery service in major cities with our new "Delivery in 15+ minutes" option.

>250

Russian cities and smaller settlements covered by the courier card delivery service



In the reporting year, a number of services were launched that save clients' time as they sign up for a new product:

- **Service for seamless transition from archived card tariff plans to SberCard.** It allows clients to sign up for our flagship debit card product, SberCard, without visiting the Bank or collecting the new plastic card. The terms and conditions are updated with a single click online in the Sberbank Online mobile app, while the client's existing card and account details remain the same. Concurrently with the transition, the client can also activate the Prime subscription and increase the return rate on their debit card.
- **Card delivery by courier.** As a card is reissued or a new one is signed up for, clients can choose this method to receive it. The delivery service is available in 250+ cities and towns throughout Russia when a card is ordered via the website or in SberBank Online mobile app. The click-to-call-courier feature allows to call courier at the client's convenience.

SberBank Online

In June 2024, Sber and T-Bank became the first banks in Russia to provide clients with the opportunity to join information on their accounts in each other's mobile apps. The Open API project aims to improve user experience and allows partner banks' clients to view their debit accounts and transactions on them in both applications and manage them in one place. As the project develops, clients will be able to analyze their income and expenses in one application. In the longer term, both banks are considering the possibility of expanding the project onto other products and corporate clients.

83.3

+1,4 mn people over the year

mn MAU

SberBank Online app (web and mobile)

45.6

+1,9 mn people over the year

mn DAU

SberBank Online app (web and mobile)

Bln October 2024, Sber presented the new 'Home' section that allows clients to manage their real estate in the Sberbank Online app for Android. Now useful services for housing maintenance and all information on the types of clients' properties (such as houses, apartments, parking lots, garages, storage spaces) are all stored in one place. Data is collected from various sections of the app, the DomClick service or from the Public Services ('Gosuslugi') portal. Properties (such as a rented apartment) can be added manually, information can be edited, irrelevant items

can be deleted. Moreover, the new section features services for simple and convenient real estate management: payment of utility or Internet bills, viewing of mortgage payments or the property value information, obtaining an insurance policy, legal advice, ordering an interior design project document, request for repair or home moving service, etc.

In December 2024, Sber launched the new 'For Living' section that brings together non-financial services offered by Sber and its partners, making it easy for clients to enjoy interesting solutions for their everyday tasks, like shopping, fueling the car for SberSpasibo bonuses, planning for cinema and theater visits, booking doctor appointments, hotels, paying for tickets, and much more. The section also opens access to useful public services, such as calculating the future pension or a child allowance amount, etc.

The section contains virtually everything that can be of use for day-to-day tasks, work and rest:

- Quick food delivery
- Discounts and cashback from Sber partners
- Travel and car fueling for SberSpasibo bonus points
- Book doctor appointments at a medical facility or online; attractive terms for medical examinations
- The most interesting events and locations in a city
- Unique content selections, etc.

The web version of SberBank Online became even more convenient to use: it is now almost equivalent to the mobile version in terms of design and navigation. For the convenience of more than 6.1 million users of SberBank Online web version, Sber updated the design and navigation around the app sections to match the mobile version as much as possible. More positive changes were made to the design of the home page and the 'Profile', 'History' and 'Payments' sections. In particular, the home page now displays only those financial services that the client uses every day, and the 'Savings' section displays all of them, i.e. deposits, savings accounts, pension products, foreign currency and precious metals. SberSpasibo bonuses moved to the 'Wallet' section. Like in the mobile version, the card balance can be hidden from being accidentally seen, while expenses were initially broken down by the Bank, so that there is no need to open statistics. To log in to the web version, it is now sufficient to memorize a numeric five-digit code and follow the same login process as with the mobile app.

At the end of 2024, Sber's GigaChat MAX was added to the search engine of the SberBank Online app for iOS and Android, making it much easier and faster to search for necessary information. The user instantly gets answers to any questions, whether of financial (from letters of credit to the stock market) or of everyday (for example, recipes for the New Year table) nature.

SberSpasibo

SberSpasibo is Russia's largest loyalty program in the banking industry. The program's bonus pool is sponsored by Sberbank and its partners.

91.9 mn

+14.7 mn over 2024

participants of the SberSpasibo program

303

+60 new external partners over the year

active partners of the SberSpasibo program in December

In the spring of 2024, Sber updated its 'Spasibo' loyalty program: instead of levels of privilege, clients now enjoy attractive bonus categories that can be changed every month. It is now also possible to convert bonuses into rubles at an exchange rate tailored to each segment, with the bonus conversion taking not more than an hour and a half.

In the autumn of 2024, Sber launched the 'BESPREDEL' (NO STRINGS ATTACHED) project that provides access to unique goods, experiences and content that can be purchased using SberSpasibo bonus points (tolkozaspasibo.ru website). The 'BESPREDEL' project won the 'Russian Brand of the Year' award in the 'Collaboration of the Year' category.

The updated SberSpasibo loyalty program was expanded onto the entire client base

79.3 bn bonuses

aggregate bonus pool accrued by the loyalty program partners

The Sberbank Online mobile app now includes the 'Travel' section with a convenient feature of buying tickets and booking hotels using SberSpasibo bonuses. Clients can view their bonus accruals in the history of transactions in Sberbank Online, and the 'Partners and Special Offers' section in the mobile app became even more convenient and native.

These changes demonstrate the Bank's commitment to continuous improvement of our loyalty program, increasing its accessibility and providing clients with wider choices and advantages. Sber successfully transforms the SberSpasibo program into a powerful tool enabling us to increase customer loyalty and strengthen Sberbank's market positions.

Clients utilized

196.1 bn

of SberSpasibo bonuses in 2024

Launch of 625

promo activities with attractive offers for client

For premium clients, Sber launched exclusive services, such as 100% reimbursement of taxi trips, visits to VIP lounges and restaurants at airports, as well as access to the SberClub loyalty program with discounts.

Public services at Sber

Sberbank Online and the Public Services portal

Sber offers its clients to use the **Digital Citizen Profile**, a public service that automatically fills in forms with data from the Public Services portal and makes it easier to obtain banking services. Sber leads among banks in terms of using this service. 19.7 mn clients entrusted their data to the Bank thereby saving time and energy on face-to-face visits to various agencies.

Sber also offers a proprietary **‘Documents at Hand’ service**. It allows to automatically fill out forms as clients sign up for the Bank’s services and to keep information up-to-date in Sberbank Online. The service is used in 18 banking processes: in loans and mortgages — to confirm income and employment, in pension products — to calculate future pension and obtain the pension entitlement certificate, in insurance — to process insurance payments, in populating and updating the client profile in Sberbank Online, etc. The service audience is 9 mn people.

Social Adviser

Sberbank Online offers a service that helps disabled clients and war veterans to navigate through the region-specific variety of benefits and social allowances. The service makes use of GigaChat and is available to 200K clients of the Sberbank Online mobile app.

Expanding the list of income types protected from foreclosure pursuant to the Federal Law “On Enforcement Proceedings”

Together with the Ministry of Labor and Social Protection of the Russian Federation, Sber participated in the formulation of amendments to Federal Law No. 229-Φ3(229-FZ) “On Enforcement Proceedings” dated 02/10/2007. The outcome of this effort was that the list of income types protected from foreclosure by way of enforcement proceedings was expanded onto, among other things, allowances to disabled children thereby protecting RUB 77 bn of client funds on a monthly basis.

Social and payroll solutions

Payroll product

Sberbank is actively developing the ‘Like Salary’ product that allows clients to consciously choose Sber as their primary bank to receive salary payments even if the employer switches to another bank. By transferring their salary payments to Sber at their own initiative, clients retain the privileges of salary projects. Sber also offered its clients a simpler method of activating the ‘Like Salary’ service if they have earlier consented to use the ‘Documents at Hand’ information service.

The Bank’s clients now have access to the feature of automatic money transfers to themselves from other banks in the top-up service in the SberBank Online mobile app. In addition, the Sberbank Online mobile app offers reuse of cards issued according to card issuance registers submitted by legal entities. Furthermore, clients now can open a payment account when a SberCard is issued in the salary channel which allows linking several cards to one and the same account.

As far as corporate clients’ interaction with employees is concerned, all clients now can have cards issued and salary payment details communicated by using a QR code. Employer generates a QR code for their employees and communicates it to them in any convenient manner in the SberBusiness online bank for legal entities. The employee only needs to scan the code in the Sberbank Online mobile app or, if necessary, at

the Bank branch. The service saves time for both parties and employs technology to optimize the process of interaction between the employer and their employees.

Sber offers temporary tariff plans (until 30/06/2025) with free cash withdrawals at third-party banks’ teller’s desks and ATMs in LPR, DPR, Kherson and Zaporozhye regions for recipients of salary payments, money allowances, social and pension payments.

In Crimea and Sevastopol, Sber introduced the process for issuing MIR Gold free salary cards with bespoke design. This offer celebrates the tenth anniversary of Crimea’s accession to the Russian Federation. Sber made provisions for the registration of register-based card issuance and money transfer agreements in the new territories.

A provider of Sber’s Big Data-powered analytical solutions and a head-hunting and job search service offered corporate clients actual salary and vacancies market intelligence services.

Sber implemented the foreign currency crediting capability for the Ministry of Foreign Affairs of the Russian Federation.

Carrying on with granting new privileges to payroll clients, Sber:

- Launched the SberHealth special offer (-25% for lab tests)
- Launched a pilot with DomClick to grant a discount on the mortgage loan interest rate if the terms and conditions of the ‘Like Salary’ product are satisfied.

Self-employed clients

Sber develops an industry-specific solution for those self-employed in the service sector. In the Sberbank Online mobile app for Android, we launched basic integration with the SberCRM system, where clients have access to adaptive interface, seamless navigation through Sber ID and a setup guide customized for the self-employed.

Clients now have access to a separate section for working with the self-employed in a salary project within the SberBusiness automated system, with an option to have the boarding redesigned at the corporate client's initiative.

Furthermore, Sber improved the process of making payments to the self-employed by enhancing the reliability of receipt generation and receipt retrieval via SberBusiness API and Sberbank Treasury.

In particular, Sber helped more than 630K clients to register as self-employed and updated the 'My Business' service in SberBank Online, adding new functionality, such as:

- Automatic receipt generation
- Bills and payments statistics
- Client analytics
- Client records management system
- Special products and offers for the self-employed
- 'Products Catalogue'
- Generation of required certificates and documents.

Welfare product

Sber integrated new features for people in different life situations into the SberBank Online mobile app.

For people with disabilities:

- New space for recipients of disability pensions
- New onboarding for non-recipients of disability pensions.

Special offers for clients receiving children's social allowances, based on their life situation:

- One month of Prime subscription for RUB 1
- SberGiraffe smart camera with an up to 60% discount
- Standard-terms insurance coverage for all life situations.

For military pensioners:

- New space for recipients of military pensions
- New onboarding for non-recipients of military pensions.

Sberbank makes payments to those who suffered in the Kursk Region.

The Bank implemented the 'Pension Transfer' service on the new Public Services portal API making it accessible via both the SberBank Online mobile app and SBOL.RPO automated system.

SberPrime

In 2024, the active base of SberPrime subscribers went past 22.4 mn. This growth in the number of subscribers — 124% over the year — displays the best dynamism among comparable services in the market. Subscribers' benefits amounted to RUB 86.6 bn in 2024, of which RUB 35 bn were afforded by non-financial subscription services.

This strong growth of the subscriber base is underpinned by lucrative offers saturating the subscriptions.

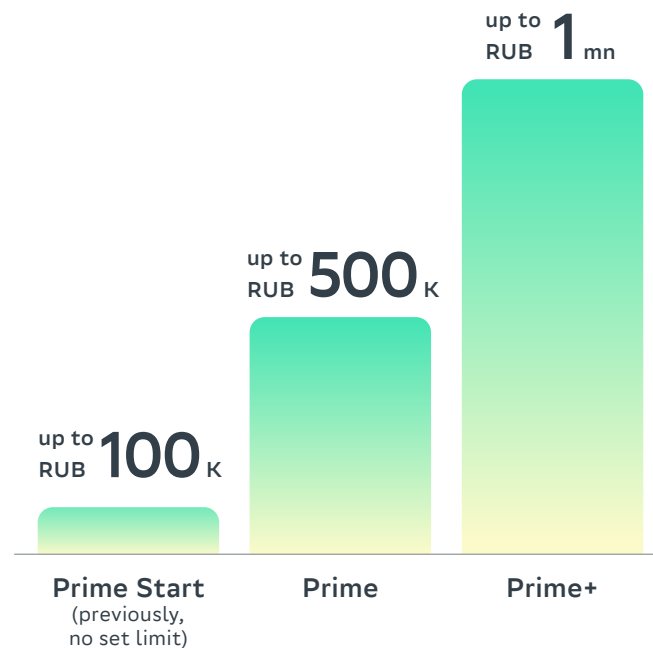
>22.4_{mn}

active base of SberPrime subscribers in 2024

RUB 86.6_{bn}

subscribers' benefits in 2024

To this end, in 2024, subscription benefits were augmented by adding increased limits on payments and money transfers to the following subscriptions:



Sber added 1% to the Savings accounts interest rate for the Prime subscribers. This add-on is on top of add-ons for POS turnover from RUB 30K a month and spending in the Sber ecosystem.

Subscribers also benefited considerably in terms of cashback rates within the Spasibo 3.0 program: with subscription, cashback rates can now be up to 7.5 times higher than those available to non-subscribers under basic terms of service.

The evolution of services available by subscription also affected the client base growth. To this end, one of the online cinema services now offers many more high-profile new releases and sportscasts and the platform's marketplace shopping services now offer increased cashback accumulation depending on the frequency of purchases. The enhanced subscription value drove a 30% growth in subscription client retention.

Retail deposit operations

Over 2024, the number of depositors grew from 16.8 mn to 20.3 mn.

At the end of 2024, Sber's deposit structure in terms of currencies was dominated by ruble deposits that account for more than 93% of balances. US dollar and euro shares continued to decline ending at 4% of the total portfolio, while the share of friendly countries' currencies remained unchanged at 1.8%.

Sber's strong indicators at the end of the reporting period were driven by the implementation of price and product solutions for different client groups and high service levels. In particular, the Bank implemented the following activities:

- Offered clients new interest rate add-ons for certain deposits in exchange for spending on any Sber cards, or for keeping a balance of funds on brokerage accounts and/or individual investment accounts with Sber, crediting of savings contributions under long-term savings agreements with Sberbank Private Pension Fund

- Offered clients new interest rate add-ons for certain savings accounts in exchange for spending on any Sber Cards, spending on Sber cards with Sber partners, keeping a balance of funds on brokerage accounts and/or individual investment accounts with Sber, the client being signed up for the Premium Service, SberPremier, SberFirst service bundle, the Sber Private Banking status or SberPrime, SberPrime+ subscriptions
- Expanded the line of deposits offering clients the option to contribute a portion of the return on deposit to charity, with a choice of charitable foundations and contribution amounts
- In a continuously changing Bank of Russia key rate environment, launched a key rate-linked deposit for premium clients, available in SberBank Online
- To assist clients with the accomplishment of their goals through flexible service, offered deposits of any duration from one to 12 months, with a choice of monthly or end-of-term interest accrual
- Paid special attention to the taking of deposits in friendly countries' currencies, in particular, raising the Yuan Deposit interest rates from 3.35% to 6.25% and launching the Rupee Deposit with the maximum interest rate of 5.1%.

The share of the Russian deposit market was

42.3%

RUB 27.8 ^{+21.5% YoY} trn
balances on retail clients' accounts

AWARDS



COMPARE 2024 AWARD:

- ★ the 'Best%' deposit was named the best deposit in the market in 2024



Frank Research Group:

- ★ the 'Premier Savings Account' was named the most profitable one in Russia

Conversion operations

Conversion volumes in ruble equivalent declined by 33% vs 2023 to RUB 818 bn while the income from conversion operations exceeded the previous year's level by 5%.

RUB **818** bn

volume of conversion operations over the year, in the RUB equivalent

Sber achieved these figures through the following activities implemented in 2024:

- From 15 May, extended cash exchange operations onto a new currency popular with clients, the Thai baht. At year end, bahts were available for purchase at all SberFirst and Private Banking branches, as well as at Sber's mass segment branches in Moscow, St. Petersburg, Irkutsk, Khabarovsk, Vladivostok. Sber plans to further expand the geography of operations with this currency, subject to client demand
- Throughout the year, Sber persistently increased the number of branches exchanging 15 currencies, including friendly countries' currencies, i.e. Belarussian rubles, Kazakh tenges, Chinese yuans, etc. At present, the extended list of currencies available for buying/selling is on display at 51 Sber branches in 34 Russian cities, while the cash exchange geography expanded over the year to 500 Bank branches in respect of yuans, to 290 branches in respect of UAE dirhams, to 240 branches in respect of Kazakh tenges. Sber regularly posts detailed information on the exchange currencies available to clients on its official website.
- We offered our clients a new cashless conversion product, the option to sign up for automatic accumulation of funds in Chinese yuans, US dollars or euros linked to the Bank of Russia exchange rate in the SberBank Online mobile app. Automatic accumulation will follow a schedule, with the funds transferred automatically to the currency account on a weekly or monthly basis.
- Complying with the Bank of Russia's restrictions on disbursements of cash currency from deposits/accounts/ bank cards of individuals in connection with the limited ability to import foreign currency banknotes into the Russian Federation, in effect since 09/03/2022, we actively used flexible and dynamic pricing to sustain cash currency liquidity and seamlessly satisfy our clients' demand for cash US dollars, euros, yuans, dirhams, and other currencies. For these purposes, Sber opened about 300 active currency exchange offices all around the country which use differentiated pricing to offer the most attractive cash currency exchange rates. Clients may access these rates at aggregators' websites, in 2GIS or on the map of Sber braches available on the corporate website and in SberBank Online mobile app.

In 2024, within the framework of the social support program, Sber continued providing cash exchange of Ukrainian hryvnias for Russian rubles throughout the Russian Federation for those who were permanently resident in Ukraine but were forced to leave Ukraine and move to the Russian Federation, in the manner prescribed by the Bank of Russia. The amount of hryvnias purchased in 2024 was 12 mn, 2.5 times less than in 2023 (the program started on 06/04/2022).

Rent of safe deposit boxes

Sber offers the safe deposit box rent service to individuals and legal entities, as well as government-funded entities at more than 800 Bank branches in all Russian regions. In the reporting year, the occupancy rate of client vaults was 58.1%. The service is in the strongest demand in Moscow and the Moscow Region, where occupancy stands at 72.8%.

Besides classic individual safe deposit boxes, Sber actively introduces fully automated client vaults; at present, there are 22 of them. This format provides clients with secure access to safe deposit boxes on a 24/ self-service basis.

In 2024, the share of remote renewals of safe deposit box rent agreements grew by 5 pp, reaching 76%. The most popular method of renewing safe deposit box rent is through the SberBank Online mobile app which, on top of other things, allows the client to select a conveniently located Sber branch with safe deposit boxes of required sizes and find out the rent price.

Operations with precious metals

In 2024, the unallocated bullion accounts (UBA) portfolio grew by 0.87%, reaching 273.42 tons. The balances are distributed as follows: 33.64 tons of gold, 233.05 tons of silver, 3.46 tons of platinum and 3.27 tons of palladium.

Bullion sales reached 13.26 tons in 2024, of which 59% was gold.

Precious metal coin sales amounted to 525K pieces worth RUB 33 bn, of which 393K pieces were golden investment coins worth RUB 32 bn.

273.42 tons

our portfolio of unallocated bullion accounts

13.26 tons

volume of bullion sales in 2024

525 K pieces

volume of precious metal coin sales in 2024

SberPremier

SberPremier is the entry level of premium client service at Sber.

In June 2024, Sber launched New SberPremier, the flagship product for this segment. The product opens access to the most attractive terms, such as privileges on financial products, priority in-branch and remote service, priority transaction services, non-financial SberPrime services. Lifestyle options are continuously adapted to client expectations and currently include access to VIP lounges, travelers' insurance, reimbursement of bills paid at airport and railway station restaurants.

The product's key advantage is that privileges are tailored to the client. The more clients keep or spend with Sber, the more privileges they get for free. At the same time, it is possible to upgrade to a higher level, gaining access to more privileges, on a paid basis if the client does not meet the free service eligibility test of the desired level.

New SberPremier service has already gained clients' recognition, with over 970K clients signing up for the product over seven months.

970_K

clients signed up for the New SberPremier service



Premium segment. SberFirst Channel

In 2024, to be eligible for the Premium Segment, clients were to meet any of the following criteria:

- Assets under management worth RUB 10 mn or more
- Card turnovers of RUB 600K+ or client's salary of RUB 1 mn+.

The Bank plans to revise the segment eligibility criteria in 2025.



In 2024, we focused on improving, rethinking our SberFirst premium service, creating new client experience and increasing client engagement in the bank's investment products. Our business focus in 2025 is to help our clients unlock their potential through relevant goal setting and accomplishment, create a unique client experience and expand our partner network's offerings for business and family.

Nikolay Shilov,
Leader of Sber Premium Segment



SberFirst is the premium client service channel:

The number of channel clients grew by

28%

The portfolio under channel management grew by

43%

The channel clients' CSI remains above

98%

Innovations in the product offering for SberFirst clients:

- A showcase of exclusive partner offers on the basis of SberClub is now available
- Reimbursement of bills paid at airport and railway station restaurants is available to clients with service bundle levels 4 and 5
- Increased cashback in Spasibo bonuses is available to clients with the SberFirst service bundle (those who sign up for the Premium category)
- The investment product line was expanded with individually addressed issue of DFA (digital financial assets) based on Sber's liabilities and introduction of the Premium tariff for brokerage accounts
- The SberResearch analytical portal is now available
- Better deposit and savings account terms are now offered to loyal clients, with add-ons: for the service bundle, for POS turnover, for investments with the Broker, for salaries and pensions paid to Sber cards
- The 'First Maximum' deposit is now available with increased rates on new money, aimed at AUM growth at Sber

Client engagement was improved:

- Automated verification of a potential SberFirst client's business reputation is now possible, which made the process much quicker. What used to take three days now is verified instantly.
- All SberFirst clients have access to the 'Digital Investment Adviser' service (purchases and portfolio rebalancing are displayed in one click)

In November 2024, the new comfortable Sber VIP lounge was opened in the Sheremetyevo international airport, available to Sber Private Banking and SberFirst clients. Especially for our clients — a signature a la carte menu by Christian Lorenzini, chef at Cristian. The wine list compiled by a world-class sommelier was acknowledged at the Russian Wine Awards 2024. All co-travelers accompanying our clients may lounge with them. Access is by QR code, biometrics, or via the concierge service

New SberFirst branches were opened in Moscow, Sochi and Tver. Sber rolled out the digital network in five locations, offering clients a choice of service formats, whether at a Bank branch or remotely.

AWARDS



Frank Premium Banking Award 2024:
Best Bank for TOP Premium Clients

KEY ACHIEVEMENTS IN 2024:

- SberFirst launched the New SberFirst flagship line of service bundles with different levels: clients now have access to an additional level if their holdings with the Bank are RUB 30mn or more (provides extra privileges, including 1:1 exchange of rubles for SberSpasibo bonuses, ability to share the service bundle with family members)
- NPS of SberFirst clients TOP 1 in the market according to Frank Research Group survey
- Client portfolio grew by 43%
- The share of SberFirst clients for whom Sber is the primary bank grew from **55.3%** to **60.6%**
- **10.5** — average number of products per SberFirst client
- The net inflow into SberFirst clients' brokerage accounts accounted for more than one half of net inflows of all Bank clients. Money market funds became the main tool for attracting money into brokerage accounts — 65.5% of total inflows into Sber's money market funds
- The SberFirst clients' portfolio under insurance company management **doubled** in size

Private Banking – Private Wealth Management

16 offline service cities

Sber Private Banking footprint in 2024



Contemporary Private Banking must be as dynamic and all-encompassing as the change in the new world of capital. Sber Private Banking is the leader in the affluent client service market. We were the first to rethink the very philosophy of Private Banking which is all about providing support in any life situation, not only in financial matters.

Victoria Denisova,
Senior Managing Director – Director of Private Wealth
Management Division

Sber Private Banking clients get tailored solutions to a wide range of issues, from exclusive investment solutions and structuring of forms of ownership and company cash flows, legal protection and tax services to organization of charity projects and competent estate planning.

2024 became the first year of Sber's Private Banking Three-Year Development Strategy 2024–2026. By year-end, the total volume of assets under management in Sber Private Banking grew by 34%, reaching a record high.

Sber Private Banking expanded its footprint in 2024 by increasing the number of offline service cities to 16 and launching a number of innovative services and solutions of key importance for the industry. Today Sber Private Banking is the only practice in the market with a proprietary fully functional family office. The practice has in-house expertise in such spheres as medicine, education, asset structuring, legal and tax consulting, property management, services for heirs, and

others. Tasks of this kind are solved both through the bank's own infrastructure or that of Sber infrastructure companies, and through trusted partners. Sber Private Banking family office works in any family affairs management structure, helping the beneficiary, their attorney-in-fact or personal family office where this is truly useful. In December 2024, the digital family office pilot was launched. The service provides remote access to exclusive services of the Sber ecosystem and solutions offered by the bank's external partners.

New products and services

The key focus of our Sber Private Banking development strategy is the family-centered approach to client service: to enable the client to share all the privileges of their status with next of kin. To implement this approach, the bank was the first in the Russian market to develop an innovative technological solution for the transition from individual to family-centered service. Now, clients can add their family members to the service group and keep track of their joint balance via Sberbank Online. This solution makes asset management a much simpler task and opens access to a wide range of tools. These comprise an exclusive line of deposits and savings accounts with higher return rates, individual loan terms, a maximum bundle of privileges for travelers, discounts at the fanciest restaurants, and much more. It's about a new level of trust, a new level of relationships.

To make sure that a Sber Private Banking client gets the best terms, Sber Private Banking launched a special line of deposits – ‘Your Save’, ‘Your Manage’, and ‘Your Savings Account’. The bank provided clients with an option to open short-term deposits for one, two, or three weeks, with a view to attract clients’ transit funds while they wait for deal closure or for a desired rate. Another Sber’s offer was the ‘Key Manage’ deposit with the interest rate pegged to the Bank of Russia key rate. Sber introduced the ‘Revolving Credit Facility’ and ‘Non-Revolving Credit Facility’ loan products, and the ‘Loan Against Deposit’.

Sber Private Banking investment business performance indicators

- The structured product portfolio grew **1.6 times**
- A unique AI-based product, the **Monetary Policy Cycles Index tracker**, was launched
- Clients now have access to **Sber Private Banking’s** new brokerage service tariff plan
- Clients actively signed up for investment and insurance products, such as **SberPolicy**, and as the result, the segment’s SberBank Life Insurance portfolio grew **3.9 times** over the year.

AWARDS



Sber Private Banking won the ‘Russia’s Best Private Banking’ award by Frank RG independent analytical agency and the ‘Investment Strategy of the Year’ award within the INVESTMENT LEADERS FORUM & AWARD event in the ‘Wealth Management’ category.

94%

+ 4 pp YoY

Net Promoter Score (NPS)
in the Private Banking segment

Working with various client segments

Disabled people

Sber was the first in the world to develop and patent a solution for PIN code input in Braille font on sensor self-service terminals, which allows people with vision impairments to enter digits by touching anywhere on the screen.

Sber's team understands how important it is for people to have full access to their finances and to be independent in these matters. For this reason, Sber endeavors to make our services convenient for everyone regardless of their health status.

Sber is testing a social advisor project on a pilot group of 200K people. In this project, the GigaChat-powered virtual assistant in the SberBank Online mobile app tells the client about the benefits they are entitled to.

Sber released a series of «On the path to inclusion» podcasts:

>3.3 mn views

“Traveling, making dreams come true and pushing boundaries”

>2.4 mn views

“Settling finances in good time: how to brace up for age-related changes and support relatives with dementia”

>2.3 mn views

“Raising a child with special health and development needs”

>2.2 mn views

“Financial and cyber security: how people with disabilities can protect themselves”

>9.5 mn views

“We are committed to helping social entrepreneur get a toehold”

Seniors

Sber continues developing services needed by elderly clients upon retirement.

We launched the ‘Silver Club’ pilot project that provides an educational and leisure-time environment for the elderly. The Club activities are held at Bank branches and partners’ sites. Since September 2024, Sber has delivered over 350 financial literacy events in 26 cities, attended by 4,000 people. The project is implemented with support from Sber’s ‘Active Age’ information portal that provides entertainment and educational content for the elderly.

Sber made interesting deposit and account offers for the elderly:

- Until the end of 2024 Sber offered **three months of 30-percent cashback** on food delivery orders to clients moving their pension allowances to a Sber account.
- Since March 2024, pensioners have been able to open a Savings account with an interest rate of up to **16%** and accrual of interest on the **daily balance**
- With SberDeposit, pension recipients get an add-on of **+1%**
- Starting from November 2024, elderly clients can buy the customized **‘Master’** cellular tariff plan by **SberMobile** with a subscription fee of 175 rubles per month at Bank branches.

The Bank also offered a new method of logging on to the Public Services portal for granting consent by scanning a QR code as clients transfer their pension to Sber.

Children

CSber offers a multitude of attractive products for its children's audience. The Bank issued three limited card collections for children — animals, Cheburashka and SberCat, Vlad A4. Children's cards are delivered by courier, and there is no need to show the birth certificate to have a card issued. The card comes with fun stickers. Sber also started to produce fun stickers for kids, including non-standard paw shapes.

In 2024, Sber enhanced the SberKids app with a new and bold interface and a virtual assistant, updated the entertainment and educational content, in particular, added the 'Petya and SberCat' podcast. Children can use the app to transfer money to other banks.

The Bank raised the interest rate on the kids' Moneybox from 4.8% to 11%, and also raised the cashback threshold from 0.5% to 1% on all purchases and to 1.5% on supermarket purchases for the loyalty program clients.

In addition, Sber launched the 'Kids' Tariff' by SberMobile in Q2 2024.

"We proudly create products and services that help our youngest clients enter adult life with confidence, developing personal finance management skills and improving their financial literacy. We are pleased that our efforts resonate with children, young people and their parents.



I really like its cool design, it is the best, unusual and original, very easy and convenient to use – I recommend everyone to get such a card. It makes paying easy, it cannot get lost, I like it so, so much. It's a like because it is so childish, funny, colorful, just perfect for children. Thanks everyone!

Girl, 12 y.o.

>4.3 ^{+33% YoY} mn

active child clients of 6 to 13 y.o.

>2.2 ^{+0.7 mn YoY} mn

MAU of the SberKids mobile app

2.7 products

per child client

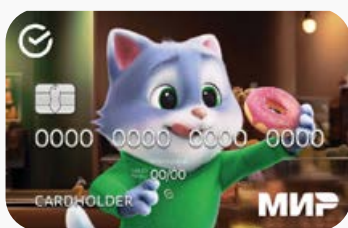
Your First SberCard

Jointly with the 'Movement of the First' National Children's and Young People's Movement, Sber delivered the 'Your First SberCard' contest where the participants developed their own card designs and unleashed their talents. The contestants created 2,500 unique designs, five of which were named the best. In February, at the 'Russia' International Exhibition and Forum, Sber started issuing children's bank cards with designs developed by the contest winners.

AWARDS



Sber was named 'The Best Children's Bank' according to a comprehensive Children's Bank survey (SberCard for children, SberKids, etc.) by Frank RG

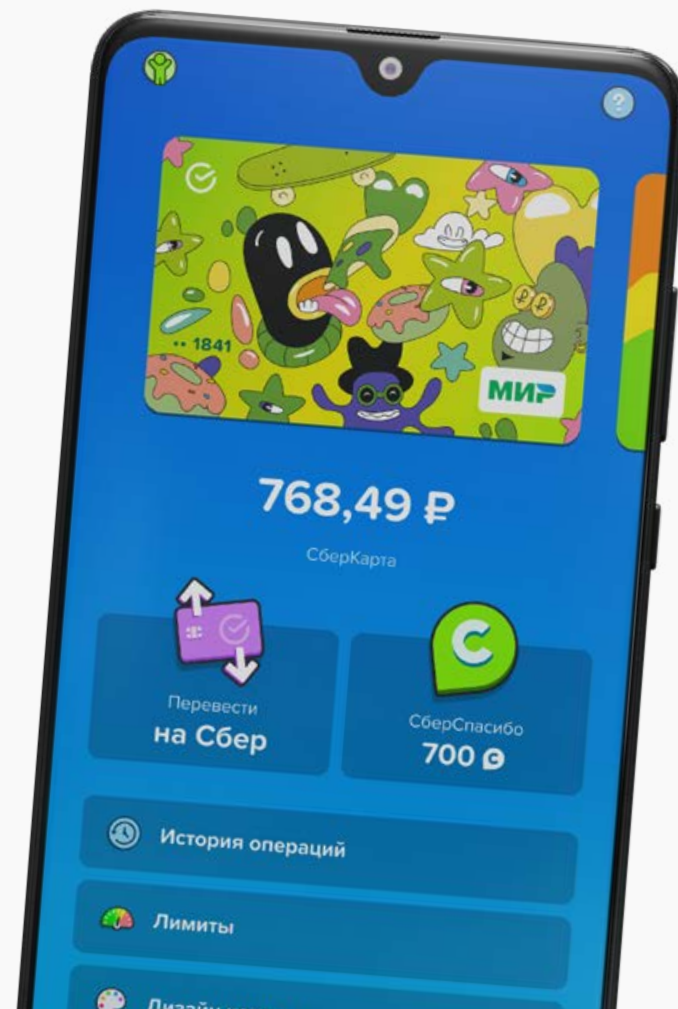


SberKids

After an ambitious redesign in September 2024, the SberKids app became more stylish, easy-to-understand and convenient. More than 2 mn young clients of the Bank already use this app. SberKids installation is available to children aged 6 to 13. Another advantage is that the app can be used as an educational portal, i.e. for watching educational videos, doing tests. If a child has a SberCard for kids, the app allows them to control their own expenses, make money transfers, save money and manage their personal budget.

In 2024, Sber expanded the money transfer capabilities of SberKids and launched money transfers to third-party banks. These are available free of charge as long as the amount does not exceed RUB 20K, and money can be sent by telephone number or card number.

Since November, young users of the app have had a great chance to make friends with SberCat in their smartphones. This animated virtual assistant in the SberKids app for Android will prompt in its unique voice how to learn all of the app's useful functions. SberCat can maintain a conversation and teach how to manage one's finances using tips and a game-like quest.



Teenagers and young adults

Teenagers (14 to 18 y.o.):

4.4

mn clients

69%

market share
by the number
of clients

3.7

products
per teenager
client

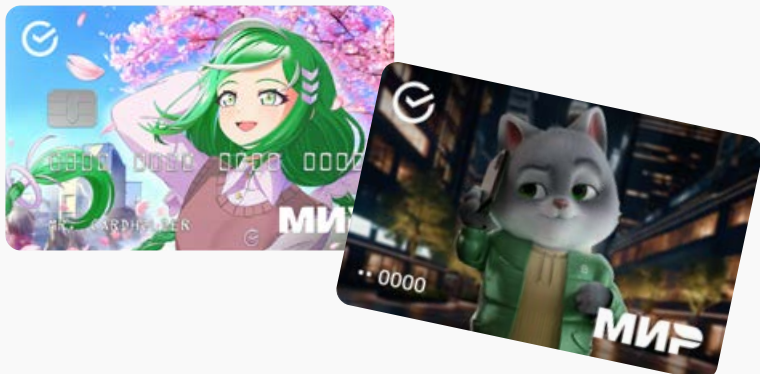
Young adults (18-24 y.o.):

9.2

mn clients

5.2

products per client



In 2024, Sber was the first in the market to issue the Youth Credit Card and announce this to market participants through five federal-level advertisement campaigns. The bank issued five limited collections of Youth Card designs — Games of the Future, 100 Years Ahead, StreetArt, Gaming and K-POP.

Sber held a product marathon for Grade 9 and 10 school students, in which 20 trainees took part. Over a month and a half, the participants went through all stages of product creation, from research and idea generation to testing.

Sber launched the ‘SberSpasibo for Education Loan’ special offer following which ten winners will receive a monthly grant of 10K SberSpasibo bonus points during a year.

Starting from October 2024, SberInvestments opened access to the stock market for 14+ teenagers: they can open brokerage accounts in SberInvestments and make transactions on their own. To gain their first investment experience, teenagers will need the consent of their parents, the process will only take a few minutes. To make it quite easy and interesting for teenagers to find their bearings in the world of investments, Sber redesigned the special course with simple and clear lessons. Training is delivered in a variety of formats, such as articles, texts, videos and podcasts.

Parents

Sber’s geo service launched notifications about relatives’ moves, which is relevant for parents and children (as they arrive at school or cross dangerous areas), spouses (as they leave work, to coordinate meetings), or friends (allowing to set up notifications of arrival to simplify meetings).

Since February 2024, Sber has been offering its clients the SberKids+ deposit that any parent can open for their child under the age of 14. Sber was the first in the country to enable remote opening of such a deposit via the SberBank Online mobile app. Importantly, it is the child who acts as the depositor (with the parent acting as the child’s representative), so that the funds on the deposit belong to the child only. At present, the deposit is available to those clients who earlier signed up for a children’s product at Sber: a children’s card or a deposit in the name of a child at a Bank branch.



Easy to sign up children’s card. Works seamlessly and is very convenient for use by the child. I can see all transactions on the card. A big plus is having a moneybox, so that they can save money for something useful.

Female, 46 y.o.

Foreign nationals

To serve foreign nationals at branches, the Bank created the SberTranslator service that currently works with the Uzbek, Tajik, Kyrgyz, Chinese and English languages.

Enhancing financial literacy

Sber carried on with the project of tailored client training in responsible budget management, finance allocation and cyber literacy enhancement. By improving their knowledge and skills, people can make prudent financial decisions that promote their financial well-being and mitigate financial risks.

In 2024, the Bank presented a new methodology for calculating the Financial Literacy Index based on a synthesis of methodologies used by Sber, the Bank of Russia and the Organization for Economic Cooperation and Development. In the first wave of this campaign, Sber invited 13.5 mn clients to take the test. Responding to the invitation, 271.5K people visited the test page, 20K passed the test, learned their financial literacy index and received personal recommendations on the SberOwl portal.

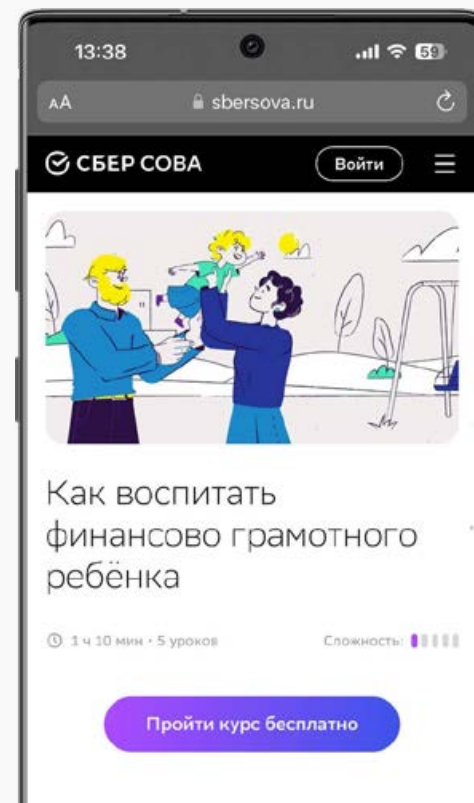
The financial literacy enhancement effort mainly focuses on teaching clients how to use the Bank and ecosystem products in the most effective manner. Sber adapts communications to the client segment, choosing the right information platform and type of content. For example, when training young people, the Bank focuses on short videos with SberCat in Sber's Telegram channel. Information blocks on financial and cyber literacy are also included in regular lifestyle digests and communications for various client segments, including active age, young people, parents.

Sber placed special focus on cyber literacy enhancement as one of the most urgent topics in finance management. With the help of AI modeling, the Bank identified clients susceptible to fraud and refined the mechanism of situation-aware notification about fraudulent schemes with offers of useful banking services. As newsworthy events occur (e.g. mail fraud intensifies under the guise of government authorities) or news appear that may become a basis of fraud (e.g. information about a bill providing for payment of allowance to parents by 1 September), the Bank sends clients emails describing potential fraud schemes, offering tools that will help protect their finances and personal data.

In October 2024, Sber traditionally supported the Financial Test delivered by the Bank of Russia. The Bank sent communications with an invitation to participate to 12.1 mn of its clients segmented by life situations — students, parents, people focused on savings, as well as people susceptible to fraud, including pensioners. As the result, 129 thousand clients passed the test and received the Bank of Russia certificates.



For more information about Sber's financial literacy projects, refer to «**Social Responsibility and Population Support**» section



Quality of service and client care

In 2024, Sber continued actively developing elements that seamlessly join together our various services, such as Sber ID, a single account for Sber and partner services that enables one to log in and get registered on websites and in mobile apps without entering the user name and password, as well as to receive personal recommendations based on their actions.

Sber pursues the initiative of generating personalized content with the help of artificial intelligence. At the end of 2024, 23.5% of B2C marketing communication texts were generated using GigaChat, making them more personalized, increasing response growth rate by 3.3%, and reducing content creation time by 70%.

In 2024, Sber reasserted itself as the leader of the bank call centers rating according to FrankRG, in particular, through implementation of new client-centric AI technologies. The Bank introduced GigaChat in advice on non-banking topics given to clients on calls to 900 (questions about the world, nature, history, etc.), thereby widening the range of questions to which the voice assistant can give high-quality answers. Besides, a history of past dialogues is kept, allowing operators to understand the client's problem in less time. As a result, CSI increased by 2 pp over the last year, reaching 90%.



Caring for each client is our top priority, which is evidenced by a significant increase in the number of users and an increase in the number of partner applications. This year, we have drastically reduced the Sber ID connection time, taking this process to a whole new level. Now everyone can embed the Sber ID sign-in button on their website by completing the simple personal account registration procedure and joining the offer. By creating simple and convenient solutions for everyone, we help save time and make life more comfortable.

Ivan Kuzmin,

Director of B2C Data and Recommendation Systems Department of Sberbank

As part of the AI Journey Contest 2024, a leading forum for networking and development of world-class AI technologies, Sber invited participants to compete in the E-com AI-Assistant challenge. The participants faced an ambitious task of creating an AI assistant based on the GigaChat LLM model that would help users find and select goods on the marketplace. 59 competing teams worked on the chat assistant, more than 1,300 solutions were uploaded. The participants used varying approaches to prompt engineering, combined classical recommendation algorithms with full-text and semantic search methods. The winner succeeded in creating an assistant that best solved the problem of selecting 50 different products in the test group.

Apart from developing its own recommender systems, Sber actively shares proprietary advanced solutions with the Russian and global community through RePlay, the open-source library of algorithms available on GitHub, and provides academic institutions and industry players with access to Sber's anonymized data so that they can test and compare their own recommendation algorithms through Sber's RecSys Benchmark recommendation assessment service, available free of charge on the Internet. The Bank made a description of the RePlay framework publicly available at the 18th International ACM Conference on Recommender Systems.

In the second half of the year, the Bank circulated thematic digests providing clients with information useful both in everyday life and in interaction with financial institutions. The letters contain a collection of articles and recommendations united by a common topic, as well as useful links and relevant suggestions from partners.

Clients highly appreciated the "Self-care" series of health digests, noting the usefulness of tips and relevance of the topic in their feedback. The first September issue, «Mindful About Your Health», contained tips and introduced services that help take care of oneself, at the same time saving time and money. 92% of clients who took the email feedback

survey rated it positively. In October 2024, Sber linked the issue to the Cognitive Health Day, providing special presents for clients, such as a discount on a psychologist session in SberHealth and meditative/relaxing playlists by the Zvuk (Sound) streaming service.

The non-financial services digest introduced Sber's non-financial services that help in everyday life: Sber ID, GigaChat, cyber security services, the Telegram services.

The cyber security digest for clients susceptible to fraud informed of fraudulent emails under the guise of government authorities. It was prepared on a short notice as it became known that specific fraud schemes intensified. The letter covered a story about our data leak detection service. More than 5% of clients acted upon the test-check offer.

Clients highly appreciated the 'Self-Care', our health digest series.

92%

of clients who responded to our call for feedback rated positively the first health digest issue

Wealth management in 2024



For us at the Wealth Management Block, 2024 was an important development milestone. We strived to create effective tools allowing our clients to confidently progress towards their financial goals and improve their quality of life.

We are particularly proud of becoming the first on the market to implement the Long-Term Savings Program (LTSP): with two million LTSP agreements entered into by our clients through SberNPF services, about RUB 67 bn worth of pension savings have been “unfrozen”. Among our other achievements, I would like to highlight the launch of an entirely new product on the market, the unit-linked life insurance. Clients can now insure with us by the hour, for example, before a trip or a workout session.

Our special focus is on the younger generation: they now have the opportunity to open a personal brokerage account and manage their investment portfolio independently via the SberInvestments app.

Our ultimate goal is to become a reliable assistant to everyone managing their wealth. We have progressed considerably towards creating our smart financial assistant and already see the first results: the number of users tripled, while the total value provided by this service to clients exceeded RUB 1.4 bn.

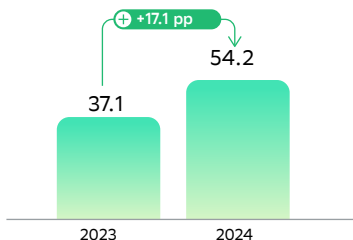
1.9 mn LTS contracts

made by Russian individuals in 2024 via SberNPF

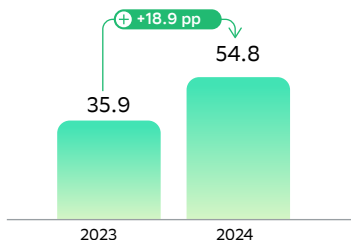
Ruslan Vesterovsky,
Senior Vice-President — Head of Sberbank’s Wealth
Management Block

Sber's shares of key markets in 2024

Life insurance market, %



ILI + ELI market, %



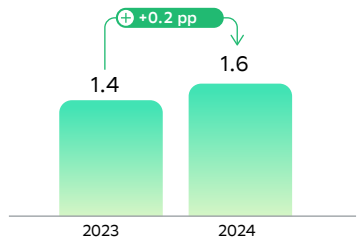
Individual property insurance market, %



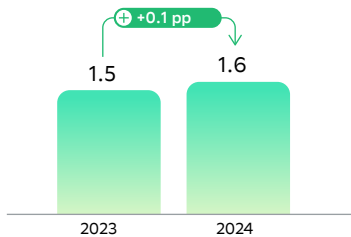
The individual property insurance market grew by 10% over 2024 compared to 2023, driven mainly by non-loan insurance. At the same time, the amount of insurance premiums in loan-related collateral insurance declined in line with the reduction in mortgage loan disbursements. Sber's share of the retail property market remained virtually flat at 34.6% (34.7% in 2023).

The KASKO market grew by 19% over the nine months, driven by increased sales of insurance policies and rising car and parts prices. The OSAGO market remained practically unchanged.

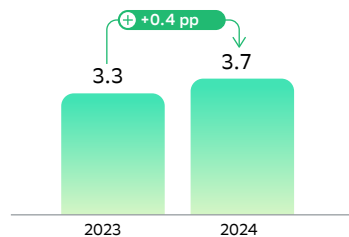
Comprehensive vehicle insurance (KASKO) market, %



Vehicle owner's liability insurance (OSAGO) market, %



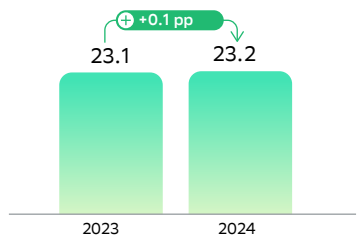
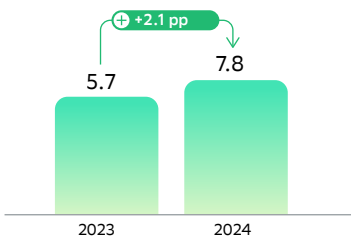
Corporate insurance market, %



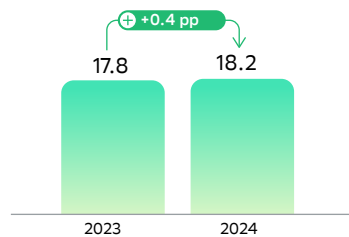
Growth in SberNPF's share of the non-public pension segment is underpinned by the successful launch of the long-term savings (LTS) program. Over 2024, SberNPF revenues grew by 257% YoY.

The investment and endowment life insurance market showed a 248% growth in revenues YoY. This market dynamics was underpinned by the growth in the short-term fixed income contracts share. Sber's share of this market grew with the launch of money market strategies.

Mandatory pension insurance (MPI) market, %

NPP + LTS market¹, %

Brokerage services, %



Over 2024, Sber increased its share of the brokerage service market by 0.4 pp notwithstanding negative market revaluation caused by the key rate growth. This share growth was driven by the inflow of individual clients funds into stock market investment instruments.

Risk Insurance

Protection for Any Occasion

The concept behind the ‘Protection for Any Occasion’ bundled product implies that a client-specific set of risks relating to different types of insurance can be combined in one policy.

In the reporting year, SberInsurance increased the number of modules in the bundled product from four to six, adding the ‘Tick Protection’ and ‘Traffic Accident Protection’ modules to the product.

The **‘Tick Protection’** involves provision and compensation of medical manipulations in the event of a tick bite. Outpatient care covers tick removal, tests for infection, doctors’ consultations, emergency immunoglobulin injection. Inpatient care covers hospital admission, necessary examinations, treatment and medicines, doctors’ consultations, rehabilitation (upon re-admission, up to 21 days), six months of medical supervision.

The **‘Traffic Accident Protection’** involves reimbursement of damage from a traffic accident caused by third parties or damage from a natural disaster, with an option to sign up for ‘Road Assistance’ auxiliary service.

Sber widened the coverage of the **‘Secure Your Finances’** module by including the ‘Theft of Money and Personal Belongings at ATM’, ‘Loss Caused by Personal Data Leak’ and ‘Theft of Keys and Documents’ options in the basic coverage, and adding new risks such as loss of cash through fraud, unlawful taking of a loan, and legal advice. The Bank also added the option of family members’ finance (up six persons) and children’s card insurance.

SberInsurance enhanced the **‘Home Protection’** module (basic coverage) by including the ‘Compensating Neighbors for Damage During Repair, option, adding the new ‘Liquid Freezing in Engineering Equipment Following Accidental Breakdown of Power Supply, Centralized Heating or Gas Supply’ risk.

SberInsurance continued supporting clients in difficult times. It followed the simplified procedure to settle losses of those clients whose property was damaged by the spring and summer floods in the Orenburg, Kurgan, Tyumen and other regions.

AWARDS WON BY SBERINSURANCE’S ‘PROTECTION FOR ANY OCCASION’ PROGRAM



Finaward: ‘Human-Centric Product of the Year’ –
‘Protection for Any Occasion’



Digital Leaders Award: ‘Product of the Year’ category
– ‘Protection for Any Occasion’



2024 became a notable milestone for SberInsurance, as we celebrated our first decade of successful operations. Over this period, we provided coverage to 17 mn people, with 10 mn of them continuing to trust us for their safety to this day.

The past year was a challenging one: natural disasters destroyed people's homes by thousands. We however stood by our clients, acting swiftly to extend support: payments to those who suffered from accidents exceeded RUB 1 bn.

We pursue an ambitious goal of evolving from being simply a reliable partner into a true ally, prepared not only to compensate against the consequences of troubles, but to act proactively, warning of potential risks. Our long-standing experience and deep analytics allow us to detect potential threats in good time and offer actionable recommendations on how to reduce the risk of an insured event.

Coverage extended to

17 mn people over 10 years

Payments to those who suffered from forest fires and floods

> RUB 1 bn

Mikhail Volkov,
CEO of SberInsurance

Insurance by the hour

SberLife Insurance launched the ‘Insurance by the Hour’ product, the first insurance product of this kind in Russia. It includes 700 hours of insurance coverage that may be managed and adjusted to one’s life rhythm via the SberLife Insurance web app. The ‘Insurance by the Hour’ program has two tariffs: basic and extended. The first one covers the risks of injuries, disability and traffic accidents, while the second one also covers the risks of temporary incapacity and hospitalization, including as a result of practicing amateur sports.

Under both tariffs, the individual receives 700 hours of insurance coverage which they can manage at convenience when planning a trip, a sports competition, or other activity involving increased risk. Any number of available hours may be included in the insurance cover, the minimum of one hour applies.

Other risk insurance products

As regards the ‘Travelers’ Insurance’ product, the SberInsurance website now offers more flexible tariff tuning feature depending on the country and the travel duration. For premium clients of SberPremier, SberFirst and Sber Private Banking, a new risk was included, protection against missing a connection flight. Now clients affected by a flight delay and missed connection flight can receive compensation of new tickets purchase and accommodation expenses. This product was also added to the entire premium service product line and is now available to more than 1.4 mn clients.

In 2024, SberInsurance launched the ‘Migrant’ service for the Association of Migration Centers: migrants entering Russia through border crossings in St. Petersburg can buy a SberInsurance policy for obtaining their work patents.

‘Your Doctor’ is another program that was developed and launched. This is a new product on the market focused on personally tailored service, where each insured person is assigned a personal doctor who manages the client relationship, knows their anamnesis, helps and accompanies them throughout the treatment process. This is in line with our human-centered client service model which focuses on the human being and solving their health problems.

SberLife Insurance launched the ‘Health Horizon’ program that allows to take a health checkup, get a second medical expert opinion if an oncological disease is diagnosed and receive treatment from leading specialists in Russia and abroad. In particular, the insurance coverage for arrangement of medical treatment is up to RUB 8.5 mn. All expenses under the policy are borne by the insurance company.

For SberFirst and Sber Private Banking premium clients, there is a service enabling them to apply for individual insurance in the SberBank Online mobile app. Client can now send the application in just two clicks to their personal insurance advisor for picking the insurance products.

AWARDS



Sber’s Insurance Company won the ‘Compare 2024’ award in the ‘Travelers’ Insurance of the Year’ category. According to a research by Frank RG, the ‘Travelers’ Insurance’ product in Sberbank Online was named the best among peer banks in 2024



Our actively developing product ‘Protection in Sports’ won the ‘Best for Kids’ Award in the ‘Life and Health Insurance for Children’ category

Auto insurance

In 2024, the Russian auto insurance sector continued to evolve amidst growing vehicle prices and parts shortages. By year-end, the Russian car fleet grew by 2% to 46 mn vehicles, and the number of OSAGO contracts grew by 6% to 39 mn; this is without 1.1 mn short-term OSAGO policies with an average duration of five days (95.5% of these policies are taxi arrangements).

2%

Russian car fleet growth by year end

OSAGO marketplace

11 partner insurance companies are directly linked to Sber's OSAGO policies marketplace. The number of policies issued through the marketplace increased by 40% compared to 2023. The marketplace client prolongation rate exceeded 52%. By buying a policy on the marketplace, clients save not only time on searching for the optimal offering, but also money. An OSAGO policy bought on the marketplace costs on average 20% less than the market average.

The OSAGO marketplace is integrated with the Public Services portal. The platform prompts clients on data input to minimize errors and allows to pay for a policy either with the client's card or from client's bank account.

KASKO

As regards the 'Auto Protection' product that provides for the compensation of damage from a traffic accident caused by a third party, SberInsurance increased the eligible vehicle age to 20 years. The product is now available to more motorists purchasing an OSAGO policy from Sber.



Credit insurance

Revenues in the **credit cardholders insurance business**, launched in 2018, continue growing at a healthy pace, with the year-on-year growth of 20% driven by the following improvements:

- Improved stability and transparency of the program membership fee charging technology
- The program sign-up functionality is now available to existing credit card holders at retail branches
- The system of client communications via SMS/push or the 900 telephone number was upgraded with the option to migrate to the light program version following a consultation.

With regard to the **consumer loan** borrowers' voluntary life insurance program, improvements mainly focus on compliance with regulatory requirements and changing client journeys:

- The cool-down period increased from 14 to 30 calendar days
- Option was added to apply for the termination of the insurance program via the SberBank Online mobile app; the refund period was reduced from seven business days to one hour.

In the **mortgage lending** business, the following was undertaken to improve client experience:

- For the first time in the market, issuance of life insurance policies for borrowers with disabilities became available via online channels (the SberLife Insurance website)
- Tariffs were reduced for all clients applying for and prolonging loan collateral protection and life insurance products with Sberbank Insurance and Sberbank Life Insurance, the client retention rate for these products was 93%.

In particular, SberLife Insurance implemented artificial intelligence models in the tariff pricing of the 'Protected Borrower' mortgage-related life insurance product. If a 'Protected Borrower' policy held by a mortgage loan borrower is about to expire, the borrower may prolong it at a reduced rate. An individual tariff is picked on a case-by-case basis depending on the client's risk profile, determined by artificial intelligence. Tariffs can be reduced by 15% to 70%.



SberLife Insurance won the Digital Leaders 2024 award in the 'Technology of the Year' category for introducing the AI model in mortgage-related life insurance product tariff pricing



SberInsurance won the Russian Mortgage Award 2024 in the 'Best Insurance Product for the Mortgage Lending Market' category

15 to 70%

Russian car fleet growth by year end

Investment and endowment insurance products

Sber and SberLife Insurance carried on with transforming their product lineup, which allowed them to significantly grow their market share and reliably secure their leading positions by year-end. The share of the investment and endowment life insurance market reached 48.1% in terms of assets under management, and 54.8%, in terms of premium revenues.

In the endowment life insurance business, programs with periods from one month were launched. In the era of high interest rates on deposits and accounts, the financial planning horizon has changed. By year end, money market programs and short programs of up to one year accounted for 90% of all policies issued.

In particular, SberLife Insurance launched the ‘GarantCapital’ life insurance program with a 100% capital protection and day-by-day returns, calculated based on the RUSFAR ON RUB money market indicator.

The ‘Managed Capital’ program (similar to the unit-linked product available in the West) was also expanded by adding the ‘Money Instruments Market’ strategy that increases client returns and enables client to reconsider price parameters.

The product is available for sign-up at Sber branches and in the SberBank Online mobile app.



SberLife Insurance developed the new Strategy 2026, centered on humans and their needs. We believe that everyone can protect and effectively plan their future and the future of their loved ones and we shall be there to help.

We were the first in the market to launch a product based on the unit-linked concept, the ‘Managed Capital’ program. At the moment, we are designing a new product under the unit-linked life insurance law. We are confident that mass rollout of a product of this kind will fundamentally change the attitudes of life insurers and clients.

In 2024, we started piloting our innovative ‘Insurance by the Hour’ product. This product offers not a standard term life insurance policy but rather insurance hours that the client

can manage at their convenience right in the mobile app. In the future, this product will allow to insure children, buy more insurance hours, and give them to parents as gift.

We are still at a very early stage of the new strategy implementation. We have many plans to introduce technological product solutions on a horizon until 2026. That said, Man will be our top priority as we implement these solutions

Igor Kobzar,
Vice President of Sberbank,
CEO of SberLife Insurance

AWARDS:



In 2024, SberLife Insurance won the Investment Leaders Award, and our endowment life insurance program was named the best premium segment solution according to FRG



SberLife Insurance became a winner of the 14th Annual Award for Innovations and Achievements in the Financial Industry FINAWARD 2024. The company won the ‘Development of Unit-Linked Life Insurance Products in Russia’ category. The ‘Managed Capital’ program was highly acclaimed by experts



Wealth Navigator (Insurance Company of the Year)

★ SberLife Insurance became a winner of the WEALTH Navigator Awards 2024 in the ‘Insurance Company of the Year’ category

The amount of funds in money market strategies at the end of 2024

> RUB 255 bn

Personal Finance Management

Sber launched a new service in the Sberbank Online mobile app, the **‘Return on Capital Interactive Report’**. It helps users visualize an objective assessment of their savings performance, analyze on a daily basis how every asset or portfolio performs in general, benchmark their returns against market indicators, and monitor key changes, such as revaluations, deposits and withdrawals, payouts. The interactive report is available to all clients who use Sber’s investment products.

Sber launched new mechanics in the **‘Auto Savings’** service. Now, clients can automatically and discreetly accumulate savings not only in rubles, but also in foreign currencies, including yuan.

The **‘Financial Health’** service is now available to all Bank clients. Sber added new functionality that allows users to get a more balanced picture of their savings depending on what they consider to be their reserve: balances on cards or investments.

Synergy with the **SberOwl** education portal was added, enhancing clients’ understanding of their capabilities and improving financial literacy with personal sets of training materials tailored to the client’s current situation and financial behavior. For example, if a client is a frequent online shopper, the service will advise on the secure online shopping rules. Conversely, if a client is setting aside a financial buffer, SberOwl will retrieve articles on how to find money for it, what to save on and how to save faster.

Sber launched a new skill for our **virtual assistant** in the SberBank Online mobile app, the smart tax calculator. It helps clients calculate how much tax they are about to pay and how income will change taking into account the changes in personal income tax rates in 2025. This will enable advance planning of income and financial events. The virtual assistant can analyze clients’ spending and prepare personalized budget digests. Now every client can get insights on their financial habits, spending, and budget optimization recommendations.

Together with the **DomClick service**, Sber created a service **for assessing clients’ real estate**: allowing them to quickly find out the value of their property for a transparent and comprehensive understanding of their assets.

The share of Sber’s clients that use personal finance management (PFM) services in the SberBank Online mobile app amounted to 95%. Around 29 mn clients use personal finance management services on a daily basis, and 77 mn use them every month. Money transfers via the ‘Auto Savings’ service mechanisms grew by 20% over the year, reaching RUB 113.5 bn.

~29 mn clients

use our personal finance management services

Long-term savings and pensions

In 2024, SberNPF fully transformed its retail product lineup. The long-term savings program took the place of individual pension plans.

SberNPF became the first operator of the long-term savings (LTS) program. Already in January 2024, the program became available to Russian individuals from Vladivostok to Kaliningrad. By year end, individuals entered into 1.9 mn long-term savings contracts with the help of SberNPF. Clients open one out of every five LTS moneyboxes via digital platforms. In total, Russian individuals invested RUB 114.8 bn in the new SberNPF instrument in 2024, of which RUB 48 bn were initial contributions, and RUB 66.8 bn were transfers of endowment pension monies.

Revenue growth continued in the corporate NPP segment. Russian individuals and their employers increased contributions to corporate pension plans with SberNPF to RUB 4.8 bn (+67% in 2024 on a year-on-year basis). This pattern was supported by the labor market trends and by the public's turn towards savings-focused behaviors. In 2024, 14K NPP contracts were made under corporate pension plans, a 94% growth year-on-year.

In 2024, Russian individuals received a total of RUB 14.4 bn¹ in pension payments from SberNPF, 40% more than in 2023.

For the third consecutive year, SberNPF remains the only non-public pension fund included in the ESG index of Russian businesses prepared by RBC jointly with the NKR rating agency. Since 2022, the Fund has held fast to its positions in the rating with an above-average ESG profile score.



We made what might have been a difficult decision to stop offering individual pension plans (IPPs). IPPs imply that clients themselves set aside money for an additional pension. This is a reasonable step as saving for this and any other purposes, e.g. to buy real estate or for the happy future of children, is equally possible with a long-term savings (LTS) program. Moreover, savings are much more profitable with LTS, because it involves government co-financing, tax benefits and the opportunity to 'unfreeze' the contributory pension funds.

We regularly fulfill our obligations owed to those Russian individuals who trusted us with their savings. In 2024, SberNPF increased the amount of NPP pension payments by 45% YoY. 51.9 K Russian individuals received a total of RUB 1.9 bn from the Fund. These figures will continue to grow, and our clients will be able to stick to their usual lifestyle at any age.

Alexander Zaretsky,
CEO of SberNPF

86 K pensioners

regularly receive pension payments from SberNPF under non-public and mandatory pension programs

¹ The amount includes: NPP □ pensions; MPI □ one-time payments, life-long payments (endowment pension), term payments. The following are excluded: surrender values under NPP and MPI, payments to legal successors (of any kind), transfers of MPI monies to other NPP and RSF, transfers of MPI monies into NPP schemes, one-time and term payments under NPP.

SberNPF digital services and solutions

The launch of the long-term savings (LTS) program became a catalyst of continued digitization of SberNPF services.

From the beginning of the year, people were provided with the opportunity to join the long-term savings program on the SberNPF website and in Sberbank Online. Now the functionality of viewing active agreements and making contributions to LTS accounts is available separately, and the mobile app allows to set up an auto payment.

SberNPF was the first in the market to digitize transfers of contributory pension moneys into the long-term savings program. This became possible with connection to the State Token app. The service is now available to individuals not only at the Fund offices and Sber branches but also on the SberNPF website and in SberBank Online. In 2024, 334K Russian individuals initiated transfers of their contributory pension monies into the long-term savings program thanks to SberNPF. One out of every five did it online.

SberNPF effort aimed at enhancing financial literacy in relation to pensions and savings was a milestone in its own right. In addition to regular media activities, the Fund launched a landing page dedicated to the long-term savings program to raise awareness among Russian individuals about the principles

and conditions of the new instrument. Besides, the team carried on with the development of the ‘Pension Calculation’ showcase in SberBank Online which helps people learn everything about their future pension in just a few taps.

The service can:

- Calculate the pension amount taking into account all active pension products
- Prompt on how to transfer contributory pension monies and retain investment income
- Offer products taking into account the individual’s life situation

SberNPF carried on with improving client experience. 2024 achievements include the following:

- Launch of the LTS legal successor appointment service in the personal account section on the Fund website: clients can choose who will succeed to these monies
- Digital form of requests for payments under mandatory pension insurance agreements: the functionality is available in the personal account section

AWARDS



Winner of the Investment Leaders Awards in the ‘Investment Technologies. Launch of the Year’ category (Digitized long-term savings: launch of the long-term savings program and related services)



Digital Leaders Retail & Service award in the ‘Finance. Banking Services’ category (‘Solution of the Year’)

Brokerage business

Throughout the reporting year, Sber carried on with expanding the brokerage service functionality offered to retail clients.

As regards product development, forward market exchange trading, IIA-3 opening, OFZ bond auction features were added to the SberInvestments app. The broker launched investments for 14+ teenagers and an investment tournament in the SberInvestments app.

Investors were provided with the opportunity to:

- Transform old-type IIA into IIA-3
- Use the technological service to participate in the assets release process
- Trade on the Moscow Exchange OTC stock market with the central counterparty
- Trade on non-business days with order execution
- Cut deals in precious metals via QUIK
- Buy securities with a bank card

Sber's other innovations in 2024 included introduction of a new product, the digital financial assets (DFA) and integration of the purchased assets viewing feature in Sberbank Online as part of the client's overall portfolio.

At the end of 2024, Sber was TOP-1 in the market by client assets: RUB 1.93 tn, while the customer satisfaction index (CSI) grew by more than 29%.



We need to guide people so that they understand what first steps they need to make in investments. In the field of artificial intelligence, our primary focus is on the development and implementation of the digital assistant so that every investor has a personal investment coach. Essentially, we will use artificial intelligence to evaluate a person's skills and knowledge, their behavior patterns, offering options that improve their user experience.

Aisha Kubezova,
Head of Sber's brokerage business

AWARDS



Wealth Navigator

- ★ Best Broker for Private Banking Clients



BANKI.RU

- ★ Best Investment Company of the Year



INVESTMENT LEADERS AWARD 2024 IN

- ★ Investing Infrastructure (updated SberInvestments app)
- ★ Financial Literacy (teaching teenagers the basics of investing in the SberInvestment app)
- ★ Information Support in Investing (the 'Invest Letuchka' (Investments Debriefed) show)
- ★ Investments in Fintech (DFA)



Digital Leaders Awards 2024

- ★ Mobile App of the Year (SberInvestment)
- ★ Educational Project of the Year (textbook in the SberInvestment app)



DFA AWARDS 2024

- ★ DFA Deal of the Year



FINANCE INNOVATION AWARDS 2024

- ★ Blockchain-Powered Project of the Year (DFA underpinned by digital square meter)



FRANK INVEST & INSURANCE AWARD 2024

- ★ Best Broker in Terms of Service Development Pace

B2C Depository

The Sberbank Depository is a leader of the Russian depository services market. At year end, the number of securities accounts serviced was 19.6 mn (+12% YoY), while the volume of client assets in custody reached RUB 5.9 trn (+10% YoY).

The Sberbank Depository undertook the following key activities:

- **Implementation of regulatory initiatives** aimed at stabilizing and developing the financial market, established by Decrees of the President of the Russian Federation No. 665 and No. 198 (on payments of income on frozen securities), No. 677 (on replacement of Eurobonds of the Russian Federation), No. 767, No. 138 and No. 95 (on separation of securities and payments), as well as by resolutions of the Bank of Russia Board of Directors
- **Improvement of client** service in relation to depository services in the web version of Sberbank Online:
 - All client communications were enhanced by adding **push notifications**. Transaction confirmation codes as well as notifications about readiness of reports, denials to execute inventory orders or corporate action orders may be sent to

a client either as a push notification or via SMS if SberBank Online mobile app is not installed or push notifications are disabled

- Implementation of the functionality that allows client to request **a statement of the securities account in respect of individual (one) security**, send the details for **delivery/transfer of securities** to the counterparty by email, download the details to comfortably submit an order to a third-party depository on a transfer of securities between own accounts
- Implementation of the functionality aimed at **restraining client's errors**: excluding possible duplication of corporate action orders in respect of participating in the meetings of securities holders, option to block generation of a corporate action order from a draft after expiration of the corporate action submission deadline
- **Improvement of client service** in the SberInvestor mobile app: implementation of the new functionality enabling clients to participate in OTC bond buyback

- Improvement of client service in respect of corporate actions on securities: implementation of the capability to pay income on securities to clients in Chinese yuans (CNY)
- Support of the Annual General Shareholders' Meeting of Sberbank. All holders of Sberbank shares who are clients of the Depository were notified of the Meeting by individual email messages (329K messages). 4.8K depositors' orders in respect of the Sberbank GSM were received and processed via the Depository
- The Depository's largest payout of dividends on Sberbank shares to clients (525K payments)
- Implementation of the capability to accept and process agreements providing for modification of securitized electronic mortgage deeds

B2B ecosystem in 2024

Clients

3.3 ^{+177K YoY}
mn
active corporate
clients¹

no major changes

72.5%
CSI – client satisfaction
index¹

¹ Under the 2024 methodology.

Financial and non-financial services

Financial services

32.4%

Share of the Russian market
of lending to corporate
clients

- we are helping implement the largest infrastructure project in the Russian Federation - the construction of VSM-1, a high-speed rail link
- we remain the key bank for SMEs with a share of >46%

5.3 ^{× 1.4 YoY}
trn
housing developer
loan portfolio

64 mn m²
of housing under
construction

Sber is helping clients raise and multiply finance

№ 1
in the ECM and DCM
markets

RUB 73 bn
DFA issue amount

№ 1
issuer in the structured
investment products market

Consumer loans worth
RUB 11.9 bn
were securitized for the
first time

We were the first

to hedge the foreign
exchange risk when
purchasing the Indian rupee –
now clients can fix the rupee
buy rate for the future

Business growth tools

~1.8 ^{× 1.7 YoY}
k
clients on digital transformation of major, large
and medium-sized businesses

- We help our clients grow:
- by holding strategic dialogs
 - we launched new training programs - >200 corporate client executives received co-financed training

>200 ^{× 2 pp YoY}
k
MAU of industry solutions for small and micro
businesses

- We build long-term relationships:
- we launched the SberBusiness Spasibo loyalty program with >650K participants
 - we launched the Favorite Small Business award for entrepreneurs
 - Business Fest from Sber: >14K participants from among entrepreneurs in nine cities
 - we use AI to improve client relations

We work with the government

81 ^{+26 regions YoY}
regions
are undergoing digital transformation
with Sber

Channels

2.9 ^{+2% YoY}
mn
SberBusiness (web + app)
MAU

Sber API
1.8 ^{× 1.8 YoY}
k
clients channel user fee
canceled

51% ^{+2 pp YoY}
of our mobile app users
are mobile-only

Awards

Client experience



CX World Awards

- ★ Best data-centric approach: the DataCX – Data-Driven Client Satisfaction project
- ★ Award for strong achievements in client experience management: Best personalized client experience An Invisible Chat Assistant. How to Use AI in Help Desk Operations

A bank for SMEs



Best Banking Program for SMEs-2024 as part of the Golden Mercury National Award:

- ★ Sber's Favorite Small Business award for entrepreneurs, the leader in the For the Development of Non-Financial Services for Business special nomination category

Business digitalization



Digital Leaders – Time for DTaaS Innovations

- ★ Foundation – Global Breakthrough in Business Digitalization in the Services and Solutions for Business category
- ★ The Digital Transformation of Large & Medium Client Risk Insurance Project – the winner in the Transformation of the Year category
- ★ Industry-specific solution for online shopping in the SberBusiness online bank – a leader in the Solution of the Year category

B2B Segment

GRI 3-3

Strategy 2026

Sber has always prioritized creating technology-driven solutions, but today this is not enough to gain a competitive advantage as any technology can be copied. That's why the next step is to build relations of trust with people. Sber would like to get to know any person, understand their tasks at hand and their motivations, and suggest the best solutions to achieve their goals.



Transition to the human-centric model is a tremendous challenge. We are growing together with our clients as we continuously develop and offer them tools for business growth and train our clients' employees.

Today we do not merely engage in traditional banking, but we rather engage in a strategic conversation with our clients as we discuss the future and possible challenges, and share our experiences and expertise.

I am confident that such approach and the expertise of our employees will help Russia's entrepreneurs become even more successful, and the success of our clients is our success too!

Anatoly Popov,

Deputy Chairman of the Executive Board, Head of the Corporate and Investment Business Block

Client service managers used to focus on the Bank's revenue stream only, with client engagement revolving around product sales. Today, this is changing. The role of a client service manager is transforming into that of a trusted advisor whose main goal is to build a relation of trust with a person and to encourage their personal and business success. Sber is developing new AI-powered tools to relieve our managers of routine operations in order to engage more with the public.

Sber is developing any client's business and team through understanding their roles and goals as it conducts strategic conversations and helps companies find a way to success. Sber helps clients achieve digital transformation by replacing foreign suppliers of digital solutions. Today, almost 1,800 large and medium-sized business clients from various industries are transitioning their business to digital.

Small and micro businesses vying for growth and automation of routine business tasks are offered industry-specific solutions used by over 200,000 clients from various sectors every month. In addition, a special AI-powered simulator is used to train our managers who are helped by an AI assistant to get ready for meetings with clients.

Besides, Sber is heavily involved in digital transformation of executive government authorities. We work with 81 constituent entities of the Russian Federation in this area to help them achieve their social and economic development goals.

In addition, Sber develops and trains clients' employees: Together with SberUniversity, we have launched new training programs aimed at personal growth, digitalization, new markets entry, and succession planning. We strive to expand points of contact with client companies and foster understanding and involvement.

Every year, the Bank creates and develops credit products, ensures that interaction with clients is easy and approach to each of them is personalized, and implements new technologies: 90% or more decisions on granting loans or bank guarantees in major, large and medium-sized business segments are made using AI models, while in the segments of small and micro businesses 85% of all transactions are executed online.

The Bank is developing the digital financial asset (DFA) market as an alternative source of financing, and is offering innovative solutions.

Sber's focus is on long-term business development and on increase in trust.

As it serves 3.3 mn corporate clients, Sber takes into account the changing environment and client needs that come to the forefront, and offers clients the necessary tools.

3.3^{+177 K YoY}
mn

active corporate clients, under the 2024 methodology

In 2024, Sber continued implementing key infrastructure projects for Russia, developing convenient financing, automating business routines and digitalizing businesses.

High inflation rates and key rate growth were the key challenges in 2024. Businesses have managed to adapt to those conditions, something Sber supported every step of the way by offering convenient banking products and business development tools.

Our corporate loan portfolio increased by 19% over the year to RUB 27.7 tn (the growth was 18% before foreign-currency revaluation). The growth came mainly from housing construction, followed by metals, transport and logistics, and oil and gas. Growth in the metals loan portfolio is associated with implementation of large-scale investment projects in the non-ferrous industry and with a significant increase in "golden loans" issued to gold mining companies. Sber's portfolio growth in the transportation industry was mainly driven by working

capital financing. Growth in the oil and gas sector, in addition to financing the current operations of companies there, was due to financing of construction of infrastructure facilities and processing complexes.

The total amount of loans issued by Sber to corporate clients during the year amounted to RUB 23.1 trn, 13.3% more than in the year before. The bank maintained its share of the lending market at more than 32%.

RUB 27.7^{+19.0% YoY}
trn
in corporate loan portfolio

32.4%
is our share of Russia's
corporate lending market

72.5%
is the client satisfaction index with products and services provided
through our B2B channels, under the 2024 methodology

Sber aims to resolve all client issues quickly and efficiently. Client satisfaction is achieved through optimization of internal processes and improvement of service quality, and by providing compensation in case of substandard service.

In 2024, there were 20 mn calls, chats and other queries to our client service contact center and technical support line. The contact center's throughput increased by 7% due to the rollout of automatic authentication, with the result that clients now spend fewer than 30 seconds on hold. Some 85% of calls are routed to the single number 0321 using artificial intelligence models and based on knowledge of past communications with the client, their payments, etc. If there is a queue for the contact center line, a client can hang up on the call and receive a call from the number 0321 later. We are developing a chat for convenience of communication, with the share of online chats increasing from 38% to 55% over the year.

Sber uses the GigaChat neural network model to gauge clients' emotional mood; in particular, when a distressed client is about to close an account, they are switched to a live operator.

AWARDS



CX World Awards

★ Win in the Best Data-Centric Approach nomination category: The DataCX – Data-Driven Client Satisfaction project



CX World Awards

★ Best personalized client experience of Invisible Chat Assistant. How to Use AI in Help Desk Operations

Government-sponsored programs with Sber's involvement

In 2024, Sber launched and expanded a number of government-sponsored programs for companies:

- Sber expanded the umbrella suretyship offered by SME Corporation JSC for priority lending to SME clients by the type of activity (tourism and travel, light industry) and by location, and entered into loan agreements worth a total of more than RUB 113 bn

- Sber and SME Corporation JSC implemented the SME Content Module for the purpose of supporting the umbrella mechanism for providing suretyship by SME Corporation JSC under the PP 1764 Subsidy Program

- a program was launched to compensate Russian credit institutions and the VEB.RF state-owned development corporation for lost revenue from loans issued to carry out the work to preserve distressed cultural heritage monuments included in the Unified State Registry of Cultural Heritage Sites (Historical and Cultural Monuments) of the Peoples of the Russian Federation at a discounted rate up to an allocated limit of RUB 87 bn

- the program for stimulating lending to small and medium-sized enterprises located in Russia's border areas secured by a surety offered by SME Corporation JSC was expanded, and loan agreements worth RUB 4 bn were concluded (a total of RUB 10 bn was allocated for all participating banks under the program)

- as part of support for housing and single-family home construction project programs (minutes of the DOM.RF Fund Council meeting No. 5/2023 dated 19/10/2023 and minutes of the DOM.RF Fund Council meeting No. 5/2023 dated 19/10/2023), more than 720 transactions for the total amount of more than RUB 83 bn were concluded

- a separate mechanism of state support for investment projects to develop ski resorts in the Russian Federation has been launched. Sber's Manzherok resort received discounted financing in the amount of more than RUB 22 bn, of which the borrower received more than RUB 7.5 bn last year. This will allow them to increase the combined length of ski runs at the resort by more than 30 km and to build two cableways.

Sber offers clients the Government Program Builder, an easy-to-use tool for assessing a company's compliance with existing state support programs. This innovative service helps clients select a program and apply for it instantly. In 2024, four nationwide and 20 regional state support programs were available to clients. More than 12,000 transactions worth more than RUB 116 bn were made through this service during the reporting year.

Small and micro businesses

Sber employees' testimonials



A scheduled meeting with a client started kicked off to the news that their company's CEO had been in a hospital for two months with a stroke. It was their accountant who attended the meeting instead of him who told me that. No business decisions were being made, debts were piling up, and the accountant was on the verge of quitting. I asked myself how I could help in this situation, and the first thing that came to mind was to check if they carried any insurance.

It turned out that the client had taken out life insurance policies a little less than a year ago, yet the accountant knew nothing about this. The policies' expiration date was just a few days away. I promptly made a query through a broker and helped the client to establish communication with their insurance company. As a result, the client received a payout that was enough to repay the debts on all of their obligations. That's how we managed to save the business and keep an experienced accountant on the job to boot.

Timofey Safronov,
Senior Key Account Manager,
Sibirsky Bank



About a month ago, I met with the director of a chain of upholstered furniture stores. At first she treated me skeptically, avoided meetings with me and replied curtly. Faced with her lack of trust, I changed tactics and decided to take a personal approach. I learned that she was planning a trip to Thailand and offered her a SberPremier package with access to business lounges at airports and insurance for the entire family. The director took an interest in the offer and purchased the package. Once back from the vacations, her attitude towards the Bank has changed dramatically. She expressed gratitude for the SberPremier package and said that her child fell ill during the trip and received qualified medical help thanks to the insurance. Access to business lounges proved a boon too.

At our second meeting, we enabled our retail solution and started talking about granting her a loan to open a new furniture salon point of sale.

Alexey Karavsky,
Senior Key Account Manager,
Srednerussky Bank



One Saturday morning, a call came through to my work phone number – it was from a client for whom we had opened a current account the day before, on Friday. He sounded very worried and explained that he could not access his SberBusiness account, yet he urgently needed to transfer money to his bank card. A consultation over the phone didn't help. I changed my plans for the weekend a little bit and invited the client to meet at a cafe to help him sign in to the app and transfer the money. The client was very surprised and happy with our service – he did not expect a Bank employee to meet him and help him sort out his problem on a day off.

Ksenia Petrova,
Senior Key Account Manager,
Srednerussky Bank

Small and micro businesses make an important contribution to economic development, and Sber is there to help our clients achieve success

Sber strives to create the necessary conditions for successful activities of small and micro business clients by offering them products adapted to new market challenges and convenient lending and business development tools, and is building long-term relations with such clients.

3 ^{+6% YoY}
mn

active small and micro business clients, under the 2024 methodology

Building long-term relationships

To build long-term relations with clients, an AI assistant has been created to help small and micro business account managers prepare for meetings with them. The AI assistant shows key information on the client and gives recommendations on B2B products that may be offered to them. The account manager also receives recommendations on the style of communication with the client based on the client's psychological profile, age and interests. This tool has already been made available to all account managers working with small and micro businesses, and they are now helping clients find 10% more solutions for their business growth.

AI is also used to train account managers: We have developed a special GigaChat-powered simulator for this purpose. It analyzes conversations taking place between account managers and clients, assesses the quality of phone conversations, identifies problem areas and provides personal recommendations on how to improve client communication skills. It also enables account managers to practice their doubt handling skill by working with a digitally simulated client powered by GigaChat.

Sber also launched the SberBusiness Spasibo loyalty program for corporate clients in 2024. Whenever a client performs regular activities (uses their bank card, keeps money on accounts or makes payments to counterparties), Sber accrues Spasibo Business bonus points for these actions, which can be converted into rubles at a good exchange rate (1 bonus point = 1 ruble) or used to purchase Sber's non-financial services. On average, a client with an activated SberBusiness Spasibo option can achieve RUB 2,000–4,000 in additional savings per month. The program covers more than 650,000 participants.

Sber founded and awarded its first Favorite Small Business award for entrepreneurs in 2024. Out of a total of about 13,000 applications received, 78 entrepreneurs won the award. The prize will now be awarded annually; registration of participants for the next stage started in October 2024, and the number of applications has already exceeded 30,000. Based on the results of the contest, 1,100 award winners will receive the status of best entrepreneur in their respective regions, while 100 Russia's best will get RUB 1 mn each for business development;

additionally, ten Grand Prix winners will be awarded certificates for a vacation stay at Sber's all-season resort Manzherok in the Altai Republic.

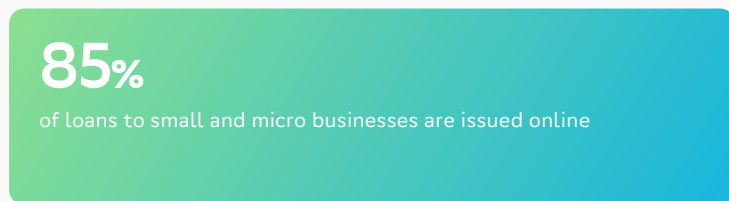
A series of Sber's Business Fests, big offline festivals for entrepreneurs, continues. Nine such events held in various Russian cities were attended by more than 14,000 entrepreneurs.

78
entrepreneurs
won the award

14 K entrepreneurs
visited Sber's series of
BusinessFests

RUB 2–4 K a month
average monthly benefit for a client that subscribed to
SberBusiness Spasibo

Convenient lending



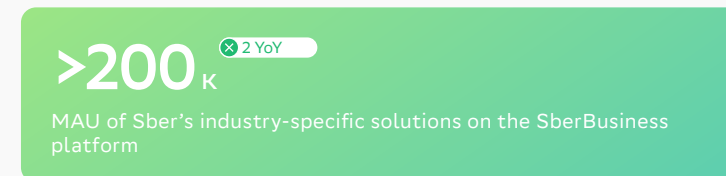
Our Credit Potential for Business service is gaining popularity, as entrepreneurs who are not the Bank's clients can calculate their credit potential in Sberbank Online without opening a current account or providing any documents. The number of calculations for the first nine months of 2024 exceeded 470,000, 1.3 times more than in the preceding year.

In the reporting year, Sber launched a new product called Financing for IHC¹ Contractors Using Escrow Accounts. As part of the product, individual housing contractors can obtain state-sponsored loans from the DOM.RF financial institution at 1% APR for construction of single-family homes. Individual housing contractors can now build single-family homes using a bank loan without raising equity, while their clients' money is held in protected escrow accounts.

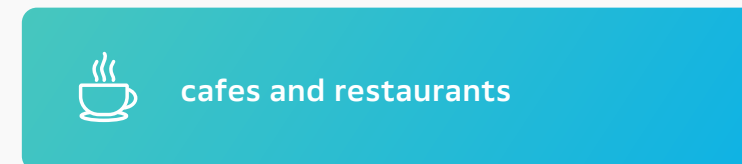
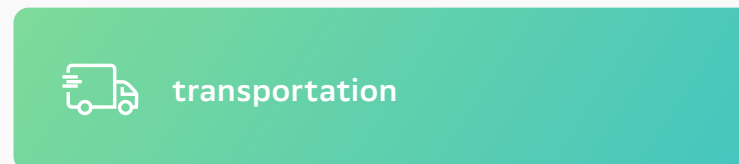
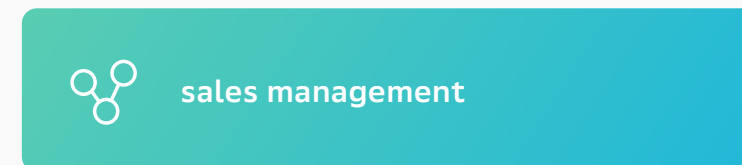
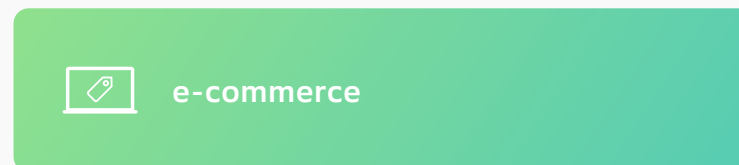
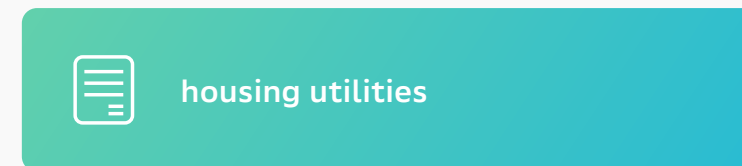
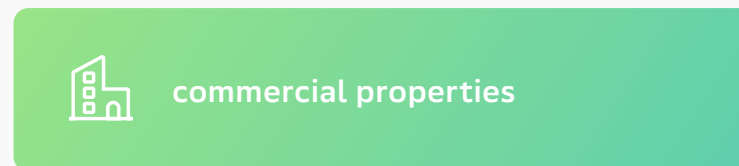
¹ Individual housing construction.

Sber is developing tools for business growth and automation of routine business tasks

Sber continues developing industry-specific services on the SberBusiness platform. Each solution contains built-in industry-specific services that improve operational efficiency and facilitate managing a business in the one-stop-shop mode.



Sber is offering custom solutions for the following industries



New capabilities offered by industry-specific solutions

Our solution for transportation

In 2024, Sber updated its solution for freight carriers by gathering key information about a company's business all in one place, including revenue, number and locations of clients, client profiles, and potential for cooperation with counterparties. Companies can now easily compare their performance to industry average indicators by the region, business segment or revenue. The new analytical capabilities enable freight carriers to see the extent to which they meet their clients' needs and to build in-depth client relationships. The web version now includes the Region's Potential tab for viewing the potential for business in a client's region. In the mobile version of the service, users can add information about the driver, vehicle and job order

Our solution for commercial properties

The SberBusiness interface now features a single point of entry to the My Real Properties section. The service user will now be informed of any difficulties faced by the business of their tenant and of their possible departure. That's how the Bank minimizes losses for them from occupancy downtime. Users can also now have access to tools for searching for tenants for their vacant premises and for monitoring the market value of their properties with the ability to dynamically track any changes in value. Free ad listings are available in some regions. Users can also generate commercial proposals using GigaChat

Our solution for housing utilities

Since 2024 it has been possible to send news items to the Home section of the Sberbank Online app, which enables residents to receive notifications from their management company right in the app. The notifications in Sberbank Online help communicate information to residents faster and reduce the number of queries, and thus cut costs

Our solution for e-commerce

The web version has been updated to provide a more visually engaging demonstration of key business indicators. New screens offering analytics, ABC analysis and inventory balances have been added to the mobile version of the service. It is now possible to obtain and display data from one of the largest electronic platforms. A feature enabling the creation of a generative introduction website has been added to the web version

Our solution for retail

The solution has been supplemented with analytics of returns and receipts, as well as changes in revenue and the average check for the last two months by addresses where an entrepreneur conducts their business. All those metrics will help the client devise a business development strategy, and monthly trigger notifications have been enabled to facilitate the process. The notifications highlight for the user what's important – such as changes in revenue, average check dynamics, distribution of recurring and one-off buyers, or comparison of metrics with competitors and the broader industry

Sber is developing convenient channels and transactional services

Sber has offered incentives to new clients: A reduction in the acquiring fee to 0.3% for biometric payments and to 1% for bank card payments. The reduced fees are in effect in the month the service is enabled and for another five months provided the acquiring turnover remains up to RUB 300,000 during each month of the promotion.

Sber has improved the terms for its business cards by extending the interest-free grace period to 120 days (from 100 days previously). The grace period will renew on a monthly basis. The minimum approval limit for a business credit card is RUB 50,000 and the maximum limit is RUB 1 mn.

Every year, new business areas emerge that require adaptation to their specifics and targeting. E-commerce on marketplaces is one such area. In May 2024, Sber created a service package called For Sellers Only offering convenient functions for transferring money received on marketplaces to clients who trade on marketplaces.

KEY AWARDS



CDO/CDTO Awards

- ★ Industry-specific solution for e-commerce – a leader in the Digital Solution of the Year category
- ★ Best Banking Program for SMEs-2024 as part of the Golden Mercury national award in the field of entrepreneurship
- ★ Sber's Favorite Small Business award – a leader in the For the Development of Non-Financial Services for Business special category



Digital Leaders 2024

- ★ Industry-specific solution for e-commerce in the SberBusiness online bank – a leader in the Solution of the Year category.



Loyalty Awards Russia 2024

- ★ SberBusiness Spasibo, a loyalty program for entrepreneurs – a leader in the Best Loyalty Program in the B2B segment category
- ★ Sber's Favorite Small Business award for entrepreneurs, a leader in the Start of the Year special category
- ★ The Everybody Gains referral program – a leader in the Best Project for Building an Emotional Connection between a Company Brand and the Client" category

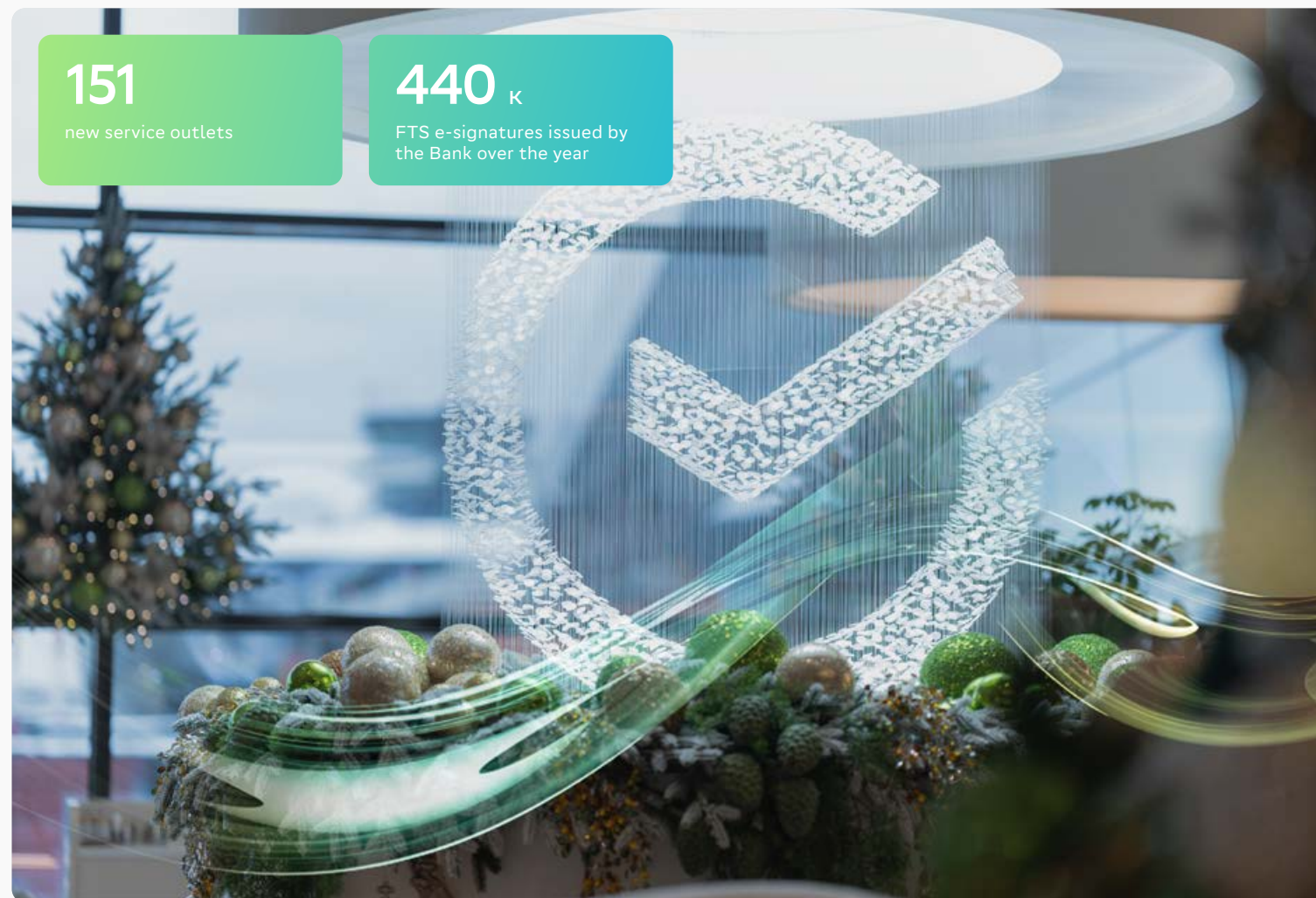


Services for corporate clients in Sber's physical branch network

The number of corporate clients who visited the Bank's branches to purchase banking products or non-banking services on-site increased by 1% in 2024. The traffic of clients registering a business or opening a current account increased by 5.6% and by 13%, respectively. The growth was made possible by increased availability of services for corporate clients in 151 newly operational branches located in the Republic of Crimea and in the new regions of the Russian Federation (LPR and DPR). Our marketing activities have also yielded a positive effect.

Since 2024, Sber has been issuing a certified key carrier (token) for recording a Federal Tax Service electronic signature to new corporate clients free of charge at 5,000 branches to work with all information systems that require a qualified electronic signature. A Federal Tax Service electronic signature issued by Sber meets all the needs of entrepreneurs, including reporting, procurement, electronic document exchange, etc. During the year, the Bank issued a total of 440,000 Federal Tax Service electronic signatures, of which 175,000 were issued to clients of other banks, half of which opened business accounts at Sber.

Since November 2024, businesspeople and entrepreneurs have been able to schedule a visit to a Sber branch in advance. Just like individual clients, they can now make an appointment at a convenient branch in the Sberbank Online app and be fast-tracked for service by the first freed-up teller at a branch. This service is available at more than 5,000 Sber branches in major cities and small towns across Russia.



SberBusiness

Sber is customizing the SberBusiness online banking for each user, adding features and improving user experience.

The MAU of digital channels for business continued growing steadily in 2024.

2.9 +2% YoY
mn SberBusiness MAU
(web and mobile)

51% +2 pp YoY
of mobile app users
are mobile only

46% +3 pp YoY
mobile app
DAU/MAU

The number of users of the SberBusiness mobile app continued to grow in accordance with the upward trend set in 2023. By the end of the year, 1.3 mn users were benefiting from the mobile app monthly (MAU, +3% YoY). The growth in the DAU/MAU ratio to 42% is yet another testimony to a rising client activity using the app.

The first half of 2024 was dedicated to completing priority tasks for the Bank in terms of migrating the digital bank for business features to our target platforms. For years Sber had been moving towards that goal, and by the end of June the transfer of 100% of the transaction load had been completed. This has

enabled all teams developing services on the SberBusiness platform to roll out new client products and services independently, securely and quickly.

Throughout 2024, Sber kept improving the existing feature set of the SberBusiness platform in response to client feedback received from every available source. SberBusiness innovations in 2024 included the following:

- in early 2024, Sber implemented the feature of signing and sending payments using borrowed funds in the mobile app, as well as quick replenishment of the single tax account. Users can now quickly view the reasons for freezing and take appropriate measures. This improvement will also help reduce the number of calls to the contact center
- developers of the SberBusiness mobile app paid special attention to user security issues. For example, a useful feature allowing the screening of incoming phone calls for fraud was made available in SberBusiness on the Android platform. Our IT experts redesigned antivirus mechanisms that had affected the speed of data downloads among other things, and to prevent app impersonation by malicious actors, they implemented additional protections against app substitution at the time of updates
- starting from 2024, SberBusiness clients have been able to make instant FPS payments from an entrepreneur-payer to an entrepreneur-recipient using a QR code. Payments can be made 24/7 and funds are credited to an account instantly
- in order to increase the speed and convenience of clients' interactions with our online bank, Sber redesigned the Payments and Transfers section. Clients now have access to a list of documents and the ability to filter out the account

to be debited if there are many accounts. Users can see the payment progress history and can work with payment document templates while staying in the same section. Sber also created a new Payment Requests section to store information on payable documents all in one place to access it quickly

- at the beginning of the year, our digital bank became even more convenient for users operating under the simplified taxation regime. Notifications from the Federal Tax Service (FTS) are available on its website in a special tab in the Taxes and Accounting section without the need to sign in to the personal account. Reports to the FTS on salary payments to employees no longer need to be filled in manually – all employee personal data are uploaded automatically. The updated design of the home page of the automated simplified taxation system (ASTS) in the mobile app helps make repayment of arrears and ASTS tax payments as easy as possible
- in the fourth quarter, we launched an accounting product selection tool that tells clients which of the existing accounting products in the SberBusiness store suits them best
- the web version of SberBusiness can now operate in the screen split mode, which allows users to simultaneously perform operations in the system and chat with technical support, use the Help section or take a virtual tour of the system
- signing in to SberBusiness has become easier and faster. The web version now features the long-awaited option to authenticate with a QR code from a mobile app. Users can now set a custom greeting depending on the time of day. The user name is stored upon sign-in by default, and additional chat entry points now appear on the sign-in page

- the web and mobile versions of our online bank now feature the Act Generating service. It now takes less than a minute to generate and send an act to a counterparty
- we added customization of SberBusiness content by studying the peculiarities of content perception by various user segments. Together with the Neuroscience and Human Behavior Lab, we identified distinct groups of online bank users who perceive the same information differently and developed recommendations on how to communicate with those groups.

To increase the conversion rate and involvement of users in SberBusiness content, Sber prepares targeted offers for clients. AI is harnessed to scour news aggregator websites for most relevant news for clients (such as regulatory changes, industry specifics, regional specifics, etc.). Next, texts and images for these news items are adapted using GigaChat to each user segment/group. That's how unique texts and visuals for stories are produced¹. Stories prepared in this way are targeted at clients of the SberBusiness online banking system in accordance with their identification with a certain group, category or segment.

KEY AWARDS



Best for Life International Award in Visual Communications, Architecture, and Industrial and Product Design



SberBusiness Online Bank is the winner in the Digital Design section, Project of the Year nomination, UXUI Design category



The SberBusiness app is the winner in the Digital Design section, Project of the Year nomination, Mobile App category

¹ A photo or a short vertical video posted in an online profile for a certain period of time.

Major, large and medium-sized businesses

Stories told by Sber's corporate client account managers



A few days after the attack on the Kursk Region, a company asked one of our branch's client account managers for urgent help. Evacuation from the border area cut their access to resources they needed to continue operations, such as computers, documents and the 1S accounting system. Without these tools, they could no longer work.

The main goal of the company's management now was to pay assistance to their employees who were deprived of their livelihoods. Yet the lack of the necessary equipment and of access to operating systems made it all the more difficult.

Everyone at the Bank understood right away how important it was to help the client in distress as quickly as possible. The Bank's employees called the hotline, issued the client a new token, restored access, and helped them pay assistance to people who were in extreme need of it. As a result of coordinated and urgent work, employees of the company received their money and were able to pay rent, buy vital medicines, food and clothes for their children.

Elena Teterina,
Chief Client Account Manager,
Tsentrarno-Chernozymny Bank

Lending

Sber is focused on its clients achieving success and helps them implement projects of strategic importance for the country. Despite the difficult market conditions, the Bank continued assisting major clients in carrying out projects to establish new manufacturing facilities and upgrade existing ones. Our portfolio in this segment grew by more than 19% and amounted to more than half of the entire corporate loan portfolio. Industries such as oil and gas, metals, transport and logistics deserve a special mention, as they showed double-digit growth and inbound investment increase by RUB 2.5 trn.

As we identified potential risks for each client (including the interest rate, foreign exchange, or commodity risks), we structured loans in an optimal way for all involved and included risk hedging products in the transaction structure.

The Bank stepped up to a whole new level of cooperation with gold mining companies: In an environment of high interest rates, we were able to offer them financing pegged to the price of gold, which, on the one hand, significantly reduced the interest burden on the clients, and on the other hand, enabled the Bank to use the available gold liquidity more efficiently. At the end of 2024, our gold loan portfolio exceeded RUB 200 bn, having increased 18-fold over the 12 months. One of the loan transactions we closed for 11 tons of gold became the largest one in the world.

We continue developing syndicated lending: In the course of implementing projects approved in 2024 in the energy, infrastructure, transport and other industries, Sber's contribution exceeded RUB 1 trn.

The Bank acts as an arranger of raising extrabudgetary finance for the largest infrastructure project in the Russian Federation – construction of the first high-speed railway link between Moscow and St. Petersburg. The new dedicated 679 km-long railway and new domestically produced high-speed trains will help cut the travel time between the two capital cities to just two hours and 15 minutes. The total amount of extrabudgetary financing exceeds RUB 1.7 trn, with resources of Russia's major banks and pension funds involved in the project.

Online lending to businesses

Sber continues developing fast and convenient lending for corporate clients. The Bank is implementing the Digital Credit Process, an innovative procedure based on the principles of interaction between self-organizing services with a unique automated decision-making system powered by AI models. Sber's goal is to provide automatically approved loan products to major, large and medium-sized business clients taking

into account their individual characteristics. Clients can take advantage of this offer through their personal accounts in SberBusiness online banking, including the mobile app.

92%

of decisions on working capital replenishment lending transactions for major, large and medium-sized corporate clients are made using AI models

KEY AWARDS



Russia's first DFA transaction secured with real-world assets was executed and awarded with the FINAWARD 2024 prize



The Russia's Best ESG Projects award in the Industrialization, Innovations and Infrastructure category. Best Digital Solutions for Reducing the Environmental Impact category for the Aspect collateral inspection mobile app



An award for the Aspect mobile app at ECO BEST AWARD 2024 in the Best Harmful Emissions Reduction Project category

Financing of housing construction using escrow accounts

Comprehensive development of territories is a new trend in the housing construction sector. Not only the business component, but also the social aspect are important in this context without a doubt. By developing this mechanism and facilitating the financing of large-scale projects, Sber is taking part in creating a comfortable environment for people to live in. The Bank is also heavily involved in drafting legislative initiatives and amendments to the Urban Planning Code of the Russian Federation. As of today, Sber has approved more than 180 projects with a combined lending limit of RUB 2.7 trn.

Sber has continued developing the automatic decision-making technology for project-based financing of housing developers. Clients can apply through a personal online bank account and get a loan offer in a single day's time. If the offer is satisfactory to the client, it will take three to six days to make a final decision. In a situation where a client has expressed a wish for Sber's loan offer to be adjusted, a Bank employee will become involved in working on the project. This approach has cut the overall time required for approval of a developer project lending transaction by 20%.

The residential housing sector remains one of the drivers of economic growth. Some 64 mn square meters of housing are being built today with Sber's direct involvement, which will provide new apartments to almost 1 mn families.

Mezzanine and equity financing, investment banking

The use of mezzanine and equity financing provides clients with financial and management stability and enables them to develop their businesses at a faster pace, including through mergers and acquisitions.

In 2024, Sber managed to increase its mezzanine and equity financing portfolio by 62%.

Sber successfully closed 191 mezzanine and equity financing deals for the amount of RUB 867 bn, and divested 146 projects for the amount of more than RUB 400 bn.

The Bank maintained its leadership in capital markets, ranking first in both the equity capital market (ECM) and the debt capital market (DCM). Sber's team participated in 65% of ECM placements in the Russian market amounting to RUB 83 bn and in 60% of DCM placements worth RUB 1.8 trn.

To interact with clients in Russia's regions more efficiently, Sber has created a network of regional investment directors in ten cities. Regional presence of investment professionals allows us to maintain a strategic dialog with clients on the investment agenda at the level of beneficiaries and top executives of companies, contributing to accomplishment of clients' business goals.

Non-financial projects



Today, Sber is helping us not only meet our needs for banking products, but also undergo digital transformation. Together we are implementing projects to develop the loyalty and customer service program, personalize customer service, upgrade our retail network and online pharmacy, and create a scalable, failsafe IT infrastructure. Those projects support our strategic initiatives and have already helped us achieve significant business results.

Alexander Kurilov,
Chief Financial Officer,
Member of the Board of Directors,
Pharmacy Chain 36.6



Digital tools are important for our clients to make their business processes more efficient, transparent and secure. We thus strive to develop them in-house as part of our ecosystem of transport logistics services, and to enter into mutually beneficial partnerships with IT industry leaders. Thanks to integration of our platform with Sber's products, our exchange's clients will get a whole range of new and convenient tools.

Svyatoslav Vilde,
Founder and Chief Executive
Officer, ATI.SU Cargo Hauling
Exchange



The technology offered by Sber and their partners help us build a highly efficient business infrastructure. The operation of our online services and proprietary online store is tightly linked to the cloud service tools provided by a corporate partner of Sber. We recognize the high performance and reliability of their platform, so we remain clients of that company year after year.

Igor Zhuravlyov,
Founder of Coffeemia
restaurant chain



For 11 years, we have been actively implementing innovations and improving our technologies. That's why our choice of strategy was unequivocal – to go along with the leaders. This year, we launched a joint digital transformation project together with Sber. We trust the experts of our long-standing partner and are focused on achieving an effective outcome.

Anastasia Maslyokha,
Director,
Tochno Group of Companies



Today, we look at Sberbank not only as a financial partner, but also as a partner for digital transformation. We have discovered a lot of new horizons in various areas of digitalization – processes taking place in our kitchen, relations with our clients, and relations with our employees and with couriers who work with us.

Dmitry Solovyov,
DODO Brands and
DODO Pizza Eurasia

Success of a client, whether a business or an individual, is also Sber's success. Along with offering financial and non-financial service products adapted to our clients' needs, Sber focuses on helping them grow and develop.

Sber contributes significantly to the development of our clients. In cooperation with SberUniversity, we have launched **new training programs** to support digital transformation of companies, personal growth and grooming of successors in business, as well as entering new markets. More than 200 corporate clients' managers have completed co-financed training under specially developed curricula:

- Successors: A comprehensive approach to grooming a future business successor
- Digital Strategy Smart: Immersion in innovation economy trends, digital technologies and competencies of a leader in digital business transformation.

Sber is developing support for **digital transformation of our clients' businesses**. Today, there exists a uniform digital transformation methodology that takes into account the expertise accumulated by the Bank and our IT partners to achieve strategic goals of our clients. Each project is implemented by a joint team including Sber, the client and our IT partners, and is coordinated by a Sber-appointed digital transformation manager.

More than 250 of our IT partners, vendors and integrators have expertise in 21 functional areas and participate in implementation of digital transformation projects for our corporate clients – from the development of web and mobile apps and implementation of CRM, SRM or ERP systems to the development and implementation of artificial intelligence and robots and use of augmented reality. The technologies in our focus are artificial intelligence, fintech and cloud infrastructure.

A study has shown that more than half of surveyed Sber corporate clients note that the Bank proactively assists them with digital transformation and is an industry expert in how to do their business, and today they recognize this as an important competitive advantage when selecting a bank.

almost **1,800** ↑ 1.7 YoY

clients from various industries undergo digital transformation with Sber, achieving success and taking their businesses to a whole new level

>500

in-person participants in the 3rd annual SberProTech conference on digital transformation of business (2+ mn audience media coverage)

AWARDS



Digital Leaders – The Time for DTaaS Innovations Foundation – A Global Breakthrough in Business Digitalization in the Services and Solutions for Business category



Digital Leaders – The Time for SberPro Innovations Foundation – Project of the Year in the Media category

EXAMPLES OF CREATING DIGITAL SOLUTIONS FOR CLIENTS:

Sber was first to market with a multirole solution for hotels and apartments, a platform for automating communications between tenants, management companies and apartment owners with various integrated payment formats.

The use of AI in solutions for clients to improve their operating efficiency: Sber has integrated GigaChat into the client support service of a major Russian integrator, which has enabled them to process 600,000 queries from 4,000 clients. Not only that, but the speed of query processing rose threefold for 50% of users, while the speed of response preparation increased by an average of one third.

Sber has consolidated its role as a **leading technology partner for major corporations**, having tripled the volume of its technology product transaction portfolio during the year.

Technology has become a key transformative element of business models in response to new market challenges. Sber has tested a new strategy that focuses not only on strengthening technological maturity, but also on improving operating performance and on unlocking our clients' business potential.

As part of its first focus, operating performance, Sber has concentrated on automation and improvement of operational processes to increase productivity and reduce risks faced by our clients.

Joint R&D projects are a real breakthrough as solutions have been developed that are unparalleled in the market

These include: A solution to ensure food sovereignty through control of greenhouse-grown crop yields; a solution to detect hidden corrosion in pipelines; and a solution to automatically control the quality of vehicle assembly on a conveyor belt.

Business potential has become yet another important area of our work. Sber has helped clients identify new growth opportunities by developing unique big data-driven products and predicting market trends. Sber conducted a deep-dive on analytical products for one of the CIS countries and shared expertise on how to use tools that unlock business potential and help with assessing the capital intensity of additional tourist flows when implementing new tourism development projects. For a traditional housing developer, the Group conducted research, identified a new niche complementing the client's core business, and developed a strategy for the development of the logistics side of their business. A joint competency center was launched on the client's premises that includes employees of a Group company to develop in-house logistics competencies of the developer.

Our third focus was on the development of technological maturity. In 2024, products for building a strong IT infrastructure and developing industry-specific technology solutions using artificial intelligence were particularly popular. Sber not only resolves immediate client problems (such as import substitution), but it also lays the groundwork for technology leadership by investing in GenAI tools¹. About half of our major clients are working with Sber on GenAI and implementing AI products.



¹ GenAI - generative artificial intelligence, a type of neural networks used to generate new data based on information gained from training. These neural networks can create images, text, audio, video, or any other types of content.

Collaboration with the government

Sber is a lead partner on digital transformation and AI implementation for the public sector.

Sber is currently working with 81 constituent entities of the Russian Federation on the development and application of AI-powered digital technology for the benefit of social and economic development. Sber has implemented AI-powered products in healthcare – a technology for analyzing CT scans, making doctor appointments and transcribing doctors' recommendation into text; and in the housing utility sector – new machine learning models to improve utility payments efficiency. Sber is also offering procurement forecasting tools and improving security systems using computer vision.

81 ^{+ 26 regions YoY} regions

are pursuing digital transformation with Sber

Sber is a leader in financing public-private partnership projects and is heavily involved in the development of this market, helping create socially important facilities in the fields of housing and utilities, transport, healthcare, education, and sports.

In 2024, Sber participated in public transport fleet upgrade projects in Murmansk, Novokuznetsk, Samara, Yelabuga, Kazan, Novosibirsk, Saransk and the Republic of Tyva. The concluded lease agreements for the amount of about RUB 20 bn will pay for the renewal of 311 ground transport vehicles and 15 metro carriages there.

Sber is a key lender under the government-sponsored Education Development program of concession-based school building projects. In 2024, 44 schools for 38,000 students were commissioned that had been built with Sber's financing. New funding has been approved for 12 more projects.

Since the start of the solid waste management reform, Sber has become a government partner in a wide variety of areas, from financing infrastructure development to providing our own digital products and AI solutions for the solid municipal waste (SMW) industry and an active environmental awareness raising campaign. Sber has already allocated RUB 88 bn to building an SMW infrastructure in 13 Russian regions.

Since 2024, all new SMW deals will be implemented by Sber only subject to participation of and support from the government in the form of grants issued to regions with insufficient budgets and through the issue of "green" bonds. The Bank has bought out ten bond issues for the total amount of RUB 14 bn to build infrastructure in four regions and approved another RUB 28 bn in financing for six more regions. The combined joint project pipeline for 2024–2026 amounts to RUB 169 bn across 32 Russian regions.

Global markets

Sber offers new products to create more opportunities to increase savings and ensure financial stability for our clients.

The Bank remains No. 1 issuer in the market for structured investment products, which have now become available to qualified investors on the Moscow Exchange, who have also been granted access to structured credit bonds revaluable in gold. As we expanded the range of our investment solutions, for the first time Sber securitized consumer loans for the amount of RUB 11.9 bn.

SberCIB Terminal has become the key liquidity management tool for our corporate clients as one of every four Russian banks deposits funds through this trading terminal. In 2024, Sber launched an interbank conversion section in SberCIB Terminal. In addition to the terminal, it is now possible to place uncommitted funds online through a repo transaction on the SberBusiness platform.

Thanks to Sber, it is now possible to hedge credit risk in Russia after the Bank entered into the first credit default swap governed by Russian law. The transaction had become possible thanks to massive work undertaken to create a domestic infrastructure and restart the local credit derivatives market.

Also in a first for Russia, Sber managed to hedge foreign-currency risk of buying the Indian rupee. The Bank's corporate clients can now fix the buy exchange rate of the Indian rupee for the future, which significantly reduces the risk of financial losses due to exchange rate fluctuations. They will still retain the right to buy the foreign currency in the market if the market exchange rate is better than the one they had fixed.

KEY AWARDS



Sber's solutions for the interest rate and foreign currency financial derivatives (FD) market received a Fintech Awards Russia prize in the Best Risk Management Service/Platform category



SberCIB Terminal is the winner of the Wowbiz award in the Best Result of the Year category

Consumer loans worth

RUB **11.9** bn

securitized for the first time

More than

170 banks

are using SberCIB Terminal

Trade finance

Sber enables businesses to make secure settlements, defer payments or finance trade, including through escrow and letter of credit products. More than 245,000 individual clients and 40,000 corporate clients used letters of credit to secure payments.

Sber has retained its leading positions in this market:

50%

share of the escrow market

61%

share of the letters of credit market

RUB 3.5 trn

+16% YoY

aggregate balances on escrow accounts

Contractors involved in individual housing construction can benefit from a new product called Individual Housing Construction Escrow, which helps protect clients' money at the stage of construction and guarantees the contractor gets paid upon project completion; more than 3,500 contracts have been concluded for the amount of more than RUB 23 bn.

Sber helps the government ensure transparent payment of subsidies to support citizens who find themselves in a difficult situation. For this purpose, in 2024 the Bank signed 17 agreements with various government agencies in Russia's regions. Overall, Russians received more than RUB 33 bn through the Bank's letters of credit under various government-sponsored programs.



New technologies

Blockchain

The digital financial assets (DFA) market in Russia is growing at a fast pace. During the two years of its existence, the volume of issued DFA obligations amounted to RUB 0.5 trn. Short-term debt DFAs prevail in the market today. The choice of tokenized assets is gradually expanding. For example, trade in gold represents the largest, billion-dollar tokenized market, where Pax Gold (PAXG) and Tether Gold (XAUT) are the main tokens. There exist tokens for oil, metals, cotton, corn, coffee, carbon emissions, real properties, etc. Given all these circumstances, Sber will continue contributing to the development of this new market and to search for niches where tokenization will be in demand and will help improve the efficiency of raising funds for clients.

RUB **73** bn

is the volume of DFAs issued on Sber's platform

The range of smart contracts available for DFA issues is expanding:

- third parties have been granted the ability to issue DFAs with a coupon yield linked to the key rate of the Bank of Russia, as well as index DFAs for financing linked to the value of underlying assets
- a new DFA product called Fixed Income has been created and can be purchased by companies or individuals. As an issuer of this product, Sber expects it to be in demand in cross-border and pledge transactions
- a DFA for DomClick, a Moscow real estate index, has been issued; qualified investors can invest in this instrument that is linked to the average value of residential properties in Moscow
- Sber's DFAs linked to the price of gold, a bond basket index, the Top Russian Shares selection, or the price of gasoline or of diesel fuel have been issued

KEY AWARDS



3rd place in the FINAWARD 2024 contest for the first loan secured with real assets using DFA in the DFA Product or Placement category



Digital Leaders 2024 award: The DFA on the DomClick real property index won in the New Digital Idea of the Year category



Digital Financial Assets National Award: Winner of the DFA Deal of the Year category (DFA on the DomClick Index)



Investment Leaders. Project of the Year DFA on the Digital Square Meter Index (FinTech Investments category)



P. A. Stolypin International Prize. DFA Transaction for the DFA on the Digital Square Meter Index project



Finance Innovation Awards Russia 2024 – DFA on the Digital Square Meter Index – Project of the Year Using Blockchain Technologies category

OpenAPI

Following the merger of SberBusinessAPI and Sber API direct integration services in 2023, Sber has focused on developing the architecture of the target technology stack and improving the channel's stability.

Sber dropped the Sber API usage fee in June 2024, resulting in a significant expansion of the channel's client base. By the end of the year, the user base had almost doubled compared to 2023. Today, there are 1,800 Sber API clients.

1.8 K

1.8 YoY

Today, Sber API clients count

Based on the Sber API technology, Sber and several other major banks began testing an open API technology in the summer of 2024. As part of this pilot project, the banks' clients have been able to view their card balances in mobile apps of those banks.

New data handling technologies

Besides the traditional areas of artificial intelligence implementation, Sber is successfully implementing a new practice – the use of large language models. In particular, GigaChat is harnessed to create employee AI assistants, extract content from documents, and personalize offers to clients on various digital surfaces.

One of Sber's focus areas is the use of generative artificial intelligence to create AI assistants for employees. An AI assistant provides employees serving major clients at any level with up-to-date and succinct information on major clients, as well as brief and easy-to-use analytical reviews of industry and macroeconomic indicators. In addition, an AI assistant can always maintain a conversation on the most relevant product offers or answer most questions on economics or finance. Not only that, but the features of the banker's AI assistant are constantly enriched with skills built from working with large documents using the RAG (Retrieval Augmented Generation) technology. This tool helps find the best solution for clients as quickly as possible.

KEY AWARDS



The FINNEXT award: our Look-A-Like ML model won in the client Communication Solution of the Year category

★ Look-A-Like is a model for selecting the Bank's product offerings for clients. The project considerably simplifies the selection of product offers for clients by offering them exactly what they really need. In addition, the model facilitates accelerated replication and roll-out of pilot products.

Non-financial services

Sber is actively developing non-financial products and services for legal entities. These include:

- an **e-commerce management platform**, that enables entrepreneurs to easily start and manage an online business and sell through online stores, marketplaces, social networks and other storefronts
- a **courier services aggregator** (launched in 2024) designed for centralized package delivery management and streamlining of interaction with courier services. You no longer need to contact different delivery services, monitor the terms and geographical spread of each, or pay different invoices at different times. A single contract enables access to all connected delivery services. During the reporting year, 344 online stores benefited from this service to send a combined 62,000 packages with it. Six courier services are integrated into the service
- the **Accounting for the Individual Entrepreneur service** (supplemented with a number of new options in 2024). Among other things, the reporting year saw the introduction of a feature that allows reducing the tax on accrued contributions. Clients thus now have a more flexible tool for managing the tax load throughout the year in accordance with the law. Users can choose in which quarter and by how much to reduce the tax; there are also features for clients operating under the patent tax system

and automation of work with marketplaces for sellers. The process of recording transactions on marketplaces has become much faster and easier for clients

- high-tech **business process outsourcing services**, provided by Sber for companies in any industries, including the outsourcing of accounting functions, financial, legal, or tax consulting, or preparation of reporting statements under RAS in Russia
- we are actively developing **geoservice** for urban dwellers, a geoplatform for business and government, and a corresponding set of tools for developers. Every month, some 76 mn (+10% from 2023) users launch a geoservice to accomplish a task
- a hotel booking service. In 2024, 76,000 hotels were covered, four times the number from the previous year. Bookings in 2024 were three times as high as in 2023, while GMV was four times higher. The service now offers hotel bookings for travel worldwide
- In addition to developing and implementing off-the-shelf SaaS solutions under the SberCRM and SberTarget brands, Sber specialists provide **IT consulting services on comprehensive process automation**, digital technologies and systems, and digital transformation, including support for change implementation and management. A new industry solution called Self-Employed was added to SberCRM, one of

our most popular products. Members of the fastest growing employment segment can now use CRM to acquire clients and work with them. This solution is integrated with the Sberbank Online app; the Tenders module has been added to search for and work with tenders, and is available to SberBusiness clients free of charge

- a digital platform for electronic document exchange (supplemented with a new service in 2024). A social electronic document exchange feature was added to the **Reporting to the Government Authorities** service where users can receive demands from the Social Fund of Russia and work with allowances and electronic sick leave documents as part of a proactive payment arrangement. The new features are of particular value to doctors and accountants, saving them time otherwise spent on paperwork and delivery of documents.

Corporate insurance

The development of corporate insurance product sales in 2024 was happening in the context of ongoing macroeconomic transformation of Russia's economy and adaptation of its business to a new environment. However, despite certain elements of uncertainty present in the external environment, all goals set for the sales and development of digital corporate insurance were successfully met.



Digital business transformation is a prerequisite for the development of any business, and to be successful, insurance must also become digital. The digital corporate insurance product line meets the needs of our most demanding clients.

Denis Kuzavlev,
Senior Managing Director –
Director of Corporate Insurance Center,
Sberbank

SberBusiness insurance platform

In 2024, Sberbank continued developing its product line and integrating products into its digital channels, including the SberBusiness platform. This has enabled us to implement the full cycle of online sales – from conclusion of an insurance contract, payment for a policy and its extension to submission of documents and loss adjustment.

The Insurance section on the SberBusiness platform was supplemented with the following services:

- large and medium-sized businesses can now benefit from a service of sending documents for security property insurance to the Bank for verification for compliance with requirements. All stages of the process have been automated, including notification of clients of the need to submit documents, preparing documents for inclusion into a credit file, setting tasks for inspection, organizing a workspace for inspection employees, and saving inspection results. All of this has reduced clients' wait time for verification of documents from a few weeks to just a couple of days;
- individual entrepreneurs and small and micro business clients can now use the Personal Protection+ insurance product that allows a reduction in loan interest rates right in the mobile version of SberBusiness.

Personal protection

In 2024, Sber significantly modified the Personal Protection+ and Personal Protection Online products that raise the maximum limit of the insurer's liability to RUB 50 mn. The modification took place in two stages, which allowed us to assess any risks in a qualitative manner and expand the opportunities available to small and micro business clients to insure their business risks. Insurance coverage under the product increased tenfold in the reporting year. This is the highest insurance coverage among all insurance products of the Sber Group that are available to clients.

It is worth noting that this is the highest non-underwritable limit among business life insurance products in the market that does not require a financial or medical risk assessment by the insurer, which makes it possible to apply for the product online in minutes without completing any documents.

The Personal Protection product also enables entrepreneurs to make their business more sustainable and improve communication with stakeholders, including informing their family members, employees or business partners about insured risks. **These capabilities qualify the Personal Protection product as an ESG product by Sber.**

Protection 360 for small and micro businesses

In the reporting year, Sber upgraded our flagship product, Protection 360 – a comprehensive corporate risk insurance builder for small and micro business clients and individual entrepreneurs.

The product is composed of functional blocks designed to insure property, finances, employee health or third-party liability, as well as to reimburse legal expenses incurred in order to challenge tax audit results. Fully implemented within a digital environment, it has enabled clients to insure business risks online all in a single policy. Clients can set the amount of insurance coverage they need and enable additional options in each block, independently selecting the blocks that fit their specific business profile.

Since 2024, the Protection 360 insurance product has been integrated into the SberBusiness automated digital platform. To promote the product through a network of client account managers, the Bank has used artificial intelligence technology and interactive CLM presentations that take into account the specifics of information perception by clients with various psychological profiles. The value of the product for entrepreneurs and the improvements made to it qualify it as an ESG product by Sber.

In 2024, the average purchase amount under the comprehensive insurance program for small and micro businesses doubled. Entrepreneurs in the Krasnodar Territory, Moscow, and St. Petersburg are the most frequent buyers of the policies, or, by the industry, representatives of wholesale and retail trade, agriculture, construction firms and companies engaged in cargo hauling. Trading companies account for more than a third of the insured under the comprehensive program in St. Petersburg and the Leningrad Region, while every sixth policy is issued for a construction firm.

The value for entrepreneurs underpinning the Protection 360 product and the recent improvements allowed it to be recognized as Sber's ESG product

AWARDS



The Interactive CLM Presentation of Corporate Insurance Product Sales Based on Client Psychological Profiles won the Digital Leaders 2024 award in the SMART Solution of the Year nomination in the Insurance category



The Gamification of Corporate Insurance Product Sales won the Crystal Headset 2024 award from CCGuru Awards in the Best Digital Interaction Client Experience category

Business Protection 360 for large and medium-sized businesses

In 2024, Sber scaled out its Protection 360 insurance program to cover large and medium-sized companies. Clients can now apply for the new Business Protection 360 product online without inspection or collection of documents, with a coverage limit of up to RUB 100 million. The product is included in the comprehensive product offering for the Bank's clients and is intended for insurance of property, unlimited number of employees, and civil and environmental liability, while it is also possible to take out protection against cyber risks and business interruption. The policy can also include either all functional blocks or a combination of these depending on the needs of a particular company.

During the first few months since sales started, hundreds of clients have already appreciated the convenience of the product for purchase and received reliable insurance protection for their businesses from Sberbank Insurance worth billions of rubles in coverage. Importantly, solutions embedded in the implementation of the Business Protection 360 product qualified it for the status of an ESG product by Sber.

AWARDS



The Digital Transformation of Risk Insurance for Large and Medium-Sized Business Clients project based on the launch of the Business Protection 360 product sales won the Digital Leaders 2024 Award in the Transformation of the Year nomination in the Insurance category and the Time for Innovation 2024 award in the Product of the Year nomination in the Business and Service category.

Protection of goods

In the reporting year, Sber launched pilot online sales of a new marketplace seller risk insurance product called the Protection of Goods. The product protects them against losses resulting from spoilage of goods during transportation, storage or delivery to the buyer, as well as against the need to pay penalties to marketplaces. The product's flexible terms enable risk insurance for one year or one month, whichever meets the needs of a client, for example, in the case of a one-off sale of a product or of a single product batch.

The product can be purchased online on the SberBusiness digital platform. It has demonstrated its relevance: As part of the pilot project, Sber has already made payouts on first insurance claims filed by clients.

Cyber risks

In the reporting year, SberInsurance expanded its line of cyber risk insurance products, offering clients two new programs: the Pro Cyber Optima for those who need comprehensive protection and the A Point Cubed for those who wish to protect their business against specific cyber threats. Companies do not need to undergo an expensive cyber audit or file any documents to qualify for either of the two programs. They can apply for insurance policies on the SberInsurance website in the Cyber Insurance section.

The **Pro Cyber Optima** insurance policy is an off-the-shelf product with five coverage options. Insurance coverage under this product ranges from RUB 1 mn to RUB 20 mn. With this policy, businesses can get protection against theft of funds

from their accounts, consequences of DDOS attacks, or breach of their information systems or resources. It can also be used to insure third-party civil liability or against business interruption.

Coverage under the **A Point Cubed** product ranges from RUB 1 mn to 50 mn. Its advantage lies in the fact that an entrepreneur can configure their protection on their own terms by choosing assets, insured events or types of covered damage. Under the program, an enterprise can insure their hardware, software, personal or any other data, cash, the risk of business interruption, or unforeseen expenses. The policy also covers civil and pollution liability insurance.

B2B comprehensive coverage

The CASCO Leasing product has been developed for our line of motor vehicle insurance for legal entities and individual entrepreneurs. This has made it possible to automate the process of policy underwriting while taking into account the specifics of leasing companies' insurance requirements. The underwriting features provide users with the opportunity to get an online approval of a smaller premium or of non-standard insurance terms. The product is available to our partners through API integration¹.

¹ API - application programming interface.



Voluntary health insurance

NEW PROGRAMS FOR LEGAL ENTITIES



Health Formula

- is a program aimed at preventive care of one's own health. It comprises fitness, yoga, comprehensive checkups before practicing sports, health days and other options.



Professional Medicine

- is a program for clients who, due to legal requirements, are required to conduct regular professional medical examinations for certain categories of their employees.



VHI for Business

- is an off-the-shelf program for the small and micro business segment. Clients can use two options: Polyclinic and dental, or polyclinic, dental and hospitalization. The program operates as a flexible builder of offers to suit clients' needs.



PharmaInsurance

- is a new medical insurance program for businesses that enables medicine cost sharing with employees. The policy will refund some of the expenses on medicines and vitamins prescribed by a doctor.

A company can take out a pharma insurance policy even if it only has a single employee. The program may also be extended to cover family members. The policy is valid throughout the Russian Federation and can be purchased either as part of a VHI package or separately.

To receive a payout, the insured must obtain a medical conclusion or a prescription from a doctor. Both paper documents bearing the seal of a medical institution and prescriptions signed with an electronic digital signature if the appointment was conducted online will be accepted. Once the medicines have been purchased, it is necessary to upload the receipt and medical documents into the PharmIQ chatbot. The money will be direct credited right to your card. The reimbursement is capped by RUB 50,000 per year.

Loss adjustment

Sber has introduced a service for conducting automated medical and economic examinations of bills issued by medical and prevention institutions under voluntary health insurance (VHI) programs. This service has been developed using AI/ML models and is designed to optimize the processes of loss adjustment and arrangement of medical care for VHI-insured persons. This helps identify deviations from unified service standards in clinics due to negligent prescription of services.

Medical contact center

SberInsurance's medical contact center processed 338,000 client calls in 2024, 163% more than in the same period of the previous year.

Insurance Broker

Sberbank's independent insurance intermediary celebrated its tenth anniversary in 2024. During those years, the company has increased its share of the insurance brokerage market to 30% and significantly expanded its regional network: Today, the broker is present in 66 cities, with a client base of more than 32,000 legal entities.

In 2024, our insurance broker issued more than 75,000 insurance policies for a combined coverage of more than RUB 315 trn. Insurance solutions and services are being created to meet actual client needs, which is the basis of Sber's human-centric approach.

In February 2024, the Team Wellbeing collective accident insurance policy, a joint product of the broker and the Sber Life Insurance company, was introduced. The program is a unique insurance solution for cancer and other critical illnesses. The Team Wellbeing insures your entire team, while the number

of insured events is calculated based on the actuary risk of them occurring. The Team Wellbeing accident insurance policy guarantees that employees receive financial compensation that covers the costs of treatment, medicines and personal needs. More than 150 corporate clients already benefit from this product, which protects more than 13,000 people.

Loss adjustment is another important line of business for our insurance broker. In the reporting year, Insurance Broker took an active part in the settlement of key losses caused by wildfires in Russia. The total amount of insurance claims so paid amounted to some RUB 10 bn. The company employees' high level of expertise makes sure that clients get insurance payouts to the maximum extent of actual damage incurred and in the shortest possible time.



We create each of our products by focusing on actual client needs and by following the principles of human-centricity. In 2024, our company continued actively introducing digital technologies into our products and services, with a focus on the use of artificial intelligence-powered solutions.

Oleg Kasin,
Deputy General Director, Sberbank Insurance Broker LLC

SBER CLIENTS' TESTIMONIALS

Faced with a serious disease, lung cancer, a female client decided to file a claim under the Team Wellbeing accident insurance product. The claim process turned out to be effortless: All necessary documents were filed online, without the need to visit the branch in person. This significantly simplified the task for the client, saving her time and energy.

SberInsurance specialists studied the medical conclusions she filed and other documents confirming her diagnosis. Thanks to well-coordinated efforts of the employees and an efficient system for handling claims, a decision to pay compensation was made within a few days. The payout amounted to a substantial RUB 8 mn, which provided an important help in the fight against the disease.

From application to payout, the process took six business days. The fast-track approach allowed the woman to focus on her health and start treatment without worrying about undue financial concerns.

Cash management and collection services

Sber is a foundational pillar of stable circulation of cash in Russia.

In 2024, Sber remained the leader on the cash circulation market by supporting high-quality and continuous services, developing existing products and offering new products to clients. Our 303 Cash Collection Centers located across all constituent entities of the Russian Federation every day provide cash circulation for over 46,000 self-service terminals, our 10,000 sub-branches, and 300,000 facilities belonging to our corporate clients and other credit institutions.

After a major player left the cash collection market, significant changes have occurred at the regional level: The carriers that remained in the market faced a surge of clients and a substantial pressure on their existing infrastructure followed. A shortage of resources of existing cash collection operators and, as a result, a sharp increase in prices they charged for their services triggered a mass outflow of their clients to Sber. The number of cash collection points in Sber's portfolio increased by 40% in 2024. The increase in the number of serviced facilities was achieved without any impact on clients' business continuity and with no decrease in client service quality. Having accepted new clients' facilities, Sber has proved its ability to maintain the stability of the cash circulation market in Russia.

B In 2024, the Bank continued active development of new products and services for credit institutions aimed at improving the client experience and simplifying operations with the network of self-service terminals owned by other commercial banks.

Using RFID tags¹ to label ATM cassettes reduces operational risks, while the cassette repair and recording service enables clients to optimize the cost of in-house repair and maintenance of cassettes, ensures an increase in the level of technical soundness of their ATM network and improves the quality of service.

For corporate clients, Sber continues expanding and improving the services of accepting and online crediting of cash receipts using automated deposit machines (ADM), new equipment models that enable several clients at once to use one machine, or connect any ADM purchased by a client to the Bank's services. The fleet of the devices increased by 76% in 2024 to more than 1,6 thousands machines.

In 2024, Sber opened cash management and collection centers in Simferopol, Makeyevka and Lugansk to develop cash turnover, opened 60 sub-branches, launched 600 self-service terminals and set up the provision of cash management and collection services to clients. The new territories were provided with the necessary number of mobile banking offices in the shortest time possible to ensure stable and high-quality provision to the public of the full range of banking services in the Donetsk and Lugansk People's Republics, as well as in the Kherson and Zaporozhye regions.

The Bank continues developing its program for storage of cash owned by the Bank of Russia. By the end of 2024, more than 102 cash collection centers, 34% of their total number, had already been participating in the program. Participation in the program prepared the Bank for abnormal surges in demand throughout the Russian Federation and for maintaining cash circulation in remote regions. Over the next three to five years, the program's perimeter will be expanded to include almost all cash collection centers, including those located in large cities (centers of constituent entities of the Russian Federation). The program is being rolled out with a focus on interaction with the Bank of Russia on urgent cash circulation matters, as well as on attracting clients to Sber at locations where the Bank of Russia's institutions are being shut down.

Qualified and motivated personnel is an integral driver of Sber's leadership in the cash collection market. Amid the tight labor market, Sber is taking measures aimed at reducing the staff turnover, raising the prestige of and popularizing the cash collector's occupation among the external audiences: Videos were released and Cash Collection Days were held in Sber's pavilion at the "Russia" exhibition.

¹ RFID (Radio Frequency Identification) – a method of automatic contactless identification of objects using a radio signal. RFID tags are often used to label goods for inventory purposes.

Sales Network in 2024

11.2_K

Sber branches

15.2_{mn} MAU¹ of subbranches

46.1_K

self-service terminals

93.7%

customer satisfaction with the service quality across the network, +0.1 pp YoY

Operation dynamics by services:

5.7_{mn}

Parcels

442_K

documents
Copying and printing

12.4_{mn}

installations
SberBank Online

2.8_{mn}

cups
Coffee at Sber

>5_K

partners were selling Sber's retail products in 2024

Sber opened three Islamic finance branches: in Ufa, Grozny, and Makhachkala.

The offsite service is available

in 233 cities of Russia.

AI implementation in Sber's network:

> RUB 51_{bn}

Effect from using AI models in Sber's network

37%

Share of online sales scenarios conducted using GigaChat

A GigaChat-powered AI assistant gives real-time tips to employees during their conversations with clients.

With our new recommendation system in branches, clients get only relevant non-commercial service offerings.

When a client comes to a Sber branch, the AI model matches them with the best-suited employee, if possible.

¹ MAU — Monthly active users in digital channels

Sales network

GRI 3-3

Sber Branch Network

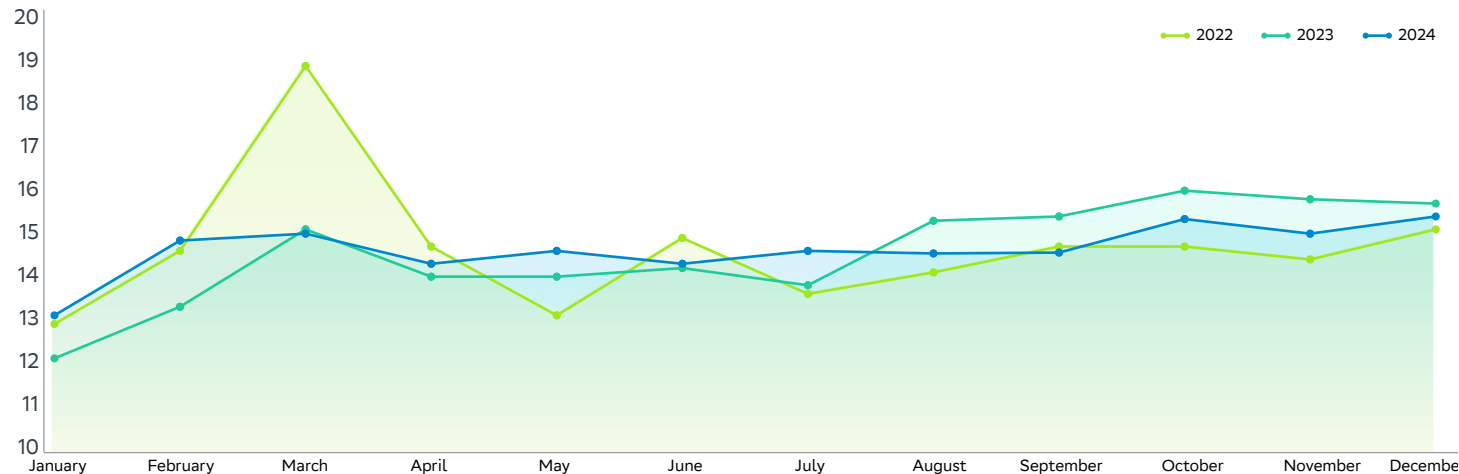
Sber's branch network spans across 11.2K branches, which makes it the largest in Russia.

The number of branches within the city network shrank by 1.8% in 2024 as a result of lumping together branches with low client traffic while maintaining financial service accessibility. As agreed upon with the Bank of Russia, Sber reduced its rural network by 5%, along with the arrangement of alternative forms of service: self-service terminals, mobile banking units, and banking payment agents. The Bank closed its branches whenever it was unable to find a place or personnel for six months, and in the border areas.

On average, 14.4 million people came to the branches every month to solve a problem with Sber's help. This is 0.5% more than in 2023.

Client traffic growth in branches was driven by the development of non-financial services offered there. More than 1 mn people go there to have the Sberbank Online app installed on their smartphone, copy or print out documents, send or collect a parcel, or simply grab a cup of coffee. In Sber branches in some regions, clients can buy Troika travel cards, SIM cards, plane or train tickets, apply for a tax refund, use a safe car purchase and sale service, and much more. In addition to standard banking services, clients could apply for bank cards with a unique design created with the Kandinsky neural network and offered in revamped Sber branches as part of various exhibitions and forums.

Number of monthly active users (MAU) in Sber branches, mn clients



To make it easier for clients to find branches and products there, as well as navigate Sber's partner network and ecosystem, all throughout 2024 we were actively developing service maps of our facilities for SberBank Online. Some of the most important changes were outdoor and indoor navigation tips, demonstration of currency exchange rates in branches, and a more user-friendly interface and search, including the display of new services in branches and a quick locator of branches that are open right now.

In 2024, Sber not only upgraded its branches in line with the Sber brand, but also opened three new branches with Islamic banking services in Ufa, Grozny, and Makhachkala.

In June 2024, Sber brought its branches and first self-service terminals to the new territories. By the end of 2024, Sber had built the following presence in the DPR, LPR, Zaporozhye, and Kherson Regions:

53 branches

23 full-format ones for retail and corporate clients

10 branches at partner sites (multifunctional centers and telecom operators)

20 mobile units fitted with self-service terminals (DPR and LPR)

367 self-service terminals

181 K visitors since the branch opening

140 K issued cards

Sber had opened branches and set up self-service terminals in Crimea back in 2023. As of the end of 2024, Sber in Crimea was:

22 branches for retail and corporate clients

>60 K open deposits

210 K state-of-the-art self-service terminals

>5.2 K mortgage applications

399 K branch visitors over the year

>24.9 K accounts opened by entrepreneurs

>273 K issued cards

> RUB 28 bn. lent out to businesses

Self-service terminals

Sber's network of self-service terminals leads the market with its variety of client identification methods: it can provide services by cards, NFC¹, QR codes, or biometrics. Over the year, the speed of biometric client identification increased threefold.

In 2024, the client transaction time in Sber's ATM network decreased by 5%, which helped reduce queueing, improve the network's NPS and CSI², and earn additional income due to increased turnover of deposits and withdrawals using bank cards issued by third-party banks.

Our priority is maintaining a high level of technical availability of the self-service terminal network. In accordance with the Executive Order of the President of the Russian Federation, Sber has implemented all of the initiatives to wean itself off foreign software for significant objects of critical information infrastructure.

We have been maintaining the technical availability of our self-service terminal network above

> 96%

For clients' convenience, the Sberbank Online app features indoor navigation to a self-service terminal. Self-service terminals now offer a choice of banknote denomination, which enables the client to withdraw cash in the preferred denomination in a single transaction. In addition to holders of Sber cards, our network of self-service terminals is often used by holders of cards issued by third-party banks, and their number is growing. As a result, last year's turnover of deposits and withdrawals using bank cards issued by third-party banks doubled.

As part of its ESG agenda, Sber committed to abandoning paper receipts across its network of self-service terminals, and by the end of 2024 the share of transactions without paper receipts reached 90%. By 2026, we plan to eliminate the use of paper receipts in our network of self-service terminals by 100%.



¹ Near Field Communication, a wireless communication technology for data exchange between devices up to 10 cm apart

² Customer Satisfaction Index

Sales and service model at Sber branches

In 2024, as part of our transition to human-centricity, we continued to develop service offerings for clients—free services that help them acquire new skills, save money, receive benefits, and make their life safer and more comfortable.

Examples of such services: checking one's credit potential in the SberBank Online mobile app; verifying the activation of Spasibo loyalty program and learning about its selection of categories; looking up subbranch working hours on the map in the Sberbank Online mobile app; and paying online, without a visit to a subbranch, with the DOM (Home) service.

By the end of the year, the monthly number of clients, who successfully activated service offerings, had gone up from 2% to 18% and exceeded

>1.3 million

To improve the quality of service, three years ago Sber started introducing in its branches a universal role called “senior client manager”. By the end of 2024, we had 1.020 branches with such managers.

Deployment of GigaChat in sale and service processes in subbranches

At the end of 2024, Sber introduced the GigaHelp smart assistant, a GigaChat-based question answering system, into the subbranch service processes. The tool helps employees answer complicated questions of clients, handle objections, and compare Sber's products with competitors' offerings. It has been integrated with 29 products. The number of active users over the year amounted to 12.9K selling employees, with 950K queries in total.

The GigaHelp smart assistant represents the first stage in co-pilot implementation for employees designed to create flexible scenarios of communication with clients in the Bank's branches based on the analysis of employee and client conversations. In November 2024, we started an operational testing of a Lean¹subbranch client consultation system on the Mortgage Lending product—in addition to selecting the optimal mortgage program, it helps find the right real estate for a specific client and suggests the next steps, services and products of Sber to buy that real estate. The assistant creates a flexible scenario of communication with clients based on the analysis of employee and client conversations.

12.9 K

number of active users over the year

950 K

queries in total

¹ Lean technologies rid business processes of cost inefficiencies, employee time and resource losses

Sales outside of Sber branches

Sber continues to develop mechanisms for product sales outside its branches through offsite service managers and the partner network.

In 2024, a wide range of offsite services for individuals and legal entities became available in 233 localities of Russia, including the LPR, the DPR, and the Republic of Crimea. At the beginning of the year, such a variety of delivery options had been available only in two federal cities, while in other localities service delivery was limited to a minimal range.



I've got a Sberbank card for my kid, and I'm very happy with the service. I applied for the card in the mobile app. My kid chose the card design. The whole process was quick and easy. I'm glad I didn't have to go to a branch.

Bank client

In May 2024, we introduced a service for ordering debit and credit cards on the Bank's website with same-day delivery to users who are not yet Sber clients. As a result, there was no longer any need to visit our branch to become our client. More than 57K people ordered card delivery via the website in 2024.

We have also expanded the time limits for card delivery. Whereas previously clients had until 6 pm to collect their cards, today they can order a debit or credit card in the SberBank Online mobile app or on the website and have it delivered between 6 pm and 9 pm. Sber has launched a pilot project for evening delivery in 29 Russian cities.

Since August 2024, the Bank has also been delivering children's cards. Parents no longer need to go to a Sber branch to get a debit card for their child. An offsite service manager will deliver it at the time and place convenient for the client.

We have also been working on our product sales through partners (individuals and legal entities that joined the partner program for selling Sber's retail products through a special platform).

2,8 к

partners from different spheres joined our retail product sales

The partner program is available in all Russian regions, including the Republic of Crimea and the new territories. In 2024, 2.8K partners from different spheres joined our retail product sales: retail chains, real estate agencies, migration centers, universities and vocational schools, dental and medical centers, and others.

The range of products for the partner program continues to evolve. As of today, 34 products (banking, insurance, products by ecosystem companies) are available for sale through our partners. Some of the key ones are debit cards, insurance, letters of credit, Samokat, Cooper, consumer finance, education loans, etc.

New formats in Sber's network

Sber has been testing a new format of offline client interaction called Sber u Doma (Sber in Your Neighborhood) in four locations. The format implies being by the client's side at important moments in their life and using financial well-being as a reason to visit the branch.

In Q2 and Q3 2024, Sber held over 100 events that identified new ways to promote products and services using popular topics relevant for the 18-44 age group (over 70% of participants): education and career development, entertainment and recreation. We tested more than 15 services for different real-life situations (education, security, taxes, career, real estate, cars) to build comprehensive wealth management scenarios in 2025.

Another thing to keep in mind is that Sber's youngest clients are children. They see the branch as a welcoming space where they can go to have a glass of water, do their homework or wait for their parents if they don't have the house keys.

Social engineering prevention in Sber's network

In order to prevent fraud, our branches feature a leaflet about antifraud measures in the client waiting area, with a video that raises awareness about social engineering running on LCD monitors and self-service terminals.

Over the 12 months of 2024, Sber branch employees together with cybersecurity services saved

> RUB 13_{bn.}

in clients' accounts as part of antifraud action

Payroll projects

In 2024, Sber made significant progress towards the implementation of AI models in payroll processes. For example, there is a GigaChat-based model that allows Sber employees to generate a brief summary about a company to prepare for a meeting with the decision maker. Meanwhile, the specially created Presentation Builder helps put together a presentation deck for clients.

Technology leadership in 2024

IT for Sber

Vendor substitution and migration

Relations

with **6** large vendors severed

and **22** vendor products decommissioned

>90% of our DBMS's — developed by Sber

Reliability and production process

+ 49% growth YoY

3.6 m changes per year

21% decrease in incidents

>20 K GigaCode² users

25%+ faster development thanks to GigaCode

Data

207 PB³ Data Factory size

>31 K Data Factory users

400 PB of data storage optimized

Infrastructure

87% share of infrastructure deployed in the Bank's cloud

>10 K in-house designed servers supplied to the Bank

IT as a business

Platform V

60+ tools and components included in the Russian Software Registry

Total cost of ownership of certain Platform V components lower than global peers by an order of magnitude

70 K registrations for our new GitVerse⁵ service

Salute assistant and smart devices

1.9 m devices sold in 2024

New devices

- SberBoom Home and Mini 2
- SberBox 2
- miniLED technology-based Sber Line S TV sets
- Sber smart ring

LLM GigaChat

7 m users

170 m total number of queries for the service

GigaChat MAX — Russia's most powerful model and one of the most powerful models in the world according to the independent MERA benchmark

GovTech⁶

>10 K services provided to government clients

R&D

>500 patents in Sber's portfolio

289 papers published by employees of Sber, AIRI⁴ and AI centers working with Sber

Our team

IT Bootcamp⁷:

>30 K clients trained

A major tech hub opened in St. Petersburg:

35 K square meters, **2.6 K** employees

¹ DBMS stands for database management system.

² GigaCode is an AI-based tool to increase programming speed, improve code quality and developer productivity.

³ A petabyte is a unit of information equal to 10¹⁵ bytes.

⁴ Artificial Intelligence Research Institute.

⁵ GitVerse is Sber's platform for collaborative development and hosting of code.

⁶ A common digital platform for the creation of state information systems and digital services.

⁷ Sber IT Bootcamp is an onboarding center for new IT employees.

Technology leadership

GRI 3-3

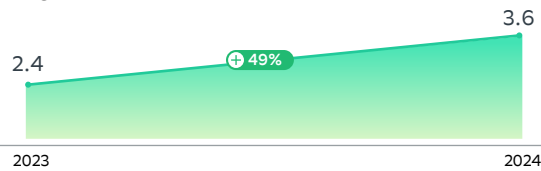
IT for Sber

Reliability

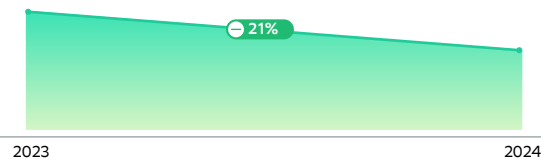
Despite **growing transactional loads, increased number of changes and the departure of vendors**, we were able **to restrain the growth** in the number of incidents that have a material impact on client services.

The impact of technology changes on incidents is weakening.

Changes, m



Share of incidents with a significant impact on client services, per 100K changes



Sber's strategic focus

Systemic management of reliability of our IT services to reduce the impact on client services. To continuously improve reliability amid transactional load growth, Sber:

1

Proactively works on reducing the number of incidents with a significant impact on client service

- Eliminating deviations before they start impacting clients

99%

of incidents resolved proactively in 2024

2

Uses AI models and automation to improve the quality of releases

- Automatic assessment of post-implementation incident occurrence risks
- Eliminating the human factor from change implementations

>80%

AI model accuracy

100_K +

autonomous implementations

2.7_m +

technological changes implemented in a fully automatic mode

3

Employs AI models to increase the frequency of changes while keeping risks low

- Automatic assessment of post-implementation incident occurrence risks

>87%

AI model accuracy

4

Implements protection of client operations at the process level

- Eliminates the human factor from operational decision-making as part of the Autonomous Operations program. All mission-critical systems go into standby autonomously in case of a failure

Production process

GigaCode is used to **reduce the time spent by developers** to create and improve products.



1. **Code auto completion.** AI generates the most likely line completion as you type in code.
2. **Entire function code generation.** GigaCode is able to develop code for an entire function or another block based on the surrounding code context.
3. **Code generation based on comments.** Code block generation based on natural language comments.

+25%

faster development

20_K

users

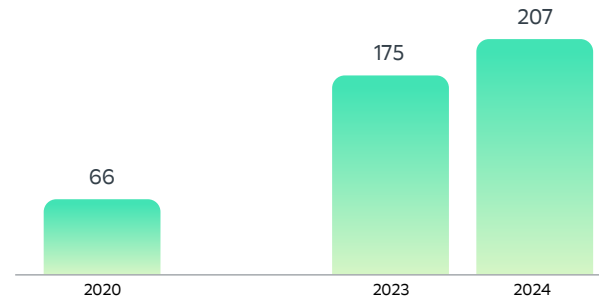
During the reporting year, the GigaCode AI-powered developer assistant became much smarter – it is now used to create

40% of our developer code

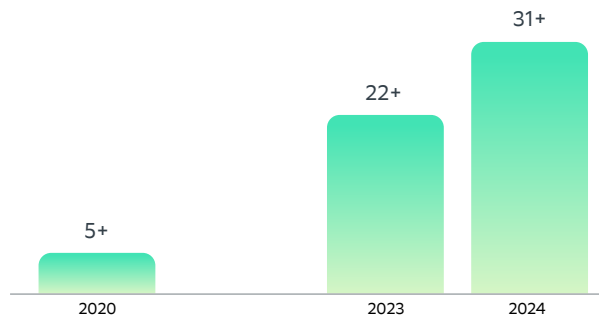
Data

The number of users and the amount of data on our own SberData¹ Platform are both growing.

Data Factory size, PB



Data Factory users, '000



Migration to proprietary solutions

ORACLE teradata²

100%

of users disconnected

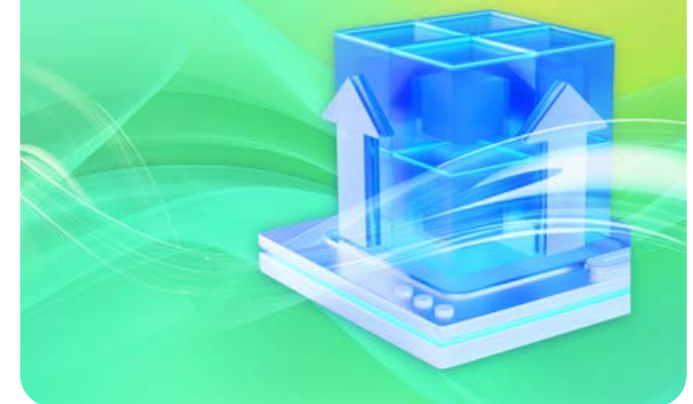
CLOUDERA³

>40

data center rack spots vacated⁴



SberData PLATFORM



¹ SberData is Sber's proprietary data storage solution.

² Oracle и Teradata are database management system vendors that offer solutions for storing, processing and analyzing data.

³ Cloudera is a hybrid data platform vendor for managing the entire data lifecycle.

⁴ Data center is a space housing server and network equipment to handle IT tasks.

Data storage optimization

Information Lifecycle Management (ILM) encompasses the entire life cycle of data handling and optimizes the use of data storage resources and access at a minimal cost.

2022–2023

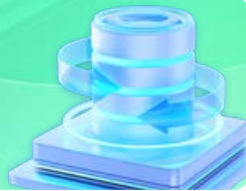
ILM-driven disk space optimization

2024 год

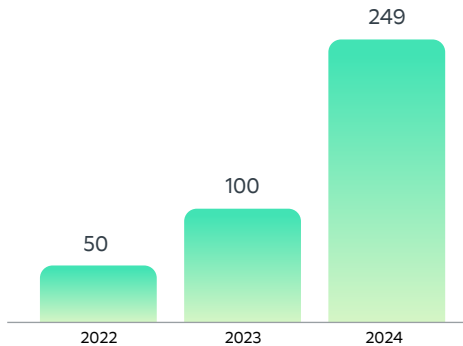
AS optimization:
On-going action steps

400 pb

worth of data optimized



Optimized data, PB



Infrastructure

Sber procured and commissioned in-house designed servers that will form the backbone of hardware at the Bank.

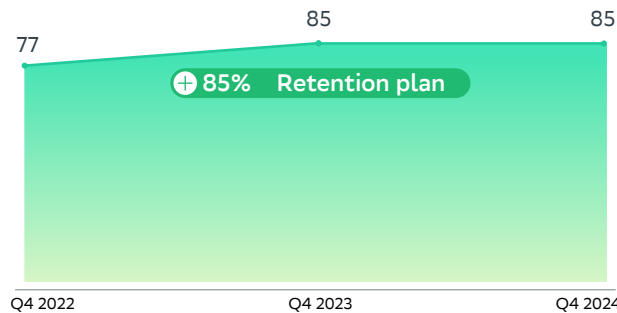
~10_K

servers delivered to the Bank

- The servers have been adapted to operation at data centers under natural cooling
- The servers are included in the unified register of radio electronic products of Russia's Ministry of Industry and Trade



The share of cloud-based infrastructure is growing, %



Non-core AS migration

Transition

of **18** automated systems to the platform completed

In 2024, Sber completed the migration

of **5** largest automated systems

UCS¹

SBBOL

UROB

WAY4

Sberbank Branch

72 automated systems

transitioned to target solutions as part of parallel migration

The migration ensured the passage of High Season 2023/2024 and compliance with Order No. 166 in AS CIIIF²

¹ Reverse data flows are maintained for reporting purposes

² Material objects of critical information infrastructure.

Vendor substitution

Efforts to replace foreign vendors, databases and servers are ongoing

6 foreign vendors have been fully abandoned

We have completed the decommissioning

of **22** vendor products

Complete decommissioning of foreign equipment:

RISC¹ servers²

IBM DataPower

ORACLE
Exadata

90%

of our DBMSs have been developed by Sber

Platform V
Pangolin

DataGrid
SPD

Hadoop
Greenplum

SberLinux OS Server³

78%

of server operating systems. The most widespread operating system at Sber

Sber's import-substituted processing

A successful transition to our own import-substituted processing platform

The proprietary processing platform:

- 100% of transactional load transferred
- More than 200 m cards transferred seamlessly

The new processing architecture:

- 60 unique micro services
- 17K kernels (excluding geo reserve)

Key effects:

- 99.99% reliability
- 30% savings vs Way4

New capabilities

Seamless change of rate plans

Dynamic pricing

¹ RISC is a type of a computer architecture design.

² By 99%

³ SberLinux OS is an operating system developed in Sber.

Sber is the world's second bank by the number of processed transactions

47.03 bn transactions

Platform V technology platform

For the Bank

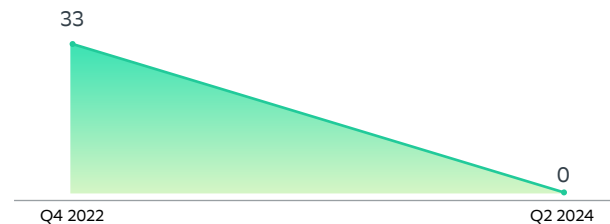
IBM DataPower



Platform V
Sowa

Sber has completely switched to the domestic Platform V SOWA product for use in security gateways. The solution has been deployed on more than **300** Sber automated systems and on more than **500** Group projects. A total of more than **12.000** SOWA Platform V installations have been performed. Total cost of ownership is up to **28** times lower compared to foreign-made hardware and software systems.

IBM DataPower decommissioning



SCB



Platform V
Sowa

↓ **x4** T2M¹ per integration
↑ **x2** operations per second

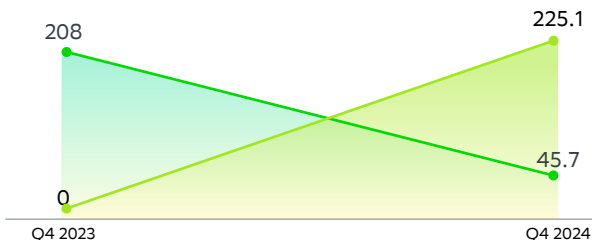
Red Hat Enterprise
Linux



SberLinux OS
Server

The number of servers powered by the proprietary Platform V SberLinux server operating system exceeded the number of servers under Red Hat Enterprise Linux.

RedHat Linux decommissioning and growth in the number of Platform V SberLinux servers, K



For the market

Platform V to replace foreign-made software at Russian companies.

- **More than 60 Platform V tools and components** included in the Russian Software Registry. Commercial contracts signed with clients.
- **Launch of a partnership program** to expand Platform V sales.

¹ The period of time from the proposal of a product concept to its market launch.

IT for the market

GitVerse service

GitVerse launched successfully. The service allows developers to create open- and proprietary-source projects.

1. Developers will be able to leverage GitVerse **to build a project, test it**, deploy it on a stand and conduct a code review
2. The service will help **automate project development**, store code, create and delete repositories, assign tasks, and add comments
3. It will be possible **to enable GigaCode, an AI developer assistant**, through GitVerse to accelerate code writing and handling.

>30

programming languages

70 К

developers have used the tool

GIGA IDE release.

Sber's proprietary integrated development environment.

Giga IDE enables software development using widespread programming languages, provides compatibility with popular plugins, and delivers a familiar user experience.

>70

tools for software development, testing and administration

The GigaChat neural network multimodal model

7.5_m

users

170_m

queries

New models

Sber presented **a major update to GigaChat** – the GigaChat Pro and GigaChat Lite models have become smarter and more powerful on all key metrics to accomplish tasks for all users. Sber experts updated training datasets in areas such as economics, law and medicine. The models also received training based on knowledge of real-life experts, including editors and artists, which helped improve their skills creating images using Kandinsky¹.

In October 2024, Sber launched **GigaChat MAX**, a new version of its GigaChat neural network. The new version of the AI-powered service **has become easier to use and received an expanded feature set and knowledge base**. Today, it is a full-fledged personal assistant, conversational partner, co-author and consultant.

New capabilities

Users can now **include an image** in a prompt for GigaChat to use it as additional context. The model will determine how many people are in the photo and what they are wearing, give advice on clothing style, etc. The model has also learned

to **recognize printed and handwritten text, formulas, graphs and tables, and to analyze data** they contain. In 60 cases out of 100, Sber's GigaChat MAX chat bot performs better than GPT-4. While the model works better in Russian, it can interpret queries in English too and return detailed responses in Russian. The model's other skills have improved too: **Abridging texts, answering open-ended questions, generating ideas, highlighting meaningful text portions, writing blocks of code and scientific formulas**. The model has learned to **generate videos**. A new section called Playground has appeared in GigaChat personal accounts for business. It will allow teams of people with no programming skills to experiment with model settings, write prompts for specific business tasks, or quickly test hypotheses.

Professional domains

GigaChat has passed the doctor's exam. Our neural network completed a six-year training course in the space of just six months. At the next stage, **GigaChat passed the state doctor accreditation exam**, which is mandatory for practitioners after they complete medical studies. The Sechenov University administered the exam. Together with the universities that had established the Personal Potential Development in Education consortium, **GigaChat** has successfully **passed** the theoretical portion of the Personalized Education module exam.

¹ Kandinsky ([kændinski]) is a neural network for generating images and videos from textual prompts.

GigaChat for business

>9_K

external clients, including large corporations, use GigaChat via API to accomplish their business tasks

Use cases

STC Group, a Sber partner, has developed several AI assistants powered by GigaChat API

- The AI-powered search assistant instantly finds the necessary information in the company's knowledge base
- The financial analyst assistant helps with financial analysis and analysis of marginal income deviations
- The diagnostic engineer assistant simplifies equipment diagnostics and troubleshooting, while the contact center operator AI assistant improves client service quality

Directum

The Russian software and service developer for digital process and document management used GigaChat API, a programming interface of access to GigaChat's neural network model, to expand the document handling capabilities of the Directum XR Intelligence system users.

MyOffice

The Russian office software manufacturer has completed functional testing based on GigaChat API in the MyOffice Documents mobile app.

The solution has allowed them to expand the possibilities of working with text content. For example, users can now have access to the operating analysis and data generation features.

AI helps compose questions or talking points based on given information, change the tone of messages, shorten paragraphs, highlight key thoughts, and much more

Sber is also integrating GigaChat into our own business processes. Thanks to its implementation at our contact center workplaces, we have managed to significantly reduce the time required for servicing clients by an equivalent of more than 150 contact center employees' workload.



Smart devices

1.9_m

smart devices sold in 2024

>2.5_m

active devices

A Sber Smart Home immersive showroom opened in St. Petersburg

In this space, anyone can not only purchase or test Sber smart devices, but also get an ideal experience interacting with our Smart Home through a futuristic techno-performance.

SaluteJazz

Businesses now have access to the updated SaluteJazz 2.0, an AI-powered communication platform integrated with GigaChat API. Sber's IT professionals have improved the image quality, improved performance and reduced the time required to join a call.

Start of new smart device sales

- **Sber has expanded the line of our smart speakers by introducing the new models, SberBoom Home and Sberboom Mini 2.** Both devices feature improved sound quality thanks to the Magnetic Sound technology and feature the new GigaChat-powered AI assistant that can speak and understand like a person, and can help with home chores and general tasks.
- **SberBoom Mini, a smart speaker for kids** adorned with the image of the main characters of the Prostokvashino animated series, has been released.
- **SberBox 2 TV set top box**
- **miniLED technology-based Sber Line S TV sets**
- **Russia's first smart ring.** AI analyzes health metrics and provides advice on sleep, stress, and physical loads.

New products in the Sber Smart Home device range

- **Adaptive Light**, a new mode in the range of Sber's smart lighting devices
- Launch of a thermostat for home heaters
- Sber has entered into a partnership agreement to produce smart switches and sockets.


1_m

unique external SaluteJazz users



GovTech

Sber's GovTech digital platform

GovTech, a fully import-substituted and certified multi-tenant, multi-vendor cloud platform, has been put in commercial operation.

Six sites located at **four** data centers. Support for **90+** government services. **Implementation** of the Government's plan to migrate services to GovTech.

On a daily basis, the GovTech Unified Digital Platform consumes:

>43_K vCPU¹

>108_{TB} vRAM²

>5.7_{PB} of disk memory

39 federal government agencies

>10_K services provided to government clients

and 15 constituent entities of the Russian Federation operate on the GovTech Unified Digital Platform

Deployment via PROM⁴ of services for the Federal Platform for Control of Weapons and Private Security Services Management of the Federal Guard and for GIS My Subsidies (Tatarstan)

Certification of GIS OMS⁵, the largest system on the GovTech platform: Confirmation of the GIS readiness to operate in accordance with established standards..

Approval and implementation of the GovTech 2.0 development roadmap (transition to Evolution) for the years 2025–2026

Sber is ready to supply the government with everything that is necessary to meet the AI consumption on the GovTech platform.

- Robotic process automation with an AI-powered assistant (saving time by up to **80%**)
- **AI services** by subscription with no R&D expenses
- Industry **trend analysis** and forecasting

¹ vCPU (virtual CPU) is an emulation of a physical CPU provided to a virtual machine in a cloud infrastructure or virtualized environment.

² vRAM (virtual RAM) is virtual memory that is used in virtual machines to expand the physical memory available.

³ A process that validates whether an information system is ready for deployment in a production environment.

⁴ SIS MHI stands for State Information System of Mandatory Health Insurance.



Sber, a point of attraction for IT workers

Sber employs some **40K** IT workers with expertise in key technology areas such as Cloud, AI & ML, Data, etc.

A new area of collaboration with universities, has been launched

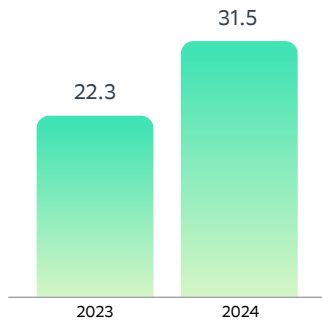


~3K

students solve practical problems using Sber's import-substituted products

- Virtual lab work papers
- Students from seven universities
- Problems are integrated into universities' educational tracks

Specialists trained at IT Bootcamp, '000 cumulative



Best talent attraction and retention

Development of tech hubs in Yekaterinburg and Kazan

- **2K+ people** work at the hubs
- **3.5K+ IT workers** attended Sber's professional events held at the hubs

Opening of a major tech hub in St. Petersburg

- Hub area: **35K square meters**
- **2.6K jobs**



Research and innovations

Patents

>500

patents in Sber's portfolio

Academic papers

289 papers

published by Sber, AIRI, and AI centers collaborating with Sber, including

76

papers published in leading global Q1¹-level journals

109

papers delivered at top-tier (A*/A² ranked) conferences

¹ Top quartile, denotes the most prestigious and influential publications in a particular field.

² Highest-ranking computer science conferences.

AI centers

8

AI centers at leading Russian universities operate in industrial partnerships with Sber

Technologies and launches

Sber successfully tested the technological capability to record CFAs in a public blockchain, transform CFAs into a token for the Ethereum network, and preserve a holder's ownership rights and stable communication with an information system.

Sber launched GigaCheck, an AI-powered service that helps determine whether a text was composed by a person or by artificial intelligence.

Our Robotics Center launched an automated warehouse for the company JNB.

PRIZES AND AWARDS



Sber's team won the prestigious Kaggle AutoML Grand Prix international competition for creating machine learning models using Sber's LightAutoML open-source library



Sber ranked first in the SK Fintech Hub bank innovation ranking



Employees of our Artificial Intelligence Lab took 2nd place for solving problems on Data Fusion Contest 2024 churn models



Sber's ComUnity blockchain platform won the FinTech Awards Russia award in the Best Use of Blockchain in FinTech category



Generation Innovation Award: Win of the Innovative Company of the Year nomination in the Banks category

Artificial Intelligence in 2024

Key Outcomes

RUB 450 billion
Financial effect from AI in 2024

RUB 1.3 trillion
Financial effect from AI in 2020–2024

47%
AI effect CAGR in 2020–2024

>2.5 k
Number of data scientists, data analysts, data engineers and ML engineers employed by Sber

>1.8 k
Number of AI models built into the Bank's processes

Generative AI models

GigaChat

A service that can keep a conversation with users, create texts, write code and draw images

Financial effect from GigaChat

RUB 10 billion

7.5 million
unique users

9,000
external clients

GigaChat Max

A new version of the GigaChat model with deeper knowledge

OmniFusion 1.1

A multimodal model with improved accuracy

Government and international development

In 2024, Sber continued to consolidate its status as the national AI competency center: We partnered with 12 R&D institutions, took part in training 5,200 specialists, led the BRICS digital economy working group, and participated in the launch of the International AI Alliance as part of the AI Alliance.

Kandinsky 3.1

A model for generating, mixing and editing images

15+ million
users

500+ million
generated images

x10
generation in the Flash version

Kandinsky Video 1.1

A model for generating videos from a text prompt

Kandinsky 4.0

A next-generation neural network for creating realistic videos from a text prompt or an opening frame, and audio tracks to accompany generated videos

AI community development

AI Journey 2024

an international series of events that includes conferences, competitions and publication of academic papers

The 2024 Moscow conference received millions of views online, with school students from 65 countries taking part in its competitions

65 countries

171 million
views of the AIJ 2024 conference

from of
190 countries

150
AIJ Contest participants

Research

Sber is developing AI in partnership with universities and the AIRI¹ Institute as we publish research papers and develop applied solutions for business, medicine, education, sports and the public at large.

185
papers presented at important A/A*-level conferences or published in Q1-category journals in 2024

350+
AI R&D specialists

Sber and the AIRI Institute are working together to establish a development center that will focus on AI-powered drug molecular research

¹ Artificial Intelligence Research Institute.

AI for the public

Sber is developing AI for educational and social purposes

3.5 million
school students have completed a Digital Lesson

7.5 k
applications have been received for participation in the National Technology Olympics in the field of Artificial Intelligence

As part of the AI Sakhalin program, projects have been implemented in Sakhalin to diagnose early-stage cancer, reduce the risk of traffic accidents and create works of art using AI.

Key 2024 results in the area of AI

Generative AI models

Continuous development of generative artificial intelligence models is key to achieving the goal of the AI Strategy 2026 of heading towards a powerful artificial intelligence.

GIGA CHAT

A service capable of keeping a conversation with users, creating texts, composing music, writing code, drawing pictures, and recognizing objects in images. This neural network model is used not only by individuals, but also by large industrial enterprises and small and medium-sized businesses that employ GigaChat via API to accomplish their business tasks.



A new version of the GigaChat model with deeper knowledge. In particular, the quality of the model's answers to questions in the fields of biology, physics or chemistry has increased markedly. The model can now better memorize context in multi-step conversations, increasing the volume of text within a session by up to 15%. In addition, the ability to use images as additional context has been added: The model can now recognize handwritten or printed text, formulas, tables or graphs in an image.

Use of GigaChat inside Sber:

- Operational support for client managers: The AI assistant accesses a knowledge base and instantly suggests specific details to better service corporate clients. This helps reduce errors and alleviate workload on the client support staff, while the quality of service is improved;
- Generative content: Using AI models to generate customized content (such as SMS or emails). The assistant helps generate personalized communications for every client segment.
- Generating DomClick listings: AI helps sellers create detailed for-sale ads that describe the advantages of a property, attract attention to it and help find a buyer.
- GigaCode: An AI-powered software developer assistant that helps speed up coding by offering most pertinent and relevant suggestions.

Kandinsky 3.1

A model for image generation, mixing and editing that understands prompts in more than 100 languages, including Russian and English.



Kandinsky Video 1.1

A model for generating videos from a text prompt. The model generates up to six second-long video sequences in 32 FPS.



Kandinsky 4.0

A next-generation neural network for creating realistic videos from a text prompt or an opening frame, and audio tracks to accompany generated videos. The model generates up to 12 second-long video sequences in HD (1280×720) and is also capable of creating videos with different aspect ratios for any user or product cases. The Flash version can generate a video sequence from any text prompt in just 15 seconds.

A project called “A Collection Reborn” has been carried out with the help of Kandinsky

Kandinsky has revived the images of paintings by Malevich, Repin, Kandinsky and other great artists that went missing from the Stalingrad Art Gallery and the Voronezh Kramskoy Region Art Museum during WWII. The exhibition was held in both online and offline formats.

The Pushkin State Museum of Visual Arts has presented a joint project with Sber called “From Image to Pixel. The Art through the Prism of Data”. A study in how the Kandinsky generative neural network can be used in the work of an art scholar is part of the project. Specialists from the Pushkin Museum partnered with prompt engineers to work on the “Madonna under the Apple Tree” painting by Lucas Cranach the Elder in an attempt to find answers to questions about the future of cultural heritage.

OmniFusion 1.1

A multimodal model (capable of processing multiple types of data) co-developed by Sber and the AIRI Institute.

The model can handle two types of data (text and images) and answer questions on images. The model’s updated architecture helps improve the accuracy of answers in tasks that require working with minute details, such as recognition of documents or formulas in a text.

AI research activity

Sber is actively engaged in R&D by building a value chain, from fundamental research to widespread use of applied artificial intelligence technologies for accomplishing business tasks.

As part of our R&D activities, Sber:

- participates in the creation and development of artificial intelligence centers in partnership with leading universities (such as HSE, Skoltech, MIPT, etc.)
- develops an in-house artificial intelligence laboratory
- conducts joint research with Autonomous Nonprofit Organization Artificial Intelligence Institute (AIRI).



For business

Sber contributes significantly to the development of recommendation system technology. In particular, together with AIRI, a scientific partner, Sber demonstrated impressive results at the RecSys'24 international science conference on recommendation systems: Russia submitted seven papers, six of which had been written by Sber Group researchers. RePlay, one of our technologies widely acknowledged by the global community, has been developed with input from the business community and is widely used by Sber and across our ecosystem companies.

by transforming the drug development process with the use of artificial intelligence by reducing the cost of development and accelerating research.

The AIRI Institute has collaborated with a developer of AI-powered medical technology solutions to develop an AI assistant based on GigaChat that recommends referrals to specialist doctors based on detected symptoms. The solution is available in a mobile app of a Sber-affiliated company that offers digital medical services.

For the public

In cooperation with the Far Eastern Federal University's Far Eastern AI Center, Sberbank's AI Lab has developed a model for predicting tropical storms using satellite images that has been built into an automatic system for monitoring tropical cyclones. The technology is being pilot-tested together with the Maritime Territory's Emergency Situations Ministry to warn of floods/storms occurring there.

For healthcare

Sber's AI Lab has developed GigaDoc, a prototype multimodal medical assistant that makes it possible to perform contactless assessment of a number of key human biomarkers.

Sber and the AIRI Institute are in the process of establishing an R&D center that will focus on AI-powered drug molecular research. The primary goal of the new center is to ensure productive longevity and improve the quality of life



For science

Sber has established an ‘AI for Science’ center. The center’s goal is to develop an AI tool that would greatly empower researchers not only within Sber, but also across Russia. This will help Russian scientists to make discoveries and achieve breakthroughs more frequently both in fundamental and applied scientific research.

For education

Our AI Lab has developed a number of technologies that help assess human emotional responses in real time via video and generate responses in LLM-powered text-based conversations.

Based on these technologies, the AI Lab together with a Sber Group company that develops and implements digital solutions derived from a custom education model has launched the Teacher’s Assistant digital service. It is underpinned by a technology for analyzing audio recordings of lessons. The service enables teachers to analyze their social and methodology techniques to improve the learning process and enhance interaction with students.

The product has been replicated in nine regions of the Russian Federation and boasts over 2.000 active users.

For sports

Together with the AIRI Institute and one of the leading football clubs, Sber has created an AI model to assess football players’ potential. The model is capable of automatically collecting data based on TV match broadcasts and evaluate players’ individual and team performance. The AI assistant will also enable club boards of directors to make decisions on player selection and help coaches make adjustments to strategy right during the game.

The development of such a solution will have a positive effect on the development of the sports industry and help identify young talent at the earliest stage.

AI community development

AI Journey 2024

AI Journey is a series of events dedicated to the development of the artificial intelligence industry at the international level: The central event of the year is the AI Journey conference held in Moscow and featuring regional and international speakers, the AI Challenge competition for young researchers and the AIJ Contest for experienced AI experts, in addition to a selection of academic papers for publication in the AIJ Science Journal.

AI Journey 2024 conference

The keynote AI Journey Conference is the most anticipated event of each year as it brings together the world's leading academics and business leaders to discuss the latest breakthroughs in artificial intelligence and to make plans for the future.

The conference was held for the ninth time in Moscow in 2024. For the first time ever, Sber hosted the conference at our headquarters on Kutuzovsky Prospekt. International and Russian conference participants praised the venue's hi-tech accommodations and design.

The main focus of the conference was on the use of artificial intelligence as an assistant in all areas of human life. Some 200 international experts from BRICS and other countries spoke about applied AI practices and case studies, as well as about future AI products for science, business and the public. The experts paid much attention to the young audience as part of a separate AIJ Junior track.

ESG remains a key topic for AI Journey. In 2024, it featured in a new podcast episode and in presentations by influential global speakers on sustainable development, occupations of the future and the role of AI in the day-to-day work of doctors, environmentalists, teachers and other professionals. The ESG policy was also reflected in the adaptation of the conference's website for the visually impaired, while speeches delivered at the keynote discussion on the main stage were translated into the Russian sign language (RSL) in real time.

Regional and international AIJ tracks

The keynote conference is traditionally preceded by a series of regional lectures to raise community awareness of AI technology. Russian and international speakers delivered the lectures in 11 Russian cities, from Kaliningrad to Yuzhno-Sakhalinsk.

The AI Journey track has also been integrated into a number of leading international AI forums.

AIJ International competition for school students

The outlook for and pace of high technology development depend on the young generation – future scientists, researchers, and experts in the field of artificial intelligence. The AI Challenge competition is co-arranged by Sber and the AI Alliance. The assignments were proposed by Sber, T-Bank and other Russian tech companies in various industries.

In 2024, the competition attracted school students from 65 countries who offered 14.000 solutions for real-world business cases offered by Russia's leading tech companies.

A new track became available to participants in 2024 where they were able to try their skills in applied use of generative neural networks in five different modes (audio, video, text, image, and 3D).

AIJ Contest for AI experts

More than 4,800 solutions were proposed for the contest's four problems:

- **Emotional FusionBrain 4.0:** Creating a multimodal model to work with video, audio and text. The winning solutions will be used to develop Sber's Kandinsky neural network and create datasets for training GenAI models.
- **Multiagent AI:** Creating agents capable of displaying optimal behavior amid conditions of social dilemmas and in a dynamic interaction environment. The agents had to work together in an environment that included elements of competition and cooperation.
- **Embodied AI:** Developing a robotic assistant control system based on language prompts and visual information. The purpose of Embodied AI is to create robots capable of executing complex commands that require interaction with the environment and the user, and to communicate with them in a natural language.

- **E-com AI Assistant:** Developing an AI-powered assistant based on the GigaChat neural network model, which in a conversation with a user will be able to identify their needs and recommend the most relevant goods for them to purchase on the marketplace. The best proposed methods will underpin the development of recommendation services and specialized AI agents capable of accomplishing tasks at a specific company or in an area of activity, from retail stores to large industrial enterprises.

AIJ Science Journal

More than 230 submissions from AI researchers in 11 countries were received for a competitive selection to be published in a special issue of the "Reports of the Russian Academy of Sciences. Mathematics, Computer Science, and Control Processes" scientific journal. In addition to Russia, scientists from BRICS and other countries participated in the selection

process. The papers were peer reviewed by leading subject area experts, and a commission selected 30 papers for publication in the journal.



Authors of the best paper won an award at AI Journey.

AI for the public

Working with schools and universities

Sber organizes various events for school students depending on their age and interests. Sber is taking part in the annual all-Russian campaign called “A Digital Lesson” that has been held since 2018 in the IT field in support of the “Human Resources for a Digital Economy” federal project. In addition, Sber employees conducted more than 150 open-house lessons in several regions of Russia.

The Artificial Intelligence track of the National Technology Olympiad (NTO) is being implemented by the Artificial Intelligence Academy with support from Sber and provides unique privileges to high school students enrolling in Russia’s leading universities. In 2024, the track became the most popular one among the Olympiad’s 30+ tracks.

The Artificial Intelligence Academy is holding annual marathons to help school students quickly master key AI skills and prepare them for accomplishing real-world tasks. More than 5.000 students took part in these events in 2024. The marathons have covered the creation of a first neural network from scratch and a full course of preparation for the Unified State Exam in computer science.

Sber cooperates with universities to popularize and develop applied skills of university and school students in the field of AI for Social Good. Some 40 student teams participate in a project workshop as they engage in solving societal problems using artificial intelligence.

Together with leading universities and with support from the Ministry of Economic Development and the Ministry of Education and Science, Sber and Yandex launched AI360, Russia’s first undergraduate program for AI super-talent (training best researchers of generative artificial intelligence).

Together with the Central University and MTUCI, the AIRI Institute has established labs to conduct research, implement training programs, and provide academic guidance to undergraduate and postgraduate students.

A technology island for humans

Together with the Government of the Sakhalin Region, Sber is implementing a transformation program for the region called “AI Sakhalin”, also known as the Technology Island.

The purpose of this project is to transform the Sakhalin region into one of the leading Russian regions in terms of application of artificial intelligence in governance. The program envisages implementation and creation of innovative solutions aimed at developing infrastructure and improving the locals’ quality of life.



For more information on how Sber is working with universities, see the **Social Responsibility and Support for Russia’s Regions** section

Ongoing projects include:

- **Early detection of cancer:** Identifying patients at risk and helping doctors diagnose the disease early. The project is being implemented by Sber’s AI Lab in cooperation with an ecosystem integrator of advanced AI-powered medical solutions (part of Sber’s health industry)
- **Traffic accident risk reduction:** Detecting the signs of dangerous driving on city roads with the use of computer vision technology and warning drivers of increased risk of accidents
- **Basic AI literacy:** An educational course aimed at improving AI knowledge and skills of the regional team. More than 80% of employees of the Sakhalin Region’s Government completed a training course on artificial intelligence, big data and cybersecurity basics
- **AI for creating works of art:** Russia’s first AI ballet was composed using Sber’s technology. AI tools were used in a comprehensive manner there, as GigaChat helped refine the scenario and choreography, Kandinsky assisted with generating sketches of stage sets and costumes, and SymFormer took part in writing the original score in the style of modern classical music.

AI, government, and international development

Sber is a national artificial intelligence competency center

Sber is a party to an agreement with the Government of the Russian Federation on the development of a high-tech field called “Artificial Intelligence”, and a competency center for implementation of the “Artificial Intelligence” nationwide project.

As of the end of 2024, the Artificial Intelligence nationwide project had 12 AI research centers operating in Russia, 114 companies developing AI had received support, 5.200 AI specialists had graduated from universities, and 15.900 school teachers had completed additional courses in AI.

Sber assists regional authorities and businesses in implementing artificial intelligence: In 2024, the Bank held design sessions on AI transformation in 25 constituent entities of the Russian Federation (in a total of 79 constituent entities in 2023–2024). Based on the results of the design sessions held across the regions, agreements on the development of artificial intelligence have been signed, roadmaps for AI implementation have been developed, and more than 200 projects to introduce AI solutions together with Sber have been kicked off. Some 30 regions have already opened AI transformation centers, while five regions operate AI Centers sponsored by Sber.

On 15 February 2024, President of the Russian Federation Vladimir Putin approved the updated National Strategy for the Development of Artificial Intelligence until 2030. To achieve the Strategy’s goals, a new federal project for the period of 2025–2030 called “Artificial

Intelligence” was developed with Sber’s expert and methodological support. The new strategic document focuses on improving the quality of AI talent training and encouraging scientific research.

AI alliance

The AI Alliance has brought together leading technology companies to jointly develop their competencies and integrate AI into business practices, education, regulation and raising awareness of AI.

In 2024, as part of the Alliance:

- Several industry clubs were established with participation of executives from 90+ companies from a variety of industries (including agriculture, healthcare, construction, transport, and finance)
- The Scientific Council was established comprising ten leading researchers from a variety of academic institutions, and an open scientific database of AI publications was launched
- The Alliance advocated for the adoption of a Government Resolution that has greatly streamlined export controls on civilian AI products
- An updated rating of universities by the quality of training in the field of AI was released, with more than 200 universities included in it
- The national “AI Leaders” prize for companies, young scientists and regions was awarded at the AI Journey (from a total of more than 300 applications).

AI ethics

The AI Code of Ethics is a uniform set of recommended principles and rules designed to create an environment for trusted development of AI technologies in Russia. By the end of 2024, 852 organizations had acceded to the Code, including 44 federal executive bodies, 20 regional executive bodies, one judicial authority, and 42 organizations from foreign jurisdictions.

The number of signatories grew by 158% in 2024, while that of foreign signatories rose 56% compared to 2023.

The Declarations on Generative AI and on Responsible Export of AI-Powered Technology, as well as general-purpose robot guidelines were drafted and signed in 2024 to advance the Code. These documents are intended to strengthen and advance the special principles that underpin activities in the area of AI. Key companies and universities active in the field of generative artificial intelligence (Sber, one of the largest IT companies, a telecommunications company, etc.) have acceded to the document.

Also, the expert community composed of signatories of the AI Code of Ethics has published and presented at the AIJ “The White Paper on AI Ethics” – a detailed and carefully structured review of the most pressing ethical issues arising along the way of artificial intelligence development.

AI regulation

Sber pays considerable attention to advancing and improving the maturity of artificial intelligence regulation.

Due to increased regulatory activity in the field of generative AI, strengthening of international cooperation on AI regulation, and inclusion of legislative regulation of AI into the BRICS agenda under Russia's presidency, in 2024 Sber released the third updated edition of the "Global Atlas of Artificial Intelligence Regulation. Towards International Cooperation" covering an expanded number of jurisdictions (43 foreign jurisdictions, including BRICS+ and CIS countries).

International cooperation

Sber is promoting the development of artificial intelligence not only in Russia, but also internationally, and sharing its expertise and knowledge with BRICS and CIS countries.

In 2024:

- A strategic session on AI was held for the Republic of Uzbekistan. The event has set the course for AI development in Uzbekistan.
- Sber led the BRICS Business Council's working group on digital economy, which helped focus the group's activities on artificial intelligence during the year of Russia's presidency in BRICS and establish contacts with foreign colleagues from leading tech companies in BRICS countries.

- As part of the keynote discussion at the AI Journey conference attended by the President of the Russian Federation, the International AI Alliance was launched with participation of national associations in BRICS and other countries (HSE, Skoltech, etc.). The Alliance is an informal industry community for sharing opinions, knowledge and expertise and for strengthening cooperation in the field of AI technology. The Alliance was co-established by representatives of Azerbaijan, Belarus, Brazil, India, Indonesia, Iran, China, Cuba, Morocco, Russia, Serbia, Chile, Ethiopia and South Africa. First Deputy Prime Minister of the Russian Federation Dmitry Chernyshenko attended the first meeting of the Alliance. Alliance members discussed the key areas of AI technology development in their respective countries and presented proposals for future cooperation. As a result of the meeting, it was decided that in 2025:
 - interactions within the Alliance would be centered around three key areas: Scientific cooperation, education, and AI ethics and regulation
 - Russia's AI Alliance would be administering the International AI Alliance's secretariat
 - a Sber representative has been elected the International AI Alliance Secretary General.

INTERNATIONAL COMPETITION WINS



Researchers from our AI Lab won the Kaggle AutoML Grand Prix International AI Championship, beating the teams of Silicon Valley corporations Amazon and H2O. To win, our team used the LightAutoML library, an AI tool that is available to the entire scientific community and that has also been built into Sber's systems for alternative modeling and dissemination of best practices across the Bank.



The AI Lab's projects won the 2024 Green Eurasia International ESG Contest, which helps identify effective practices of climate mitigation and adaptation. These solutions were presented at the UN Climate Summit in Baku.



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03

Financial performance

Dynamics of Sber's key IFRS indicators over the past three years

GRI 3-3

Profit and loss statement highlights, RUB bn

	2024	2023	Change	2022
Operating income before loan loss provision charge and revaluation of loans at fair value due to change in credit quality	3,506.1	3,165.0	10.8%	1,902.9
Loan loss provision charge for debt financial assets	(442.8)	(235.4)	88.1%	(450.5)
Operating income	3,097.2	2,909.1	6.5%	1,312.4
Staff and administrative expenses	(1,062.6)	(924.4)	15.0%	(726.5)
Profit before tax	2,034.6	1,984.7	2.5%	585.9
Net profit	1,580.3	1,508.6	4.8%	287.8

Statement of financial position highlights, RUB bn

	31 December 2024	31 December 2023	Change	31 December 2022
Loans and advances to clients, net	43,842	37,558	16.7%	29,373
Total assets	60,855	52,307	16.3%	41,862
Due to individuals and corporate clients	44,623	36,694	21.6%	29,876
Total liabilities	53,682	45,723	17.4%	36,086
Total equity	7,174	6,584	9.0%	5,777

Per share indicators, RUB per share

	2024	2023	Change	2022
Basic and diluted earnings per ordinary share	72.03	69.10	4.2%	13.20
Net assets per ordinary share	335.21	307.68	8.9%	269.94

Financial highlights

Profitability, %

	2024	2023	Change, %	2022
Annual average return on assets (ROA)	2.8	3.2	-0.4 pp	0.7
Return on equity (ROE)	24.0	25.3	-1.3 pp	5.2
Net interest margin (net interest income to weighted-average interest earning assets)	5.9	6.0	-0.1 pp	5.3
Operating expenses to operating income before provisions (CIR)	30.3	29.2	1.1 pp	38.2
Net loans and advances to clients after loan loss provision to current accounts and term deposits of individuals and corporate clients	98.3	102.4	-4.1 pp	98.3

Capital adequacy ratios, %

	31 December 2024	31 December 2023	Change, %	31 December 2022
Common equity Tier 1 capital adequacy ratio (Basel 3.5/Basel 3)	12.1	13.2	-1.1 pp	14.7
Total capital adequacy ratio (Tier I and Tier II) (Basel 3.5/ Basel 3)	12.8	14.0	-1.2 pp	15.6
Equity to Total Assets	11.8	12.6	-0.8 pp	13.8

Asset quality indicators, %

	31 December 2024	31 December 2023	Change, %	31 December 2022
Non-performing loans to total loans outstanding (NPL ratio)	2.5	2.2	0.3 pp	2.6
Share of Stage 3 and POCI ¹ loans in total loans at amortized cost	3.7	3.4	0.3 pp	3.9
Loan loss provision to total gross loans to clients at amortized cost	4.7	4.8	-0.1 pp	5.6

Profit and Loss Statement analysis

General trends

The Group's net profit under IFRS amounted to RUB 1,580.3 bn in 2024, an increase of 4.8% from 2023. Operating income before provisions in respect of debt financial assets and credit-related commitments, as well as before the impact of changes in the fair value of the loan portfolio due to changes in credit quality grew by 10.8% in 2024 to RUB 3,506.1 bn. Growth in net interest income and net fee and commission income was the key driver behind the positive dynamics. Expenses for loan loss provisions on debt financial assets increased by 88.1% to RUB 442.8 bn in 2024 from RUB 235.4 bn in 2023. Staff and administrative expenses rose by 15.0% YoY and amounted to RUB 1,062.6 bn in 2024.

The Group's net interest income increased by 17.0% in 2024 to RUB 2,999.6 bn. The Group's interest income for the same period increased by 66.6% to RUB 7,504.3 bn. These changes were primarily driven by growth in performing assets, as well as an increase in interest rates in the banking system and the economy as a whole. Retail loan portfolio grew by 12.7% in

2024, while return on it rose from 12.6% in 2023 to 16.0% in 2024. Return on our corporate client portfolio increased even faster, by 4.5 pp, to 13.9% in 2024, while the portfolio expanded by 19.0% in 2024.

	2024	2023	Change
Profit for the year	1,580.3	1,508.6	4.8%
Operating income before loan loss provision charge, including charge for credit related commitments, and before revaluation of loans at fair value due to change in credit quality	3,506.1	3,165.0	10.8%
Staff and administrative expenses	-1,062.6	-924.4	15.0%
Loan loss provision charge for debt financial assets	-442.8	-235.4	88.1%

Net interest income, RUB bn

	2024	2023	Change
Net interest income	2,999.6	2,564.6	17.0%
Interest income	7,504.3	4,505.2	66.6%
Interest expense (including deposit insurance expenses)	-4,504.7	-1,940.6	x2.3

¹ POCl: Purchased or originated credit impaired assets.

Interest expenses, including deposit insurance, increased 2.3 times in 2024 to RUB 4,504.7 bn. This dynamic was shaped both by growth in funds due to individual and corporate clients and by an increase in the cost of attracting clients' funds. Thus, the annual cost of funds attracted from individuals increased from 3.7% in 2023 to 7.7% in 2024. The annual cost of corporate deposits increased from 5.7% in 2023 to 11.1% in 2024. Interest expenses on retail clients' deposits that constitute the Group's key source of funding continued to account for the bulk of total interest expenses.

Net interest margin remained consistently high, amounting to 5.9% for 2024 (it was 6.0% in 2023). This trend was supported by an increase in the return on performing assets from 12.1% in the fourth quarter of 2023 to 16.5% in the fourth quarter of 2024, while the cost of borrowings rose from 6.9% in the fourth quarter of 2023 to 12.0% in the fourth quarter of 2024. Retail loan portfolio delivered the strongest returns growth in the performing assets category. Specifically, return on the individuals loan portfolio increased from 14.1% in the fourth quarter of 2023 to 17.4% in the fourth quarter of 2024.

Cost of funds due to clients, %

	2024				2023			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Retail deposits	6.0	6.9	8.0	9.4	3.4	3.4	3.6	4.4
Corporate deposits	10.0	9.8	10.3	14.0	3.9	4.1	5.5	8.7

Return on loans, %

	2024				2023			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Return on corporate loans	12.2	12.7	13.8	16.4	8.3	8.4	9.2	11.3
Return on retail loans	14.9	15.2	16.2	17.4	11.7	12.0	12.4	14.1
Total return on loans	13.3	13.8	14.8	16.8	9.6	9.8	10.4	12.4

Net interest margin, %

	2024				2023			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	5.9	5.8	5.9	6.0	5.8	5.8	6.0	6.3

Return on performing assets and cost of interest-bearing liabilities

	2024				2023
	Q1	Q2	Q3	Q4	Q4
Return on interest-earning assets	13.0	13.5	14.6	16.5	12.1
Cost of interest-bearing liabilities	8.2	8.8	10.0	12.0	6.9

Fee and commission income and expenses

The Group's fee and commission income increased by 9.1% in 2024, reaching RUB 1,172.1 bn, due to growth in its main component, bank card transactions, by RUB 50.5 bn (8.7%) to RUB 629.0 bn. The share of such transactions in fee and commission income reached 53.7% in 2024 compared to 53.8% at the end of 2023. Cash management service fees (+10.5% to RUB 362.0 bn) and trade finance transaction fees (+22.2% to RUB 61.6 bn) were another significant contributor to fee and commission income growth. Sber's net fee and commission income rose by 10.3% to RUB 842.9 bn.

Fee and commission income and expenses, RUB bn

	2024	2023	Change	
			RUB bn	%
Bank card transactions	629.0	578.5	50.5	8.7%
Cash management services	362.0	327.7	34.3	10.5%
Trade finance transaction fees	61.6	50.4	11.2	22.2%
Clients' FX and precious metals transactions	54.0	50.8	3.2	6.3%
Securities and commodities brokerage fees, custody service fees, investment business-related fees (including syndication fees)	9.0	8.6	0.4	4.7%
Other	56.5	58.7	(2.2)	-3.7%
Fee and commission income	1172.1	1074.7	97.4	9.1%
Fee and commission expenses on bank card transactions	(299.6)	(289.3)	(10.3)	3.6%
Other fee and commission expenses	(29.6)	(21.5)	(8.1)	37.7%
Fee and commission expenses	(329.2)	(310.8)	(18.4)	5.9%
Net fee and commission income	842.9	763.9	79.0	10.3%

Other net operating income/(expenses)

Other net operating expenses (net of changes in fair value of the loan portfolio due to changes in credit quality and provisions for commitments of credit nature), which include net income/expenses from transactions with securities, derivative financial instruments, foreign currency, net result from insurance activities, net result from non-core activities, and allocations to other provisions, amounted to RUB 336.4 bn in 2024, up from other net operating expenses in the amount of RUB 163.5 bn incurred in 2023. The 2024 result is mainly due to a negative revaluation of the fair value of financial instruments.

Expenses on loan loss provisioning in respect of loan portfolio

Total expenses on creating loan loss provisions and revaluing loans carried at fair value increased by 55.8% – from RUB 265.0 bn in 2023 to RUB 413.0 bn in 2024.

The cost of credit risk on the loan portfolio at amortized cost and at fair value cumulatively increased by 22 bps, from 76 bps in 2023 to 98 bps in 2024.

Expenses on loan loss provisioning in respect of loan portfolio and the cost of credit risk

Expenses on loan loss provisioning in respect of loan portfolio at amortized cost, RUB bn

2024				2023			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
46.8	128.7	112.9	160.1	83	83	32.3	50.3

Cost of credit risk in respect of loans at amortized cost, bp

2024				2023			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
50	133	110	150	110	103	37	54

Revaluation of loans at fair value due to changes in credit quality, RUB bn

2024				2023			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
6.5	-30.3	13	-24.7	1.2	19.7	15.7	-20.2

Aggregate cost of credit risk, including revaluation of loans at fair value, bp

2024				2023			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
54	97	116	119	108	123	53	31

Staff and administrative expenses

The Group increased staff and administrative expenses by 15.0% to RUB 1,062.6 bn in 2024. Employee salary raises in the second half of 2024 were one of the biggest drivers behind this, with business growth and inflationary pressures also leading to higher costs. Staff costs, the main component of operating expenses, rose by 16.9% in 2024 to RUB 668.9 bn. The ratio of operating expenses to operating income before provisions for loan losses was 30.3% in 2024, increasing by 1.1 pp from the previous year.

RUB bn	2024	2023	Change	
			RUB bn	%
Staff costs	668.9	572.2	96.7	16.9%
Depreciation of premises and equipment	94.0	101.2	(7.2)	-7.1%
Amortization of intangible assets	81.9	64.9	17.0	26.2%
Repairs and maintenance of premises and equipment	51.1	37.6	13.5	35.9%
Advertising and marketing services	43.2	28.2	15.0	53.2%
Telecommunication expenses	30.5	14.9	15.6	104.7%
Administrative expenses	27.9	33.0	(5.1)	-15.5%
Consulting and audit assurance services	25.3	15.1	10.2	67.5%
Short-term, low value and variable lease expenses	9.0	4.6	4.4	95.7%
Taxes other than on income	7.1	30.0	(22.9)	-76.3%
Other	23.7	22.7	1.0	4.4%
Total staff and administrative expenses	1,062.6	924.4	138.2	15.0%

Asset structure analysis

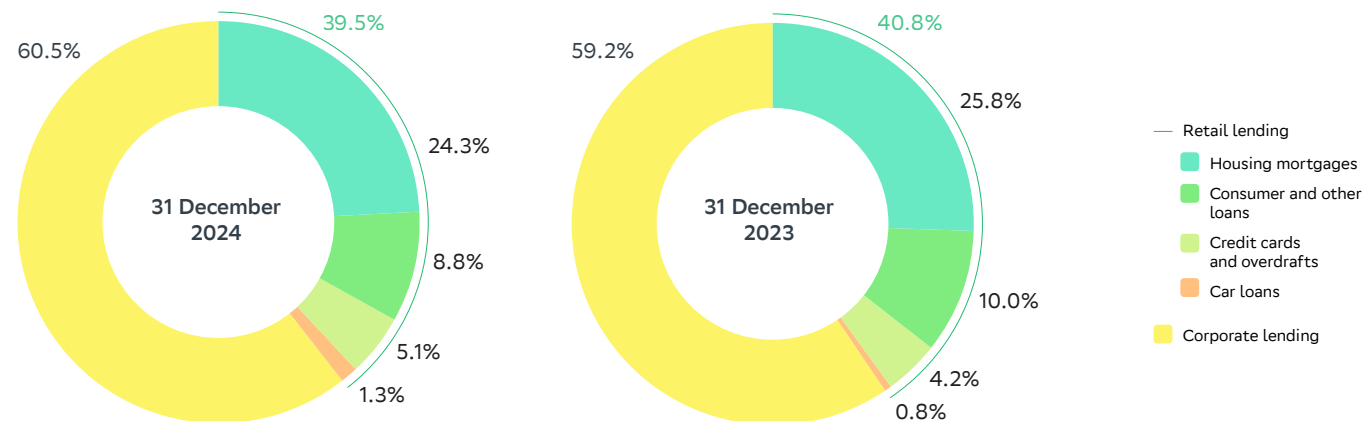
General trends

The Group's assets increased by 16.3% in 2024 and amounted to RUB 60.9 trillion at the year-end from RUB 52.3 trillion as of 31 December 2023. The share of the largest category – loans and advances to clients – rose from 71.8% to 72.0% of total assets in the reporting year. The loan portfolio grew at a rate comparable to the growth of assets in general (+16.4% in 2024); as of 31 December 2024, the Group's combined loan portfolio before provision for loan losses reached RUB 45.9 trillion. The share of liquid assets, including cash, funds in banks and the securities portfolio, including the portfolio of securities pledged under repo transactions, amounted to 21.9%.

Assets breakdown

	31 December 2024	31 December 2023
Loans and advances to clients	72.0%	71.8%
Liquid assets	21.9%	22.2%
Other assets	6.1%	6.0%

Loans breakdown



Loans and advances to clients

Loans to legal entities before provisions for loan losses (cumulatively at amortized cost and fair value) increased by 19.0% to RUB 27.7 trillion in 2024. The share of those loans in total loan portfolio in 2024 increased by 1.3 pp from 2023 to 60.5% (2023: 59.2%).

The retail loan portfolio increased by 12.7% in 2024 to RUB 18.1 trillion. The share of such loans in total loan portfolio decreased from 40.8% in 2023 to 39.5% in 2024. The decrease in that share, as well as the slowdown of the retail portfolio growth in the fourth quarter of 2024, were the result of pressure from high interest rates and regulatory requirements. That said, Sber's share of the retail lending market remains high at 47.0%. The Group's mortgage loan portfolio grew by 9.6% over the year to RUB 11.2 trillion. Consumer lending expanded by 2.0% in 2024. A positive trend was observed in other retail lending segments too in the reporting year: For example, the portfolio of credit cards and overdrafts increased by 43.4% in 2024, while the portfolio of car loans grew by 83.2%.

Loans at amortized cost and at fair value

	31 December 2024		31 December 2023	
	RUB bn	%	RUB bn	%
Commercial loans to legal entities	16,369.7	35.7%	14,205.3	36.1%
Project finance loans to legal entities	11,366.5	24.8%	9,100.6	23.1%
Mortgage loans to individuals	11,153.5	24.3%	10,175.3	25.8%
Consumer and other loans to individuals	4,017.9	8.8%	3,937.6	10.0%
Credit cards and overdrafts	2,342.2	5.1%	1,633.7	4.2%
Car loans to individuals	602.2	1.3%	328.8	0.8%
Total loans and advances to clients before provision for loan impairment	45,852.0	100.0%	39,381.3	100.0%

Loans at amortized cost

	31 December 2024		31 December 2023	
	RUB bn	%	RUB bn	%
Commercial loans to legal entities	15,813.3	36.7%	14,083.8	37.3%
Project finance loans to legal entities	9,003.5	21.0%	7,579.9	20.1%
Mortgage loans to individuals	11,153.5	26.0%	10,175.3	27.0%
Consumer and other loans to individuals	4,016.7	9.4%	3,937.1	10.4%
Credit cards and overdrafts	2,342.2	5.5%	1,633.7	4.3%
Car loans to individuals	602.2	1.4%	328.8	0.9%
Total loans and advances to clients at amortized cost before provision for loan impairment	42,931.4	100.0%	37,738.6	100.0%

Loans at fair value

	31 December 2024		31 December 2023	
	RUB bn	%	RUB bn	%
Commercial loans to legal entities	556.4	19.1%	121.5	7.4%
Project finance loans to legal entities	2,363.0	80.9%	1,520.7	92.6%
Consumer and other loans to individuals	1.2	0.0%	0.5	0.0%
Total loans and advances to clients at fair value	2,920.6	100.0%	1,642.7	100.0%

Loan portfolio quality

The quality of Sber's corporate portfolio remains stable. By the end of 2024, the share of NPL90+ (non-performing loans with interest and/or principal overdue by more than 90 days) in the Group's combined loan portfolio increased by 0.3 pp to 2.5%. The share of impaired loans (Stage 3 or POCI) in the loan portfolio at amortized cost increased by 0.3 pp to 3.7% in 2024. The ratio of total loan loss provisions to Stage 3 and POCI loans was 125.1% at the end of 2024 (142.2% at the end of 2023).

Securities portfolio

The Group's securities portfolio, including securities pledged under repo transactions, increased by 4.5% to RUB 8.5 trillion in 2024. The Group's securities portfolio consists by 96.9% of high-quality risk profile debt instruments and is mainly used for liquidity management. Federal loan bonds (OFZs) still accounted for the largest share in the Group's securities portfolio at 69.4% of the total portfolio size as of the end of 2024. The share of corporate bonds in the portfolio decreased slightly, from 16.4% at the end of 2023 to 15.2% by the end of 2024.

Securities portfolio breakdown

	31 December 2024		31 December 2023	
	RUB bn	%	RUB bn	%
Russian federal loan bonds (OFZ bonds)	5,863.2	69.4%	5,459.0	67.5%
Corporate bonds	1,282.0	15.2%	1,329.9	16.4%
Foreign government and municipal bonds	61.6	0.7%	88.1	1.1%
Russian Federation Eurobonds	197.2	2.3%	196.6	2.4%
Russian municipal and sub-federal bonds	126.2	1.5%	189.7	2.3%
Mortgage-backed securities	657.4	7.8%	579.6	7.3%
Promissory notes	0.5	0.0%	0.6	0.0%
Total debt securities	8,188.1	96.9%	7,843.5	97.0%
Corporate shares and other equity instruments	255.6	3.0%	235.5	2.9%
Investments in mutual funds	8.3	0.1%	8.3	0.1%
Total securities	8,452.0	100.0%	8,087.3	100.0%

Liability and equity structure analysis

General trends

The Group's total liabilities increased by 17.4% in 2024 to RUB 53.7 trillion. The Group's liabilities are dominated by funds due to individuals and corporate clients, which amounted to RUB 44.6 trillion, or 83.1% of total liabilities, at the end of 2024.

Funds due to clients

Funds due to individuals remain the Group's main source of funding, accounting for the biggest share of total liabilities at 51.8% at the end of 2024 compared to 50.1% the year before. The total amount of funds due to individuals increased by 21.5% in 2024 to RUB 27.8 trillion. Against the backdrop of rising interest rates and introduction of favorable terms for clients, term deposits of individuals increased by 34.8%. The share of term deposits in the total funds due to retail clients grew from 52.2% to 57.9% in 2024. Overall, Sber's share of the retail deposit market reached 42.3% at the end of 2024.

The prevailing trends in the interest rate market also ensured a significant growth in term deposits of corporate clients by 30.5% in 2024. Overall, funds due to corporate clients increased by 21.8% to RUB 16.8 trillion, while their share of the Group's total liabilities also rose from 30.2% to 31.3%.

Structure of funds due to clients

	31 December 2024		31 December 2023	
	RUB bn	%	RUB bn	%
Due to individuals				
Current/on-demand accounts	11,719.0	26.3%	10,955.8	29.9%
Term deposits and repo agreements	16,102.6	36.1%	11,948.6	32.5%
Total due to individuals	27,821.6	62.3%	22,904.4	62.4%
Due to corporate clients				
Current/settlement accounts	3,200.9	7.2%	3,363.6	9.2%
Term deposits and repo agreements	13,600.2	30.5%	10,425.6	28.4%
Total due to corporate clients	16,801.1	37.7%	13,789.2	37.6%
Total	44,622.7	100.0%	36,693.6	100.0%

Equity

The Group's equity increased by 9.0% to RUB 7.2 trillion in 2024. Sber's 2024 profit was the main driver of equity growth.

Capital adequacy

Sber's capital adequacy decreased slightly in 2024, but it still exceeds the minimum level set by the Basel Committee. At the end of 2024, the Tier 1 capital adequacy ratio calculated in accordance with Basel 3.5 requirements decreased by 1.1 pp to 12.1%. The total capital adequacy ratio calculated in accordance with Basel 3.5 requirements was 12.8% at the end of 2024, having decreased by 1.2 pp from 31 December 2023, while still comfortably exceeding the Basel Committee's minimum level of 8%. The decrease in the total capital adequacy ratio was caused by two factors: A significant amount of dividends paid out by the Bank for 2024 performance and an outpacing growth in the Group's risk-weighted assets compared to total capital growth. The Group's risk-weighted assets added 14.4% to RUB 53.0 trillion over the year, with the main reasons behind this dynamic being the loan portfolio growth and a tightening of macro buffers. The density of risk-weighted assets was 84.2% in 2024, a decrease of 0.9 pp for the year.

Equity, RUB bn

	31 December 2024	31 December 2023
Share capital and share premium	320.3	320.3
Perpetual subordinated loan	150.0	150.0
Treasury shares	(34.1)	(39.0)
Other reserves	(442.0)	(195.9)
Retained earnings	7,181.5	6,348.6
Total equity attributable to the Bank's shareholders	7,175.7	6,584.0
Non-controlling interest	(2.2)	0.4
Total equity	7,173.5	6,584.4

Capital adequacy

	31 December 2024	31 December 2023
Common equity Tier 1 capital adequacy ratio (Common equity Tier 1 capital to Total RWA), %	12.1	13.2
Tier 1 capital adequacy ratio (Tier 1 capital to Total RWA), %	12.4	13.5
Total capital adequacy ratio (Total capital to Total RWA), %	12.8	14.0

Reportable segments

The presentation of the Group's statements by the segment is based on key business blocks that have their separate lines of client business, own development strategies and proprietary management procedures, and whose performance is reviewed by management on a regular basis to make management decisions.

The Group has identified the following reportable segments:

The **B2B (business to business) segment** is geared towards providing banking products and services to legal entities (major clients, large, medium and small businesses, government authorities, financial institutions). It includes the following key products/services and business areas:

- financing products intended for legal entity clients (lending, trade and export finance, interbank and overdraft lending, repo transactions, leasing products, other financing instruments)
- transactions involving derivative financial instruments, foreign currencies, precious metals, commodities and securities
- operations with and workout of problem assets (debt settlement and recovery, including debts of retail clients)
- finance raising services in the debt and equity capital markets and depository services
- documentary transactions (guarantees, letters of credit)
- deposit and corporate structured products
- cash management services for corporate clients
- foreign currency control
- corporate insurance products
- other fee and commission services (e. g. cash collection services)

Share of the Group's operating income

B2B		B2C	
%	Change	%	Change
60.3%	6.5 pp	53.0%	13.2 pp

Segment performance

	B2B			B2C		
	RUB bn		% YoY	RUB bn		% YoY
	2024	2023		2024	2023	
Operating income before provisions	2,129.6	1,738.6	22.5%	1,870.4	1,284.3	45.6%
Profit before tax (segment result)	1,652.6	1,339.2	23.4%	982.5	596.5	64.7%

The **B2C (consumer business) segment** focuses on the provision of products and services to end consumers who are individuals and includes the following core products/services and lines of business:

- financing products for individual clients (consumer loans, credit cards and overdrafts, mortgage loans, car loans)
- bank card issuance and maintenance services
- deposit products
- domestic and international payments and transfers by individuals
- financing products for individual clients operating in financial markets (repo transactions, margin lending, securities loans)
- pension coverage
- investment and universal life insurance

- risk insurance
- other fee and commission services.

The **Other** segment comprises a number of non-core assets and unallocated items.



Risks report

142 Risk management

Risk management in 2024

GRI 3-3

In 2024, Sber continued to adapt rapidly to the evolving external and internal environment. Sber's flexible and effective risk management system helped us successfully cope with new challenges and limitations while maintaining an acceptable level of risks.

Sber adheres to all regulatory ratios of capital adequacy set by the Bank of Russia both at the Group and Bank levels. Despite the unprecedented dividends paid in 2024 and the growing regulatory burden on the capital, N20.0 capital adequacy ratio for Sber banking group was 13.3%.

Against the background of rising interest rates, Sber effectively managed the interest rate risk and maintained an optimal maturity structure of its assets and liabilities.

+ 0.2 p.p. compared to 2023

1.0%

total cost of risk (loans at amortized and fair value) for 2024

+ 0.3 p.p. year-to-date

3.7%

share of Stage 3 loans, including originally impaired loans

ESG risk management

- Using an integrated tool to assess corporate clients' ESG risks and ES expert examination of the largest projects in lending
- Developing and implementing physical climate risk forecasting models in the territory of the Russian Federation
- Developing and implementing a model for assessing economic losses stemming from physical climate risks
- Assessing the magnitude of the climate risk at the portfolio level

Risks report

Risk management strategy, including ESG risks

GRI 3-3

The Risk and Capital Management Strategy of Sberbank Group, complemented by the relevant policies, is the main document codifying the Group's risk management system. Sber's hands-on experience of overcoming several crises has become a strong evidence of this system's effectiveness, resilience and sustainability.

The Group continuously improves its risk identification and management methods, both by developing existing tools (e.g. risk assessment models, stress tests and scenario analysis, AI-powered decision-making tools) and implementing new methods in response to environmental changes and regulatory requirements. This includes establishment of a conduct risk management system and integration of ESG factors (environmental (including climate-related), social, and governance factors) into the Group risk management practices.

Development of the risk management system, including ESG risks, in 2024 Adaptation of processes to changes in the external environment

Integrated risk management

The Group's integrated risk management system includes risk identification and assessment procedures, performed annually so as to be completed by the start of the business planning cycle. Should any considerable changes occur in the external environment or within the Group that may affect the risk level, Sber may initiate an ad-hoc risk identification and materiality assessment exercise.

For each type of risk, the Group as a whole and every Group member in particular determine the approach to capital adequacy assessment. Once consolidated, these requirements allow to assess the aggregate level of risk and capital adequacy requirements for all risks. Sber undertakes aggregate risk level assessment on an at least quarterly basis.

The Group regularly approves risk appetite which is a system of indicators characterizing the maximum level of risk acceptable for the accomplishment of strategic goals.

According to the Group's Risk and Capital Management Strategy and the Capital Adequacy Management Policy, the aim of capital adequacy management is to underpin the strategic growth of the Group and Bank assets while strictly observing the regulatory requirements to capital adequacy in a normal environment and under stress.

Sber projects capital adequacy ratios at least once a month for a period of at least one year. Such projections are based on up-to-date assumptions about changes that affect the capital adequacy ratios, such as asset value gains, capital gains, dividend payouts, investments in subsidiaries, changes in regulatory requirements. In this way, potential violations of regulatory requirements may be identified in good time and preventively acted upon by the management.

The Group takes regular action to engage its personnel in the risk management system. Employees not formally involved in risk management are aware of the importance of their risk management roles and perform first-line functions. Sber fosters risk-oriented behaviors through tone from the top as well as through Bank-wide communications and special trainings.

Sber uses the following tools to manage capital adequacy at the Bank and the Group level:

- Business planning
- Dividend and subsidiary capitalization planning
- System of capital adequacy limits
- Capital Adequacy Management Plan covering, in particular, crisis situations
- System of capital adequacy early warning indicators
- Capital adequacy stress tests
- Capital adequacy ratio projections.

In 2024, Sber Group's risk management system development efforts focused on:

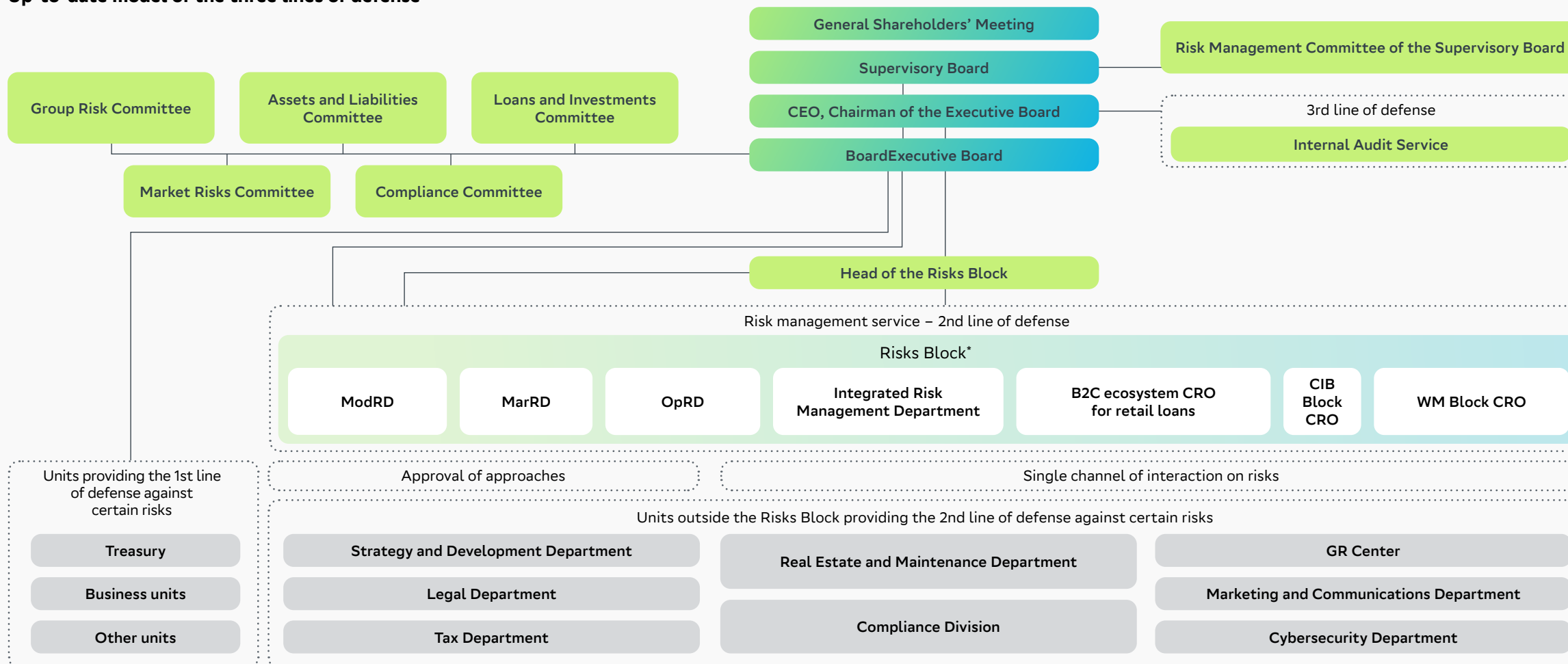
- Upgrading the risk management systems at Sber Group companies on the basis of the principles underpinning the Group's risk management practices
- Refining the methodology, automating and accelerating calculations for stress testing and scenario analysis tools
- Improving the accuracy of forecast assessment of effects of physical climate risks realization
- Developing tools for the assessment of ESG practices and ESG risk exposure.

In 2025, Sber intends to focus its efforts and attention on interest rate risk and capital adequacy management, improvement of forecasting tools, and development of risk assessment tools, models and approaches.

Up-to-date risk management and internal control model

Sber pursues its risk management and internal control system based on the “three lines of defense” model

Up-to-date model of the three lines of defense



The Lines of Defense functions

01 First line of defense

Manages the level of risk within applicable limits:

- Identifies risks
- Detects and performs initial assessment of risks in connection with operations and transactions, in particular, as we bring new products to the market and/or tap into new markets
- Makes sure that the risk taken conforms to the applicable limits and restrictions
- Develops and implements measures required to comply with the applicable limitations.

02 Second line of defense

Provides independent assessment and control:

- Identifies risks and estimates their materiality
- Provides expert reviews within their terms of reference as regards identification of risks arising as new products are brought to market and/or as we tap into new markets
- Develops the risk management and assessment methodology
- Develops risk assessment models
- Assesses the aggregate actual risk level
- Projects and monitors risk levels
- Develops the risk level restrictions system
- Controls whether actual and projected risk levels conform to the applicable risk limits; develops and implements escalation procedures, follows up on corrective action
- Arranges for / delivers stress testing procedures
- Generates risk reports.

03 Third line of defense

- Assesses the effectiveness of the risk and capital management system, in particular, verifies the effectiveness of the risk assessment methodology and risk management procedures
- Follows up on the elimination of deficiencies identified in the risk and capital management system

Matrix of top governance bodies' powers and responsibilities in risk management, including ESG risks

Supervisory Board

- Approves the Group's Risk and Capital Management Strategy and the procedures for managing the most significant risks
- Defines the Group's strategic goals and targets in the area of sustainable development
- Sets risk appetite and target risk levels for the Group and the Bank
- Controls the effectiveness of the risk and capital management system
- Approves stress-testing scenarios
- Approves documents that define approaches to taking risks into account in the remuneration system
- Reviews risk reports.

Audit Committee

- Exercises control over the reliability and effectiveness of risk management systems
- Enables performance of the Supervisory Board's management and control functions with regard to the functioning of the risk management system.

Strategic Planning and Sustainable Development Committee

- Develops recommendations on matters of defining the Bank's strategic goals and targets in the area of sustainable development, including goals in the area of social and environmental responsibility, on matters of equal opportunities and diversity, corporate governance
- Formulates recommendations on the choice of performance improvement measures as part of control over the implementation of the Bank Development Strategy, in particular, in the area of ESG.

Technology Committee

Reviews matters related to technology and cybersecurity risk management, jointly with the Risk Management Committee.

Risk Management Committee

- Comprehensively reviews risk management matters, including environmental, social and governance risks
- Prepares and presents recommendations for the Supervisory Board on risk management matters
- Reviews risk reports.

Matrix of top governance bodies' powers and responsibilities in risk management, including ESG risks (continued)

Executive Board

- Approves the organizational structure of the Bank
- Approves the Group business plan
- Establishes collegial working bodies, defines their terms of reference
- Enables effective implementation of the Bank's Risk Management Policy and organizes the risk management process
- Reviews reports generated as part of internal capital adequacy assessment procedures, including risk reports.

Group Risk Committee

- Enables implementation of the Group's Risk Management Strategy
- Manages the Group's aggregate risk level
- Allocates the functions of the Group's risk management among the collegial working bodies and structural units of the Bank
- Manages those risks of the Group where the relevant risk management functions have not been allocated among other collegial working bodies.

Market Risks Committee

- Manages the market risk in the trading book and the securities risk in the banking book, the credit spread risk in the banking book
- As regards operations with financial institutions, manages the credit risk of financial institutions, the country and the operational risks within the terms of reference delegated to it.

Compliance Committee

- Manages the compliance risk and ensures that the Bank's and the Group's activities comply with laws, regulations and best practices.

Assets and Liabilities Committee

- Manages the liquidity risk, the interest rate and the currency risks in the banking book
- Manages the capital structure and capital adequacy of the Bank and the Group
- Manages the balance sheet structure and the net interest income of the Bank, in particular, makes decisions on internal transfer pricing.

ESG Committee

- Manages the integration of ESG principles into the Bank's and Group's strategy and processes
- Ensures that the ESG factors are taken into account in decision-making processes.

Loans and Investments Committee

- Manages the Group's credit and country risks.

Risks recognized as material and substantial following identification in 2024

- B2B credit risk
- B2C credit risk
- Country risk
- Transaction risk
- Insurance risk
- Liquidity Risk
- Market risk in the trading book
- Currency risk in the banking book
- Interest rate risk in the banking book
- Credit spread risk in the banking book
- Guaranteed return risk
- Social risk
- Model risk
- Cybersecurity risk
- Technology risk
- Outsourcing risk
- Operational risk
- Business continuity risk
- Legal risk
- Compliance risk
- Regulatory risk
- Reputational risk
- Regulatory changes risk
- Conduct risk
- Tax risk
- Participation and forced support risk
- Real estate risk
- Capital adequacy risk
- Environmental risk
- Strategic risk

→ For more on risks and approaches to risk management, see “**Approach to Management of the Group’s Material Risks**”

Regulatory changes in risk management in 2024 and their impact on Sber’s activities

Retail business

Sber proved able to quickly and successfully adapt to the environment of tightened Bank of Russia regulation in the unsecured lending and mortgage lending segments and, as a consequence, flexibly adjusted the risk strategies for loan disbursement. The key factors that impacted these changes included the application of the Bank of Russia macro prudential limits, use of higher macro buffers reinforcing risk ratios and management of the credit risk in a growing loan interest rate environment. The imposition of a target loan disbursements structure for banks depending on

the client’s debt burden posed a new challenge to the accomplishment of business targets. In the mortgage lending segment, changes in the terms and conditions of mortgage lending under government-backed programs became the drivers of change. Regulatory changes drove an increase in the density of risk-weighted assets. High loan interest rates changed the market and the average borrower profile. In addition to regulatory changes, tightening of requirements to borrowers by banks and adjustment of risk strategies for the risk level in 2024 caused slowdown in portfolio growth in the unsecured lending sector.

Prudential provisions

In 2024, Sber became the first among systemically important banks to receive the permission to apply the internal ratings based approach (IRB approach) for assessing the credit risk and setting aside prudential provisions in respect of credit claims against retail borrowers in accordance with Regulation No. 730-П(730-П). The internal ratings based approach of the Basel II framework allows for a more accurate assessment of credit risks and the level of

expected losses on borrowers’ liabilities with the help of complex statistical models based on large and deeply retrospective amounts of data.

Another important novelty in prudential regulation was the introduction of credit conversion factors (CCF) for provisioning against credit-related commitments (guarantees, letters of credit, undrawn credit facility limits) in accordance with the amendments introduced by the Bank of Russia to Regulation No. 611-П(611-П)².

¹ Bank of Russia Regulation No. 730-П(730-П) dated 24/08/2020 “On the Procedure for Banks to Make Loss Provisions Using Banking Risk Management Methodologies and Quantitative Risk Assessment Models; on Requirements for Banking Risk Management Methodologies and Quantitative Risk Assessment Models Used to Measure Expected Credit Losses; and on Supervision by the Bank of Russia over the Compliance with the Specified Procedure.”

² Bank of Russia Regulation No. 611-П(611-П) dated 23/10/2017 “On the Procedure for Credit Institutions to Make Loss Provisions.”

Loan portfolio quality at the end of 2024

Retail lending quality

In 2024, Sber continued its client support initiatives, including the extension of grace periods (repayment holiday) for restructured loans under state restructuring programs (according to Federal Law No. 377-FZ).

By the end of 2024, Sber showed the portfolio growth of 12.7% reaching RUB 18.1 trn. Such impressive portfolio growth was due to mortgage lending which has been historically demonstrating a good quality of debt service. Sber's mortgage loan portfolio grew by 9.6% in 2024, to RUB 11.2 trn. Sber's share of the mortgage market increased by 1.0 p.p. over the year to 57.0%. Despite tighter regulation and higher interest rates, Sber managed to keep the portfolio risk at an adequate level. The share of loans with the payment delay exceeding 90 days increased by 0.7 p.p. reaching 3.6% as of 31 December 2024 (2.9% as of 31 December 2023).

RUB **18.1** + 12.7% YoY
1 trn:
retail loan portfolio

Corporate lending quality

In 2024, the corporate loan portfolio increased by **19%** and reached **RUB 27.7 trn.**

Sber's market share in corporate lending was **32.4%** at the end of 2024.

Sber's SME loan portfolio amounted to **RUB 6.7 trn**, increasing by **19%** in 2024.

Sber maintains a stable quality of its corporate loan portfolio. The share of Stage 3 loans, including originally impaired loans at amortized cost, was 3.4% as of 31 December 2024, remaining unchanged in 2024. The share of loans with a 90 days' payment delay was 1.8% as of 31 December 2024 (1.6% as of 31 December 2023).

In 2024 Sber was restructuring its internal lending processes and introduced new products to the market. Sber's new product, gold-linked financing, was well received by its clients: the portfolio has grown 18-fold, to RUB 200 bn.

When assessing the credit risk under the changed economic conditions, Sber considers all the relevant information. Sber's Center for Macroeconomic Research regularly updates the economic scenarios. The updated forecasts are considered when determining the credit risk level.

RUB **27.7** + 19% YoY
trn:
corporate loan portfolio

Operational risk management

In 2024, Sberbank continued improving its operational risk management system. The Bank took actions to minimize losses associated with imperfection of internal processes and impact of external factors.

In 2024, the Sber Group did the following to mitigate operational risks and improve the operational risk management system:

- Approved operational risk appetite values and operational risk loss limits for all Group members
- Approved conduct risk limits
- Approved the limits of losses from the data risk
- Implemented a new operational risk management automated system for the Group companies
- Implemented new algorithms for automatic incident registration based on digital trackers with auto registration share in the order of 95%
- Improved the approach to the operational risk management system maturity assessment across all Group members with the help of an end-to-end indicator
- Approved functional measures for developing the operational risk management system in Group companies.

Technology risk amid sanctions in 2024

The technology risk management model proved to be effective in 2024.

Against the backdrop of >80% of IT vendors withdrawing from cooperation, the Bank continues to operate normally and is gradually abandoning technologies of foreign origin, switching instead to domestic analogues or proprietary solutions.

Application of proprietary software for operational risk management

In 2024, Sberbank used SberORM AS, a proprietary automated solution for operational risk management. The system is powered by a proprietary platform and is fully independent of any foreign software. SberORM AS ensures compliance with the regulator's requirements, permitting to do capital calculations and generate statutory reports.

Monitoring of operational risk

The Group uses a system of reports addressed to the management and the collegial bodies involved in risk management processes to monitor operational risk. Sber generates such reports on a daily, monthly and quarterly basis. Risk assessment and actual loss data helps identify risk concentration areas for the development of measures aimed at mitigating the Group risk level.

Development of risk culture and conduct risk management system in 2024

Results of the conduct risk management system development in 2024:

- Conduct risk management practices were extended onto B2B and marketing activities
- The Product Development and Selling White Book was created

Regular activities in risk culture development that were carried on in 2024:

- Network communications on risk culture development
- A section on risk culture was included in the risk management training materials for Sber Group executive training programs
- Risk coordinators were appointed and trained in all Bank units.

Digital credit process

In the reporting period, the digital credit process (DCP), created in 2023, evolved further. Sber fully migrated the Loan in 7 Minutes (L7M) process and all products in the Residential Real Estate Financing (RREF) category to this technology. Counterparty information is maintained through continuous monitoring of their activity and environments,

including application of individual monitoring techniques and artificial intelligence (AI) algorithms.

Now clients are spared the loan origination decision waiting time: the DCP takes only five days compared to eighteen days in the standard process.

Sber's plans for 2025 include carrying further with the development of the DCP project: expansion of coverage, product groups, improvement of technological solutions,

Approach to management of the Group's material risks

Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
B2B credit risk / B2C credit risk	Credit risk is the risk of loss stemming from full or partial impairment of an asset value or from an increase in liabilities due to default or deterioration of the credit quality (migration) of a counterparty/issuer/third party in respect of the following instruments (including those taken as collateral): - A financial instrument in a transaction with a counterparty - A security of an issuer - A derivative financial instrument tied to a credit event of a third party	Policy: - Credit Risk Management Policy of Sberbank Group - Loan Product Security Policy of Sberbank. Committee responsible for managing this risk: - Sberbank Loans and Investments Committee - Sberbank Market Risks Committee, Sberbank Problem Assets Committee, and other collegial working bodies of the Bank or its branches (regional banks³, head branches⁴) to the extent of the terms of reference delegated to them.	Main methods of credit risk management: - Prevent credit risk by identifying, analyzing, and assessing potential risks - Project credit risk level by assessing the level of expected losses - Contain credit risk by imposing risk limits and/or restrictions - Create loan loss provisions - Manage transaction collateral - Monitor and control the credit risk level. Risk levels are assessed using credit risk quantitative assessment statistical models, such as PD³, LGD⁴, EAD⁵. The counterparty credit risks taken by the Group in transactions fraught with credit risk is assessed depending on the counterparty type: - Corporate clients: based on the credit rating system depending on the counterparty's risk segment, or by building projected cash flow models - Individuals: based on the counterparty solvency assessment, express assessment, behavioral profile or information from external sources available to Sberbank. A multi-tier system of limits, including Group risk appetite limits, is used to contain credit risk.

¹ RB – Regional Bank.

² HBSB – Head Branch of Sberbank of Russia.

³ PD – Probability of default.

⁴ LGD – Loss given default.

⁵ EAD – Exposure at default.

Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
Market risk in the trading book	Market risk in the trading book is the risk of loss or a decline in profit due to an adverse change in the market value of financial instruments, commodities, foreign currencies or precious metals.	Policy: - Policy for Managing Market and Credit Risks Arising from Financial Markets Transactions of Sberbank Group Committee responsible for managing this risk: - Sberbank Market Risks Committee and other collegial working bodies of subsidiary banks, to the extent of the terms of reference delegated to them.	The market risk management system is underpinned by risk identification, assessment and subsequent limitation to an acceptable level. The key management tool is to set market risk limits at the portfolio level. Market risk limits are set at four levels of the portfolio hierarchy, from the aggregate level down to limits at the level of individual sub-portfolios or strategies. Top-level limits are the Group risk appetite metrics. VaR (value-at-risk) is the primary market risk measurement metric. The Bank assesses VaR using the historic modeling methodology with a confidence level of 99% over a 10-day horizon.
Interest rate and currency risks in the banking book	Interest rate risk in the banking book is the risk of losses, decline in profit, capital or capital adequacy due to an adverse change in interest rates of financial instruments in the banking book and/or market interest rates impacting the value of the banking book financial instruments. Currency risk in the banking book is the risk of financial losses or a decline in capital or capital adequacy as a result of changes in foreign exchange rates or precious metal prices in banking book positions.	Policy: - Policy for Managing Interest Rate and Foreign Exchange Risks in the Banking Book of Sberbank Group Committee responsible for managing this risk: - Sberbank Assets and Liabilities Committee	The interest rate and currency risks in the banking book (hereinafter, IRCRBB) are managed on a centralized basis, taking into account the consolidation of positions and three lines of defense principles. The key IRCRBB management procedures include: - IRCRBB identification and assessment - IRCRBB containment by establishing a system of limits - Management of banking book interest rate and currency positions - IRCRBB stress testing - Control of IRCRBB level and of observance of the limits set - IRCRBB reporting - Validation of models used for quantifying the IRCRBB - Assessment of the quality and effectiveness (internal audit) of the IRCRBB management system. The Group mostly uses the following IRCRBB assessment metrics: - Change in NII¹ (ΔNII) - Regulatory open foreign exchange position OFXP²; - Economic capital. A multi-tier system of limits, including Group risk appetite limits, is used to contain IRCRBB.

¹ NII – Net Interest Income.

² OFEP – Open Foreign Exchange Position.

Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
Liquidity risk	Liquidity risk is the risk of inability to finance own activities, i.e. to ensure the growth of assets and/or perform obligations as they become due, or of failure to comply with the regulators' requirements in relation to liquidity risk.	Policy: - Sberbank Group Liquidity Risk Management Policy Committee responsible for managing this risk: - Sberbank Assets and Liabilities Committee	Key liquidity risk management methods: - Business planning and development of a Funding Plan - The system of limits and trigger limits on risk metrics containing the liquidity risk - Product pricing - Transfer pricing - Approval of new product terms - Approval of major transactions - Maintenance of the liquidity buffer - Development of an action plan for recovery of financial stability in a liquidity crisis environment. Key liquidity risk assessment methods: - Calculation of risk metrics to monitor and measure the liquidity risk - Bottom-up balance sheet projections - Top-down balance sheet projections - Scenario analysis - Stress testing. A multi-tier system of limits, including Group risk appetite limits, is used to contain the liquidity risk.

Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
Operational risk	Operational risk is the risk that the credit institution will suffer direct or indirect losses as a result of imperfect or faulty internal processes, acts of employees or any third parties, failures or flaws of information, technology or any other systems, or as the result of external events. In accordance with Basel II, operational risk includes the following categories of events: • External fraud • Internal fraud • HR policy and workplace safety • Clients, products, and business practices • Damage to tangible assets • Business interruptions or system failures • Execution, service delivery and personnel management	Policy: • Operational Risk Management Policy of Sberbank Group Committee responsible for managing this risk: • Sberbank Group Risk Committee • Payment System Risk Management Steering Committee	Key management methods: • Operational risk identification • Operational risk assessment • Analysis of problem areas in processes, formulation and adoption of decisions on optimizing/changing processes to reduce the level of operational risk • Operational risk monitoring • Operational risk control and/or reduction, including: – Comprehensive codification of business processes and procedures – Separation of powers – Internal control of compliance with the established procedure for making deals and transactions, of limit observance discipline – A system of measures aimed at assuring information security and business continuity – Improvement of automated systems and hardware functioning audit and quality control procedures – Property and asset insurance. Key risk identification methods: • Daily analysis of data on materialized operational risk events and any damage suffered • Analysis of information provided by units during self-assessment with respect to operational risks, as well as based on the results of scenario analysis on a quarterly and/or annual basis • Business process analysis • Scenario analysis • Stress testing. Group risk appetite limits are set as operational risk constraints.

Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
Country risk	Country risk is the risk of losses associated with the inability or unwillingness of counterparties that are: - Residents of a foreign country (including sovereigns) - Holders of assets in a foreign state, and - Carriers of the ultimate risk in a foreign country (i.e. if the sources for the repayment of the counterparty's liabilities are associated with residents of a foreign state) to perform their obligations as a consequence of economic, political, social developments in such foreign state, or as a consequence of that foreign state's currency potentially becoming unavailable to the counterparty due to the specifics of local and/or national law (irrespective of the counterparty's financial position as such).	Policy: - Country Risk Management Policy of Sberbank Group Committee responsible for managing this risk: - Sberbank Loans and Investments Committee	The country risk is classified as a credit risk. To manage the country risk, the Bank has established limits and monitors, on a regular basis, the economic situation in those countries where the Bank is already exposed to risks or plans to make new deals.
Cybersecurity risk	Cybersecurity risk is the risk of materialization of information security threats caused by flaws in the information security processes, and in particular in technological and other activities, flaws in the application software of automated systems and applications, as well as by these processes being inadequate to the activities of the organization.	Policy: - Cybersecurity Risk Management Policy of Sberbank Group Committee responsible for managing this risk: - Group Risk Committee of Sberbank	Cybersecurity risk management is an enterprise-wide activity aimed at eliminating risks and ensuring the integration of risk-based decision-making into the functioning and improvement of the cybersecurity system. Cybersecurity risk management includes understanding of context, identification and assessment of risk, response to cybersecurity risks and continuous monitoring. For the cybersecurity risk management process to function effectively and improve, risk information is exchanged on a continuous basis or used jointly with the decision-maker and other parties involved; this is complemented by the monitoring and assessment of the cybersecurity risk management system.

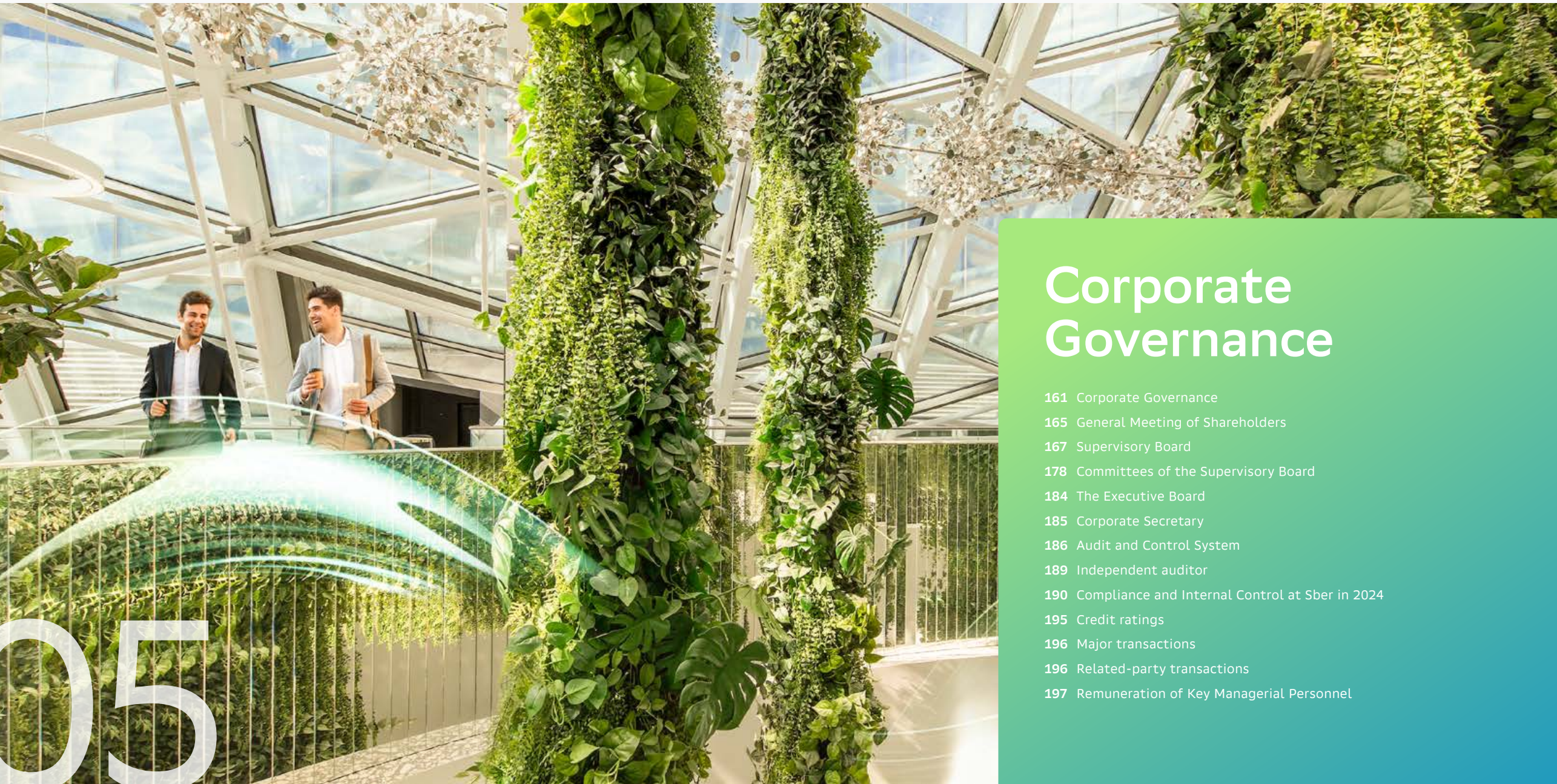
Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
Model risk	Model risk is the risk of errors in the development, verification, adaptation, acceptance processes, application of methodologies for quantitative and qualitative assessment of assets, risks and other indicators used in making management decisions	Policy: - Model Risk Management Policy of Sberbank Group. Committee responsible for managing this risk: - Group Risk Committee of Sberbank	Assumption of responsibility in model risk management: clear segregation among the three lines of defense. - Model developers strive to minimize model inaccuracies (errors). - Model owners: - Make decisions on model implementation in the Bank's or the Group's processes - Participate in activities required to comply with established model risk limits. - Model Risk Division: - Maintains the model risk assessment methodology database - Validates models - Assesses the model risk - Drafts model risk level reports - Advises to developers, owners and users on model risk assessment matters. - Audit services: - Independently assess the model risk management system performance and its compliance with internal and external requirements
Participation and forced support risk	The participation and forced support risk is the risk of losses that the Bank or a Group member may suffer due to adverse changes in the financial position/market value of investments in equity securities that give them control or significant influence over an issuer/the charter capital of an organization, or a risk caused by the Bank being forced to provide financial support to any entities that are not taken into account for Group capital adequacy ratio calculation purposes.	Policy: - Participation and Forced Support Risk Management Policy of Sberbank Group Committee responsible for managing this risk: - Group Risk Committee of Sberbank	The goals of the participation and forced support risk management process are as follows: - Ensure financial stability, limit potential financial losses and adverse impact on the Group of the participation risk taken - Comply with regulatory requirements established by the Bank of Russia and local regulators as regards participation and forced support risk management and control - Keep the risk level within the boundaries of the risk appetite and other limits set. The participation and forced support risk management system covers all investments of the Group and limits the risk through: - Allocation of the capital buffer - Control of N12¹ and N23 ratios prescribed by the Bank of Russia²

¹ N12 – the ratio of the Bank's equity (capital) utilization for acquisition of shares (interests) in other legal entities.

² N23 – the ratio of the banking group's equity (capital) utilization for acquisition by the parent credit institution of the banking group and by members of the banking group of shares (interests) in other legal entities.

Risk	Risk description	Risk management policies and committees	Risk management and risk assessment
Technology risk	Technology risk ¹ is the risk of failures and/or malfunctioning of information systems and/or of their functional capabilities and characteristics being inadequate to the needs of the Bank and Sber Group companies.	Policy: - Technology Risk Management Policy of Sberbank Group Committee responsible for managing this risk: - Group Risk Committee of Sberbank	Four lines of defense are deployed to manage the technology risk. The first line of defense is the owner of the technology risk inherent in an automated system (AS) and automated business services of the Group. It ensures compliance with the risk appetite. The second line of defense provides support with goal-setting and risk management independently from the first line of defense. It develops the methodology and exercises control over risk mitigation measures. The third line of defense performs independent assessment of whether the risk management system complies with internal and external requirements. Regulators and external auditors act as the fourth line of defense and control.
Conduct risk	risk of violation of rights and legitimate interests and/or loss of funds of clients, counterparties, employees, and third parties due to unfair behaviour (misconduct or omissions) by the Bank / Group Member, including violations of the Russian law, in particular, regulations of the Bank of Russia, on consumer protection, Russian antimonopoly laws, codes of professional ethics, market practices, the Bank's / Group Member's rules and standards of conduct when providing financial / non-financial products / services.	Policy: - Conduct Risk Management Policy of Sberbank Group Committee responsible for managing this risk: - Group Risk Committee of Sberbank	The Group's conduct risk management process comprises the following four main stages: - Conduct risk identification and analysis includes identification of potential/materialized conduct risk events, determination and analysis of their causes and preconditions, and keeping record of any transactions exposed to this risk - Conduct risk assessment includes analysis of information obtained at the risk identification stage, assessment whether conduct risk factors are present in a product/service, determination of probability of events resulting in losses and of the amount of potential or actual damage - Making of decisions on acting upon the risk includes making of management decisions with respect to identified conduct risk, follow-up on the declared measures aimed at reducing the conduct risk level and eliminating problem areas in processes - Monitoring and control of the conduct risk level and losses includes observation of conduct risk events and how these events and the conduct risk level change over time.

¹ Following the identification and materiality assessment of Sberbank Group risks in 2024, "Technology risk" was divided into "data risk", "downtime risk", "risk of changes" and "vendor risk".



05

Corporate Governance

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Corporate Governance

GRI 2-9, GRI 3-3

Sberbank adheres to high standards of corporate governance (CG). We have a balanced, transparent, and mature corporate governance system which covers relations between shareholders, the Supervisory Board, the management, and other stakeholders. Additionally, we have in place a set of rules and standards of conduct dictating how we manage and control our activities.

Sberbank's corporate governance activities are regulated by the Charter, the Corporate Governance Code and relevant internal documents published on [our website](#).

The goals of corporate governance at Sberbank include:

- Increasing the Bank's shareholder value and investment appeal
- Sustained profitability of the Bank and Sber Group companies' operations
- Long-term, sustainable and balanced development, taking into account the expectations and interests of a wide range of stakeholders through the implementation of the Development Strategy objectives and priorities
- Ongoing and consistent improvement of the CG system taking into account the expectations and interests of stakeholders, including reasonable and differentiated cascading of CG standards and practices across other Sber Group companies.

Sberbank's corporate governance system relies in its development on 11 pillars:

- 1 Full observance of shareholders' rights and interests
- 2 Division of powers and responsibilities related to business management among our management and executive bodies
- 3 High-performing Supervisory Board
- 4 Accountability of executive bodies
- 5 Efficiency, effectiveness and independence of the Corporate Secretary
- 6 A transparent and balanced remuneration system for members of the Supervisory Board and executive bodies
- 7 High standards of corporate culture and business ethics
- 8 Balanced and efficient internal control and risk management systems; an external auditor
- 9 Development of proper corporate governance mechanisms in controlled companies
- 10 information transparency;
- 11 Compliance with international standards and principles of sustainable development and ESG

In 2024, we made it our priority to maintain positive perception of our corporate governance system by various stakeholder groups - shareholders, investors, business community, as well as to develop new corporate governance practices while sticking to the fundamental principles in this area. In 2024, we focused on the following areas:

- Increasing the involvement of our employees owning Sber's shares in the Bank's corporate life
- Ensuring high performance of the Supervisory Board, developing its standards and practices
- Maintaining the best practices of corporate governance and sustainable development.

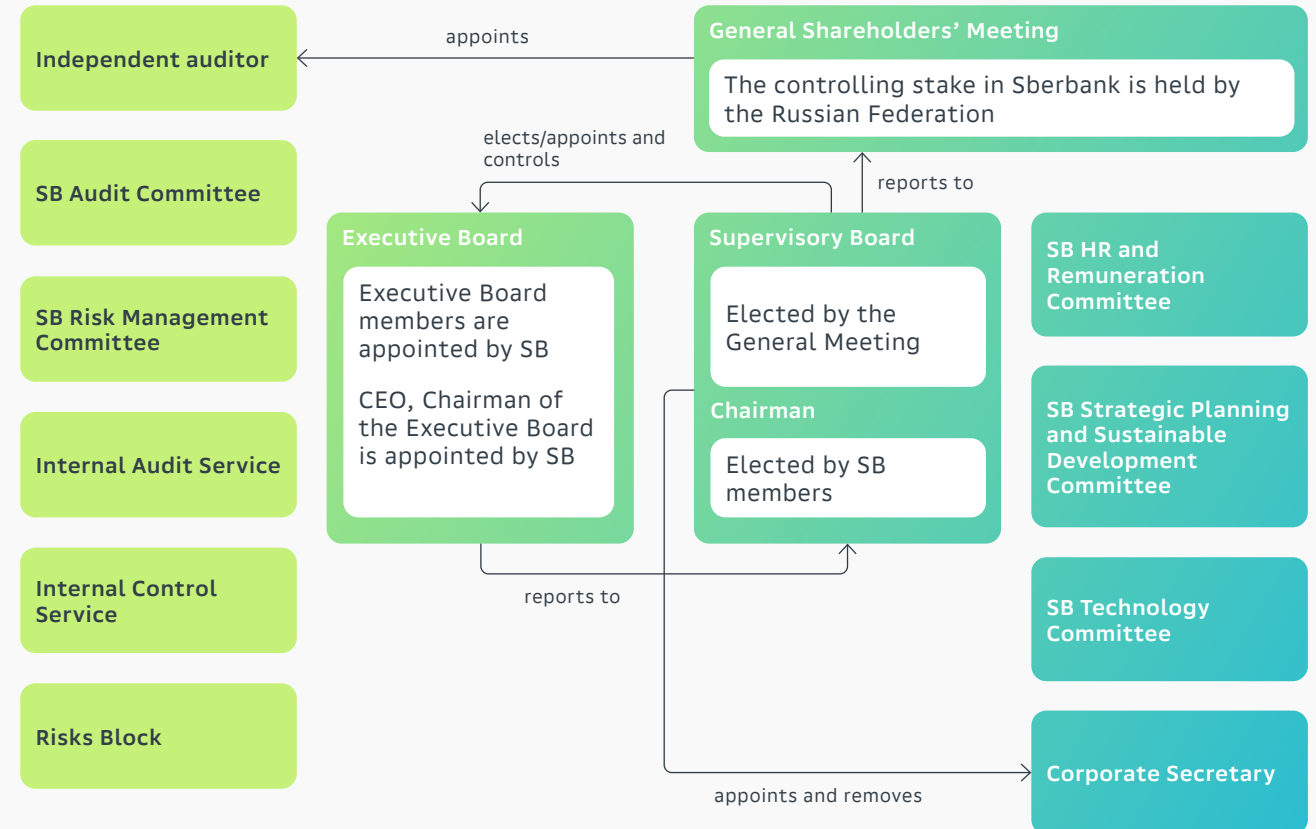
Corporate governance system elements

GRI 2-9

Total number of shareholders as of 01 January 2025	1.9 m
Committee for Minority Shareholder Relations	Since 2008
Shares listed	Moscow Exchange
National Corporate Governance Rating	8++ Best CG Practice
Supervisory Board	✓
Collegial executive body (the Executive Board)	✓
Sole executive body (CEO, Chairman of the Executive Board)	✓
External Audit	✓
The Audit Commission	✗
Corporate Secretary	✓
Dedicated risk management structural units	✓
Dedicated internal control structural units	✓
Dedicated internal audit structural units	✓
Development strategy	✓
Dividend Policy	✓
Corporate Governance Code	✓
Code of Ethics	✓
Anti-Corruption Policy	✓
Conflict of Interests Management Policy	✓
Information policy	✓
ESG advisor within the Supervisory Board and the Executive Board	✓

Corporate governance system elements

GRI 2-9



Corporate governance system assessment

The National Corporate Governance Rating (NCGR) has been assigned to Sberbank since 2016:



In December 2024, the Russian Institute of Directors confirmed Sberbank's National Corporate Governance Rating (NCGR) at 8++ meaning the Best Practices of Corporate Governance¹.

The monitoring conducted in the reporting year showed that we continue to operate a mature corporate governance system, with smooth mechanisms for ensuring business continuity, strategic planning, and minimization of operational risks. At the same time, we continue to integrate the sustainable development principles into our business model and strategic planning, and systematize approaches to our ESG and sustainable development activities.

According to the NCGR scale, Sber adheres to most recommendations of the Russian Corporate Governance Code and sustainable development standards. Stakeholder risks stemming from to the quality of corporate governance and sustainable development management are insignificant.

The National Corporate Governance Rating (NCGR) has been assigned to Sberbank since 2016:

Compliance with the Bank of Russia Corporate Governance Code

Sberbank has in place a well-balanced and transparent corporate governance system

Sberbank's shares have been included in first-tier quotation lists of Russian stock exchanges since 1997, a testament to the high quality of Sberbank's corporate governance and its compliance with the requirements imposed by stock exchanges on securities of top-listed issuers.

In addition to complying with the corporate governance requirements stipulated by Russian law and the Listing Rules of Moscow Exchange,

Sberbank follows the recommendations of the Corporate Governance Code of the Bank of Russia and annually submits a report on their compliance.

In 2002, Sberbank adopted the Corporate Governance Code, which includes the principles and standards underlying the Bank's corporate governance system and developed in accordance with the requirements of the Russian law and best domestic and international corporate

governance practices. The Code reflects our established corporate-relations traditions as well as the basic guidelines for implementing the best corporate governance practices. Over the past years, the document has been amended twice: in 2014 - due to the need to incorporate the Bank of Russia recommendations on the application of the new Corporate Governance Code of the Bank of Russia by Russian public companies, and then in 2020. Yet, the fundamental values and years of practical experience remained an integral part of the Code.

¹ <http://rid.ru/news/press-reliz-nrku-sberbankhttp>

Sberbank's compliance with the Bank of Russia Corporate Governance Code recommendations, %



In the reporting year, just as a year earlier, there was a slight decrease in the amount of disclosed information due to the sanctions imposed on Sberbank. Sensitive information which was not disclosed amounts to 4% of the total public disclosure; the closure is aimed at protecting the interests of the Bank, Sber Group companies and members of the management bodies.

In 2024, the share of recommendations of the Corporate Governance Code of the Bank of Russia complied with by Sberbank remained unchanged. In the reporting year, the Annual General Meeting of Shareholders of Sberbank was conducted in absentia, so the degree of compliance with the recommendations of the Rights of Shareholders and Equality of Conditions for Shareholders in Exercising Their Rights section remained at the level of 2023 (97%), which is not explained by the deterioration of corporate governance quality, but rather by the specifics of holding the meeting in absentia.

At the same time, we continue to disclose information on our official website, where we publish Sberbank's Charter and key documents regulating the activities of Sberbank's management bodies (Regulation on the General Meeting of Shareholders, Regulation on the Supervisory Board, Regulation on the Executive Board), as well as the information on the securities issuer (statements of material facts, reports of the securities issuer, issue documents on bonds), information on annual general meetings of shareholders, reporting and other information for shareholders and investors.

Sberbank's intention is to resume the practice of fuller compliance with the recommendations of the Corporate Governance Code of the Bank of Russia after the regulatory restrictions are removed (eased).

General Meeting of Shareholders

General Meeting of Shareholders is a supreme management body of the Bank taking decisions on the core issues of its operation.

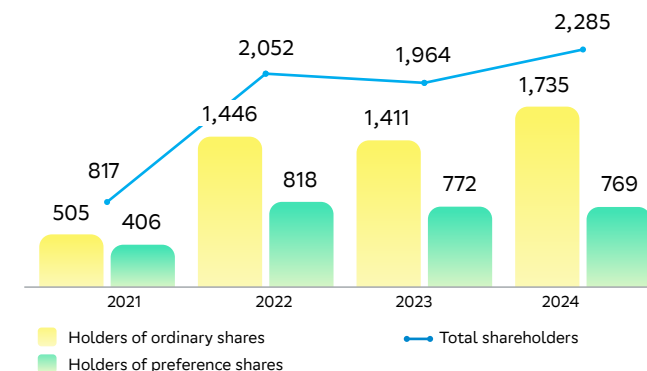
We provide the opportunity for shareholders to comfortably exercise their right to participate in General Meetings of Shareholders by creating the most favorable conditions. The procedure for preparing and holding a General Meeting of Shareholders is governed by the Regulation on the General Meeting of Shareholders of Sberbank.

The Bank ensures public information disclosure on the decisions taken by the Meeting according to the procedure established by Russian law, on or before the day after the day of the Meeting.

By using information and communication technologies we allow shareholders to remotely participate in the General Meeting. Thus, during the reporting year, during the Annual General Meeting of Shareholders held in absentia on 2023 performance (AGM 2024), shareholders were able to vote from anywhere in the world and at their convenience using advanced services, such as Shareholder Online Account (SOA) and E-voting (by NSD).

In the reporting year, we once again recorded an increase in the number of shareholders who participated remotely in the Annual General Meeting: 20,200 of them used digital services for participation in AGM 2024. Moreover, as part of promoting corporate events, we organized an online broadcast of the Meeting, which attracted more than 1.5 m viewers.

Number of Sberbank shareholders, thsd



One General Meeting of Sberbank shareholders was held in 2024.

Type of the Meeting Annual General

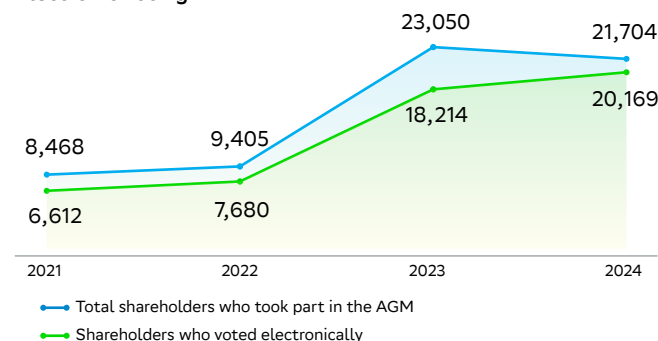
Date of the Meeting 21 June 2024

Form of the Meeting Absentee ballot voting

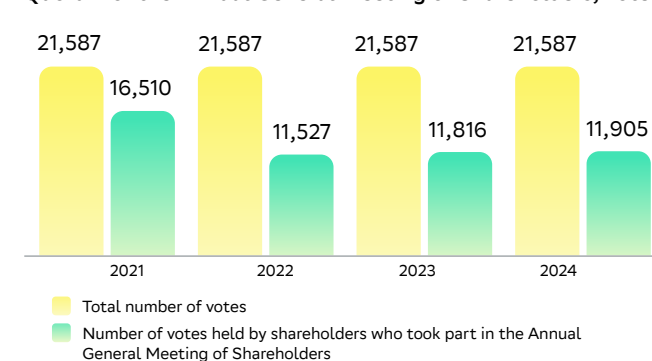
AGM Agenda

1. Approval of the 2023 Annual Report.
2. Distribution of profits and payment of dividends for 2023.
3. On appointment of an audit organization.
4. On election of members to the Supervisory Board.
5. Related-party transaction

Electronic voting

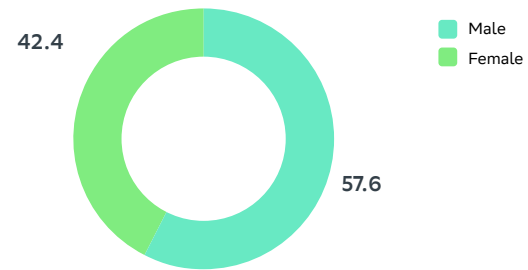


Quorum of the Annual General Meeting of Shareholders, votes, mn

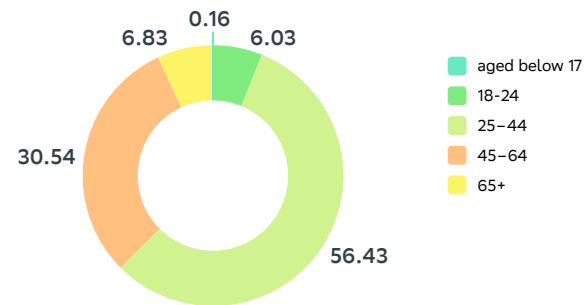


Sber's shareholder profile

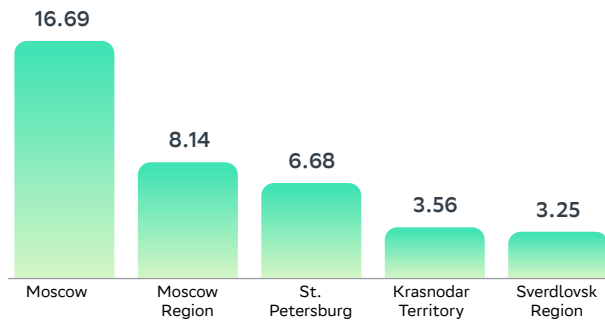
Female/Male, %



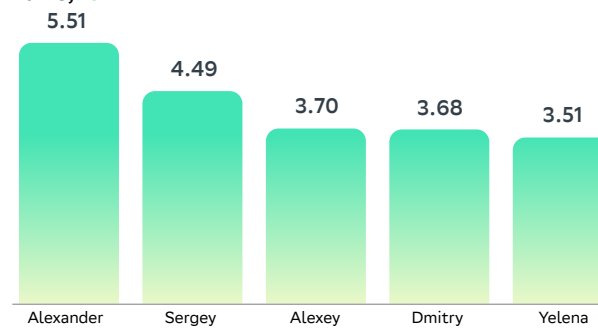
Age, %



Region, %



Name, %



Aggregate image of a Sber shareholder in 2024 generated by Kandinsky neural network



Supervisory Board

GRI 2-9

The Supervisory Board provides overall direction of Sberbank and is accountable to the General Meeting of Shareholders.

The Supervisory Board's activities are governed by the Regulation on the Supervisory Board of Sberbank approved by the General Meeting of Shareholders.

Supervisory Board characteristics

Number of members	14	Members of the collegial executive body (the Executive Board) cannot simultaneously chair the SB	✓
Independent directors	7	D&O Liability insurance	✓
Number of women	2	The Audit Committee consists solely of Independent Directors	✗
Committees	5	Share of Independent Directors in the Committee	83%
Annual SB members elections	✓	The HR and Remuneration Committee consists solely of Independent Directors	✗
Policy of Insuring Succession of the SB Members	✓	Share of Independent Directors in the Committee	75%
Independent chairman	✗	Policy on remuneration and compensations paid to the SB members	✓
Senior Independent Director	✓	Remuneration of SB members in non-cash form, including stock (or stock-based)	✗
Officer in charge of ESG	✓	SB meetings held in 2024	40
Annual assessment of independence of directors, the SB and its Committees	✓	Attendance rate of the Supervisory Board meetings in 2024	94.3%
Independent directors may hold meetings without participation of other SB members	✓		

Selection of candidates and their appointment to the Supervisory Board

GRI 2-10

Candidates of the Supervisory Board are selected by shareholders annually during the annual General Meeting of Shareholders by cumulative voting in accordance with the Succession Policy for Supervisory Board Members, which enables succession planning for Supervisory Board members in the short (up to one year) and medium (up to three years) term. The election process ensures that shareholders can obtain information about the candidates' professional and personal qualities sufficient to enable their election to the Supervisory Board. The HR and Remuneration Committee draws up a list of potential candidates to the Supervisory Board and evaluates any candidates nominated by shareholders.

Selection criteria for candidates election to the Supervisory Board:

- Impeccable business and personal reputation
- Knowledge, skills and experience in the areas that are related to the major areas of the Bank's business
- Candidates' availability for full-fledged performance of their duties
- Limited simultaneous membership in boards of directors: maximum in four other public companies

Independent Director status requires:

- Willingness to work in the Supervisory Board for at least three years
- Seeking to avoid conflicts of interest
- No connection with the Bank, state, principal shareholder or competitor of the Bank
- The ability to form one's own position independent of executive bodies, individual groups of shareholders or other stakeholders

The number of Independent Directors on the Supervisory Board is dictated by the need to ensure a balanced and conscientious position on issues under consideration through a wide range of opinions.

Within 75 days of the end of a reporting year, shareholders with at least two percent of voting shares in aggregate may nominate candidates to the Supervisory Board whose number may not exceed the total number of members of the Board. The Bank's Charter limits the Supervisory Board to 14 members.

To ensure succession and maintain an effective operation of the Supervisory Board, an annual simultaneous rotation may not exceed 1/3 of the total SB membership.

The powers of Supervisory Board members may only be terminated prematurely in respect of all the members at once. A resolution on early termination of the powers of SB members is adopted by a General Meeting of Shareholders.

14 persons

number of Supervisory Board members

Governance Structure. Committees of the Supervisory Board

Supervisory Board

Matrix of Competences

1	Defines strategic goals and development vectors, ESG matters
2	Defines principles and approaches to the organization of risk management and internal control systems
3	Oversees the activities of executive bodies
4	Sets up, develops and monitors performance of the corporate governance system
5	Assures information transparency of operations
6	Develops the talent management system and builds the management succession pool

Supervisory Board (SB) is a collegial management body of the Bank, the scope of competence of which is defined by Russian law and Sberbank's Charter. Issues relating to the competence of the Supervisory Board cannot be delegated to the executive bodies of the Bank.

The Supervisory Board establishes committees from among its members - advisory and consultative bodies created for preliminary consideration of the most important issues falling within the competence of the Supervisory Board, concerning the Bank's activities, and giving

recommendations to the Supervisory Board. This promotes better performance of the Supervisory Board and the adoption of balanced and independent decisions.

The Supervisory Board includes five Committees accountable to it acting under the Regulation on the Committees of the SB approved by the Supervisory Board.

Supervisory Board structure



Chairman of the Supervisory Board

GRI 2-11

The Supervisory Board is headed by the Chairman who is elected from among Supervisory Board members by a majority vote of the total number of members of the Board.

The Chairman of the Supervisory Board has no executive role (he/she may not be simultaneously the CEO, Chairman of the Executive Board, or a member of the Bank's Executive Board).

The Chairman oversees the activities of the Supervisory Board, controls the execution of resolutions of the Supervisory Board, organizes the development of its action plan, approves the agenda of the Board's meetings, presides at the General Meeting of Shareholders, ensures the free discussion of issues on the agenda, promotes the preparation of informed decisions, maintains a constructive and friendly atmosphere during meetings. The Chairman has the right to convene a meeting of the Supervisory Board on his/her own initiative.

Membership of the Supervisory Board

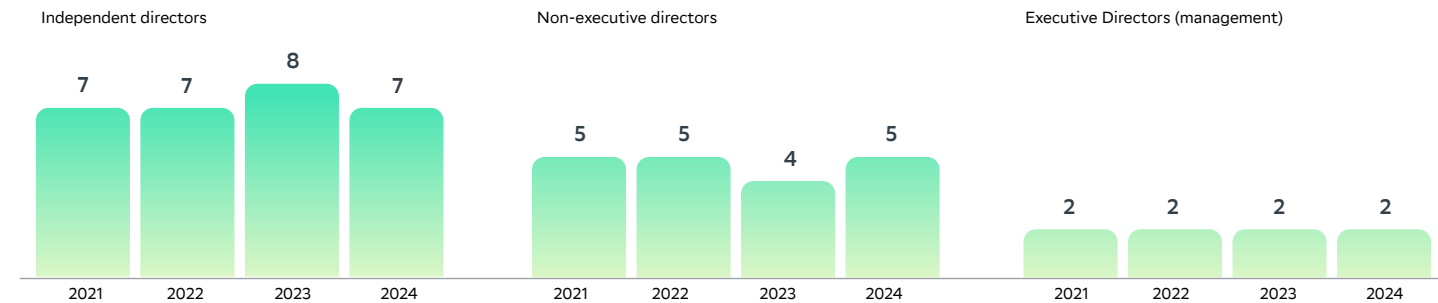
MED-37

The Supervisory Board consist of Independent Non-Executive Directors (external persons, non-employees) and Executive Directors (members of the management).

A Senior Independent Director is elected from among Independent Directors.

An advisor in charge of ESG and sustainable development issues is selected from among Supervisory Board members.

Supervisory Board composition by types of directors, persons



Independent Directors composition



Senior Independent Director



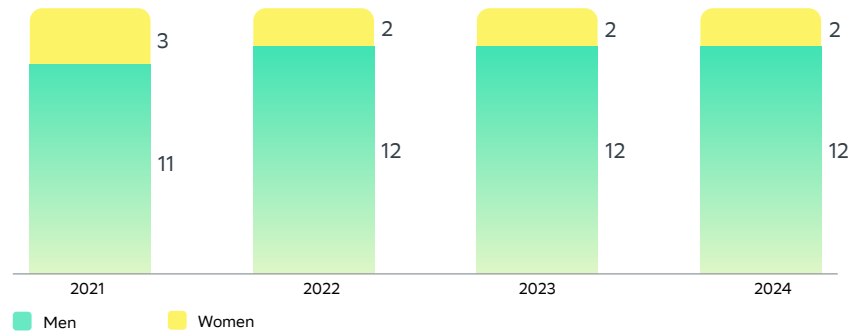
Advisor in charge of ESG and sustainable development issues (independent director)



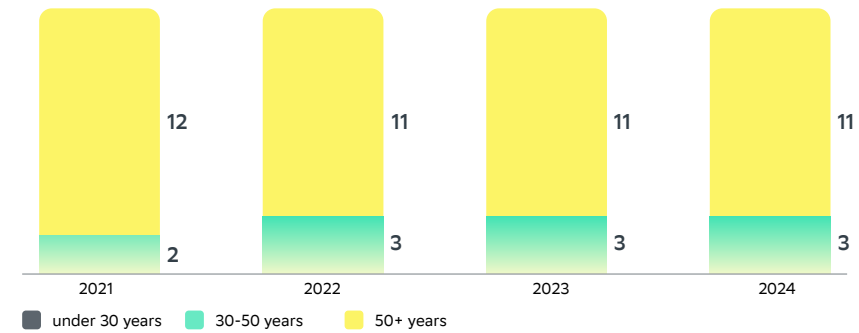
Independent directors

Independent Directors composition

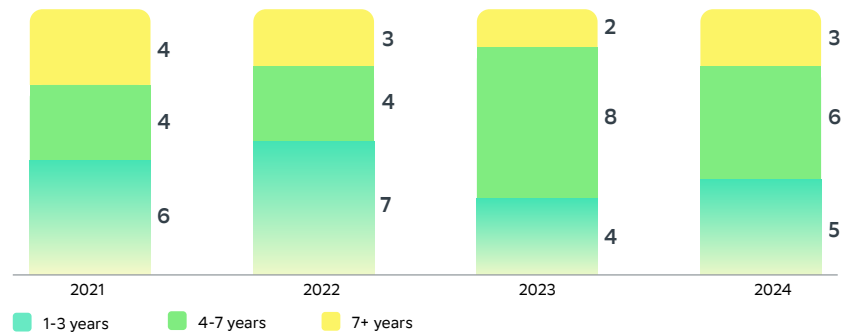
Gender diversity



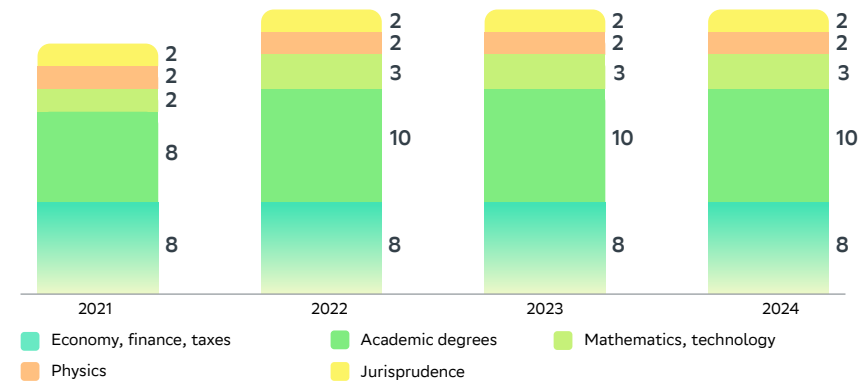
Supervisory Board composition by age, persons



Length of service on the Board, years



Education, persons



Independent directors

In order to have an unprejudiced and independent view of the Bank's activities, ensure the effectiveness of decisions made and to support a balance of interests of various shareholder groups, the Supervisory Board must include Independent Directors. An Independent Director is a member of the Supervisory Board who has sufficient professionalism, experience and independence to form their own opinions and is able to make objective and honest judgements, which are not affected by executive bodies, certain groups of shareholders, or other stakeholders.

Seven out of the 14 Supervisory Board members are Independent Directors. The representation of Independent Directors in the Supervisory Board fully conforms to the requirements of the Moscow Exchange Listing Rules and the recommendations of the Bank of Russia Corporate Governance Code.

A Senior Independent Director is elected from the Independent Directors by a majority of the Supervisory Board members. Main tasks of a Senior Independent Director are to assist the Chairman of the Supervisory Board in

various issues, arrange the assessment of his/her performance, coordinate interaction between Independent Directors, and develop a consolidated opinion of Independent Directors on the issue under consideration, when necessary.

The independent status of candidates is assessed by the Supervisory Board. A candidate (a director) may be recognized independent despite him/her meeting a formal non-independence criterion if meeting any such criteria does not impact the director's ability to make independent and objective judgments.

Supervisory Board's activities in 2024

GRI 2-16

Sber has created and maintains all the conditions necessary for the efficient operation of the Supervisory Board, including for remote voting. Members of the Supervisory Board can participate in the Board meetings through Senate, an automated integrated decision-making support system, and SBoard, a mobile application (MA). In 2024, in order to maintain access to SBoard and protect against sanction risks, Sber developed a web version (PWA) of the application making it easy to use on different devices while fully retaining its functionality.

MED-36

The Supervisory Board held 49 meetings in 2024, including 7 in-person meetings and 33 absentia meetings. In total, the meeting participants considered 92 items.

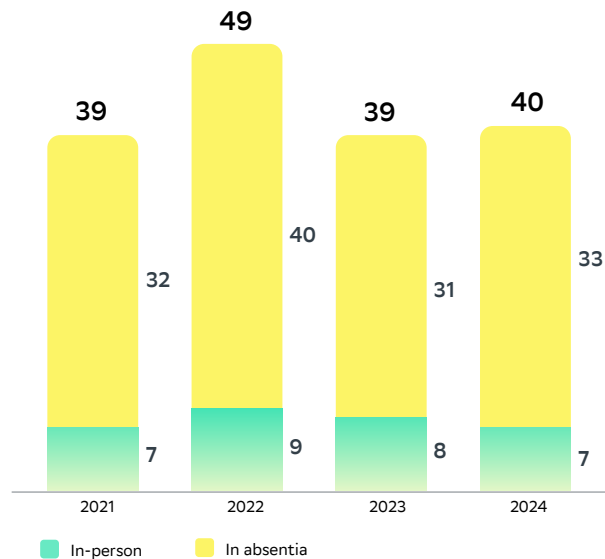
During the year, in line with the Bank's priorities, the Supervisory Board reviewed Sberbank's Climate Strategy until 2026, approved in 2023, specific business issues, ESG aspects, issues of risk and capital management, internal control, compliance and audit, HR, status and outlook of information technology development, as well as corporate governance issues. Members of the Supervisory Board heard management's reports on the financial performance of the Bank, on approval of related-party transactions. In addition, the Supervisory Board approved the Bank's internal regulatory documents not related to regulation of activities of the Bank's management and control bodies, the Exchange-Traded Bonds Program and the Exchange-Traded Bonds Prospectus following the adopted resolutions on bond placement.

Supervisory Board performance statistics

Level of attendance of the Supervisory Board meetings is

94.3%

Number of the Supervisory Board meetings held, pcs



Issues considered by the Supervisory Board, pcs

	2021	2022	2023	2024
Items considered, including:	116	104	103	92
Control, compliance, audit	19	18	17	15
Risk management	22	19	18	15
Corporate governance, including preparation for AGMs	21	22	30	23
Strategy, priority areas of business, ecosystem	17	16	10	9
related party transactions	5	3	4	4
Financial performance	6	4	6	6
Approval of regulatory documents	9	5	2	3
Issue of securities	4	-	1	4
ESG	4	3	3	5
Corporate culture, HR issues	3	7	6	5
Executive bodies	1	4	1	-
Cybersecurity, IT	5	3	5	3

D&O Liability insurance

Decisions made by managers and executives of the Bank may entail negative consequences for the Bank, that's why their liability shall be insured. Liability of all members of the Supervisory Board related to the performance of their duties at the Bank is insured under the Liability Insurance Agreement for Directors, Officers and Companies. D&O liability insurance is paid by the Bank.

Key terms and conditions of the D&O Liability Insurance Contract

Parameters	D&O Contract
Coverage period	01/07/2024-30/06/2025 ¹
Premium	RUB 129.0 m
Insurance amount	RUB 6.0 bn
Excess limit of liability per an independent director	RUB 30 m RUB 150 m in total

¹ * may be renewed for another year

Induction. Development of collective knowledge of Supervisory Board members

GRI 2-17

We are strongly focused on the induction of newly elected members of the Supervisory Board; thus, to quickly immerse them in their future area of activity, we organize the Introductory Course, a special introductory event. Its goal is to introduce to the newly elected members of the Supervisory Board Sberbank's Development Strategy, corporate governance system, the issues of ESG development and ESG transformation, division of responsibilities among the executive bodies, the fundamentals of the risk management and internal control systems, and a lot of other essential information about us and Sber ecosystem companies.

Every Supervisory Board member upon his/her election can design their individual annual professional development program which can include visits to Sber branches, conferences on various topics, and strategic sessions, including those involving external experts.

In 2024, SB members took part in the following events organized for them that helped further develop their competencies:

- Gemba¹ of the Internal Audit Service (in April)
- Strategy session (in June and October)
- Meeting of the working group of the National Corporate Secretaries Association (NCSA) on sustainable development involving members of boards of directors of Russian companies on ESG issues (in November).

Members of the Supervisory Board also actively participated in external events, including those organized by the Global Governance and Climate Initiative and the National Corporate Secretaries Association (NCSA), on ESG issues and corporate governance development:

- Private event for members of boards of directors and top managers - Attracting Investments in 2024: company needs and market opportunities (in March)

- Online discussion - Business in the Face of Nature: the Cost of Climate-Related Risks (in April)
- Private seminar for members of boards of directors and top managers - GR for the Board of Directors: Risks and Opportunities in Modern Times (in May)
- Roundtable - Where the Russian Economy is Moving: Risks and Opportunities (in July)
- The 18th International Forum - New Vision: Yesterday, Today, Tomorrow of Corporate Governance (NCSA) (in July)
- Online discussion - Digital Financial Assets: Opportunities, Limitations, Potential (in November).

Sber further encouraged the participation of Supervisory Board members in the events organized for Sber employees owning the Bank's shares (online program Shareholder Time, October 2024).

¹ Gemba is a management method when leaders visit workplaces to take part in the production process and find opportunities to improve its effectiveness.

Supervisory Board performance assessment

GRI 2-18

To determine opportunities for enhancing performance of the Supervisory Board and its Committees and to identify potential improvement and development areas, the Supervisory Board carries out an annual performance assessment with respect to itself, its Committees, the Chairman and the members of the Supervisory Board. At the same time, once in three years, Sberbank conducted and continues to conduct external assessment of its performance with the assistance of an independent consultant - in 2013, 2016, 2019, 2021 and 2024.

Based on the results of 2024, Sber organized an independent assessment of the Supervisory Board's performance with the following main goals:

- Determine the best practices, priorities, and areas for improvement in the Supervisory Board's performance
- Determine whether the structure, composition and competencies of the Supervisory Board are optimal and balanced
- Review the Supervisory Board's understanding of the challenges facing the Bank, and its role in solving them
- Formulate the vision of the future evolution of the Supervisory Board's practices in the light of internal and external changes and technological challenges
- Identify opportunities to strengthen trust and improve interaction between the Supervisory Board and key stakeholders.

Results of independent assessment of 2024

The purpose of assessment of the Supervisory Board of Sberbank by the independent consultant is to conduct an in-depth analysis of the efficiency of the Supervisory Board and to provide the Board with up-to-date comparative information on the composition of supervisory boards, competencies and activities of committees of supervisory boards of Russian and global companies being comparable in their profile and capitalization levels.

The assessment was conducted by REGROUP by interviewing the Supervisory Board members, Sberbank managers, analyzing the board members' self-assessment questionnaires and materials provided by the company, and using the results of benchmarking analysis of performance of comparable Russian and international companies.

The assessment report contains most significant suggestions and comments stated by the Supervisory Board members and Sberbank managers during the interviews, analysis of dynamics of the results of self-assessment of the Board members in 2024 as compared to 2023, analysis of the implementation of recommendations of the independent assessment of the previous period, the consultant's conclusions and suggestions based on the results of the current assessment.

A high level of organization of the work of the Supervisory Board and its committees, high quality and timeliness of the materials submitted, active participation of the Board members in all meetings, an organizing role of the Supervisory Board Chairman, and professional work of the Corporate Secretary are noted.

The number of the Supervisory Board members is sufficient to ensure the work in the Board committees, and its composition is balanced in terms of a set of professional competencies.

The topics on the agenda and the regularity of meetings of the Supervisory Board correspond to the role of the Board as a strategic and oversight body of the company management.

Based on their understanding of their roles and tasks, members of the Supervisory Board focus their attention on:

- ensuring the leadership of Sber in the innovation and change management, with account for the technology development;
- protecting the ecosystem clients and services from cyber threats and fraud risks;
- human-centered work of the Bank with the clients' individual strategies personalized on the basis of artificial intelligence;
- development of Sber as an essential element of ensuring the sustainability of the country's economic development.

It has been found that the practices and procedures of the Supervisory Board and its committees have improved significantly as a whole in recent years, but there are areas requiring additional attention.

The independent consultant has made the relevant recommendations that were reviewed at a meeting of the HR and Remuneration Committee and taken into consideration by the Supervisory Board.

Preventing a conflict of interest

GRI 2-15

We implemented and are operating a conflict of interest management system, which is an integral part of our anti-corruption efforts. The key goals of the system are to determine the procedures and instruments aiming to prevent, detect, control and resolve (avoid) conflicts of interest in a timely manner, formalize the measures for mitigating their consequences, and stipulate the rules of conduct for employees of the Bank/the Group members in case of a conflict of interest.

In accordance with the Russian law and the Charter of Sberbank, the Supervisory Board exercises supervisory control over the process and measures taken to manage conflicts of interest, including potential ones, and approves the [Conflict of Interest Prevention Policy](#).

In line with the Bank's existing conflict of interest management policies and procedures, the Supervisory Board members should refrain from any actions that may lead to a conflict between their personal interests and the interests of the Bank. A member of the Supervisory Board must refrain from discussing and voting on any agenda item of a Supervisory Board meeting with regard to which he/she has a conflict of interest.

Whenever a conflict of interest arises, a member of the Supervisory Board must immediately report it to the Chairman of the Supervisory Board via the Bank's Corporate Secretary or verbally declare that there is a conflict of interest during a Supervisory Board meeting before the relevant agenda item is considered. In cases where the nature of the issue under

consideration or the specific features of a conflict of interest so require, the Chairman of the Supervisory Board may offer a member of the Supervisory Board having a respective conflict of interest not to be present during the discussion of the issue at the meeting.

At the beginning of each meeting, the Chairman of the Supervisory Board will announce if there are any or no declared conflicts of interest. Information about a conflict of interest, including information about a related-party transaction, shall be included in the materials of a Supervisory Board meeting and recorded in the minutes of the meeting.

Committees of the Supervisory Board

GRI 2-9

The Supervisory Board includes five Committees tasked with preliminary review of the most important issues within the remit of the Supervisory Board and preparation of recommendations for decision-making on them. The heads of the committees provide reports to the Supervisory Board on the work they have done, the essence of the issues reviewed and resolutions adopted. The committees are regulated by the [Regulation on the Committees of the Supervisory Board](#).

The Committees report to the Supervisory Board, but are not entitled to act on its behalf or on behalf of the Bank.

Committee meetings are usually held in person (in the form of joint presence, telephone or video conference) with the following frequency:

- Audit Committee – at least four times a year
- The HR and Remuneration Committee, the Strategic Planning and Sustainable Development Committee, the Technology Committee and the Risk Management Committee: at least two or three times a year.

Some resolutions can be adopted by the Committees at meetings held by remote voting.

Committees Chairmen draft their Committees' Action Plans based on the Supervisory Board's Action Plan and on suggestions made by Committee members and/or the Bank's business units in line with the responsibilities of each Committee.

Composition of the Supervisory Board Committees



Audit Committee

MED-38

The Audit Committee is responsible for preliminary consideration of the matters related to supervision of the Bank's financial and business operations.

Main tasks and duties of the Audit Committee:

- Improved performance of internal control and risk management systems, corporate governance
- Ensuring performance of management and supervisory functions of the Supervisory Board regarding the functioning of these systems
- Control over the reliability of accounting (financial) statements, as well as the performance of an independent auditor and the Internal Audit Service.

As part of the auditor selection process, the Audit Committee assesses the independence of the auditors and the absence of any conflict of interest, evaluates the criteria for selecting an auditor and candidates for being an auditor, and drafts recommendations for the Supervisory Board on selection of an auditor for further approval by the General Meeting of Shareholders and on the terms of the agreement to be concluded with the auditor.

- Reviewing the Bank's Annual Report and drafting recommendations on its preliminary approval by the Supervisory Board.

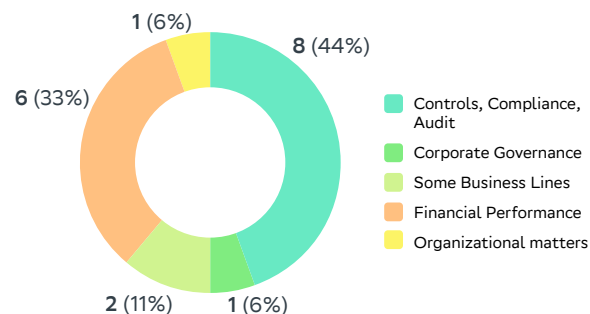
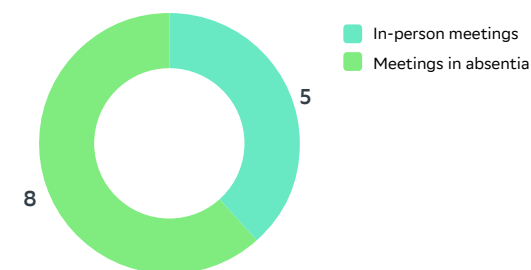
Audit Committee membership

Five out of six members of the Audit Committee are Independent Directors (including the Committee Chairman), with one Non-Executive Director.

Gender composition



Activities of the Audit Committee in 2024



In 2024, the Audit Committee reviewed

18 items within its scope of competence

Level of attendance of the Audit Committee meetings is

94.87%

HR and Remunerations Committee

The HR and Remuneration Committee of the Supervisory Board is responsible for continuous updating of the remuneration system for members of executive bodies, approves the set of personal targets and monitors their successful achievement, takes part in determining the professional composition of the Supervisory Board, executive bodies, and other key leadership positions within Sberbank.

Main tasks and duties of the HR and Remuneration Committee:

- Reinforcing the staff composition and improving performance of the Supervisory Board
- Drafting proposals to establish an effective system of remuneration for members of the Supervisory Board, the executive bodies, and other employees of the Bank
- Designing onboarding and professional growth programs for the Supervisory Board members based on their individual needs, and overseeing the delivery of these programs
- Regular assessment of the performance of the Bank's executive bodies, including taking ESG indicators into account
- Preparing recommendations on the candidate for an ESG and Sustainable Development Advisor from among the members of the Supervisory Board.

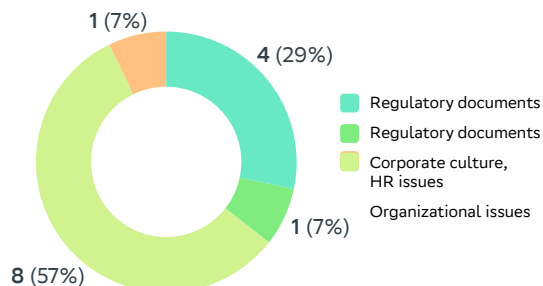
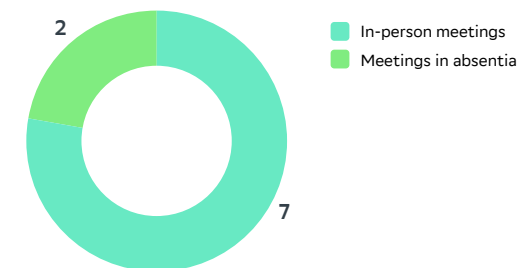
HR and Remuneration Committee membership

Three out of four members of the HR and Remuneration Committee are Independent Directors (including the Committee Chairman), with one Non-Executive Director.

Gender composition



Activities of the HR and Remuneration Committee in 2024



In 2024, the HR and Remuneration Committee reviewed

14 items within its scope of competence

Strategic Planning and Sustainable Development Committee

The Strategic Planning and Sustainable Development Committee is responsible for developing the Bank's strategic goals, including those related to sustainable development.

Main tasks and duties of the Strategic Planning and Sustainable Development Committee:

- Drafting and presenting recommendations (opinions) to the Supervisory Board on any matters related to the Bank's business strategy and policy in the area of sustainable development that fall within the purview of the Supervisory Board or are considered by the Supervisory Board in order to monitor the activities of the Bank's executive bodies
- Drafting recommendations for the Supervisory Board as part of setting strategic goals and targets for the Bank in the area of sustainable development, including targets in the area of social and environmental responsibility and corporate governance, monitoring the implementation of the Bank's Development Strategy, and designing measures for its adjustment in collaboration with the executive bodies of the Bank, as well as other issues.

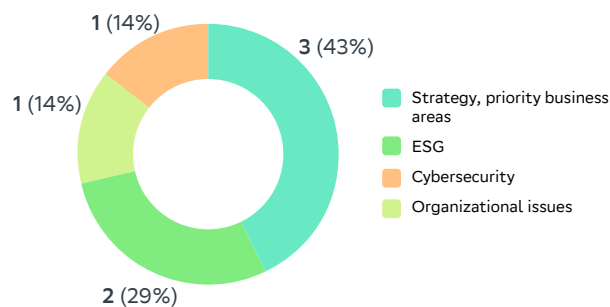
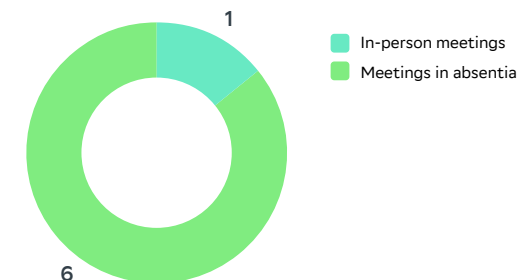
Strategic Planning and Sustainable Development Committee composition

Two of the six members of the Strategic Planning and Sustainable Development Committee are Independent Directors, three members are Non-Executive Directors, and one is an Executive Director. The Committee Chairman is a Non-Executive Director.

Gender composition



Activities of the Strategic Planning and Sustainable Development Committee in 2024



In 2024, the Strategic Development and Sustainable Development Committee reviewed, within its terms of reference,

7 issues

Risk Management Committee

The Risk Management Committee is responsible for drafting and presenting recommendations on risk management to the Supervisory Board.

Main tasks and duties of the Risk Management Committee:

- Preliminary review of the risk management strategy of the Bank and its group, the risk appetite; monitoring implementation of risk management strategies and compliance with the adopted risk appetite
- Overseeing the formulation of the Group risks and capital management issues and their preliminary review, as well as review of reports, including as part of the internal capital adequacy assessment
- Reviewing items related to management of certain key types of risk, including the social and environmental risks (ESG risks) and technology risk.

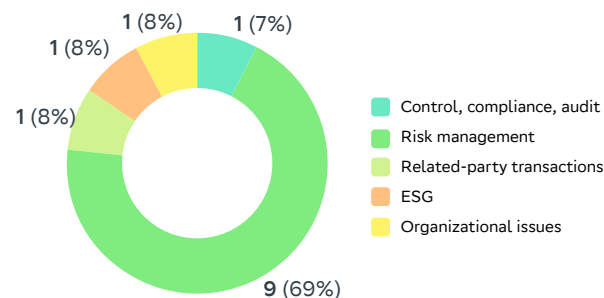
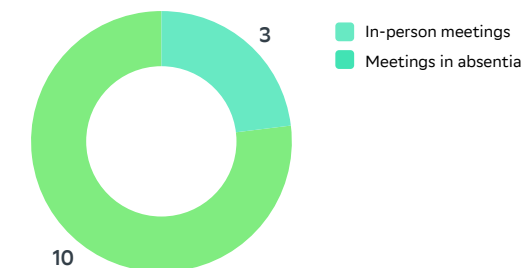
Risk Management Committee composition

The majority of the Risk Management Committee members (four out of six) are Independent Directors (including the Committee Chairman). The Committee also includes one Non-Executive Director and one Executive Director.

Gender composition



Activities of the Risk Management Committee in 2022



In 2024, the Risk Management Committee reviewed

13 items within its scope of competence

Technology Committee

The Technology Committee is responsible for providing the Bank with reliable technologies.

Main tasks and duties of the Technology Committee:

- Drafting and presenting recommendations to the Supervisory Board on the issues of implementation, usage, development, and management of technology.
- Overseeing the organization of monitoring processes and of an appropriate response to changes in technology, including taking their potential capabilities into account, assessing their potential effect on the Bank's activities and its Development Strategy, and creating new opportunities for the Bank's further strategic development
- Consideration of matters related to technology risk management in collaboration with the Risk Management Committee.

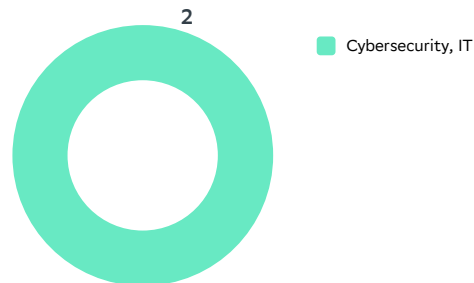
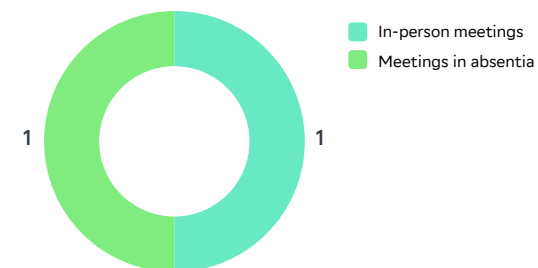
Technology Committee composition

The majority of the Technology Committee members (four out of five) are Independent Directors (including the Committee Chairman). One Director is Non-Executive.

Gender composition



Activities of the Technology Committee in 2024



In 2024, the Technology Committee reviewed

2 items within its scope of competence

Executive management bodies. The Executive Board

The Executive Board of the Bank is a collective executive governing body headed by the CEO, Chairman of the Executive Board, responsible for the overall management of the Bank's current operations. At least once a year the Executive Board provides to the Supervisory Board a report on the progress of the Bank's strategy implementation and the execution of the resolutions approved by the Supervisory Board and General Meeting of Shareholders, and on a quarterly basis delivers a report on the Bank's financial and economic performance and the level of risks assumed by the Bank.

Main objectives of the Executive Board are:

- Ensuring the implementation of resolutions adopted by the General Meeting of Shareholders and the Supervisory Board
- Implementation of the Development Strategy
- Implementing the policy aimed at increasing the competitiveness and profitability of the Bank, ensuring its stable financial and economic position
- Protecting shareholders' rights and ensuring high performance of their investments.

The CEO, Chairman of the Executive Board of the Bank heads the Executive Board and oversees the Bank's operations. The Chairman of the Executive Board is elected by the Supervisory Board for four years.

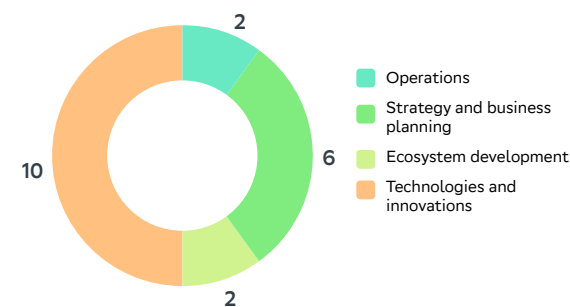
Main tasks and duties of the CEO, Chairman of the Executive Board:

- Overseeing the Bank's operations
- Execution of resolutions adopted by the Supervisory Board and the General Meeting of Shareholders
- Organizing the work of the Executive Board;
- Allocation of responsibilities among members of the Executive Board
- Chairing the meetings of the Executive Board.

The CEO and Chairman of the Executive Board is responsible for organizing the training system and reliability of the bank's accounting (financial) statements, the timely disclosure of information, and providing its shareholders, the bank's clients and other interested parties, with information about the bank's activities.

The Executive Board of the Bank and the CEO, Chairman of the Executive Board, are accountable to the Supervisory Board and the General Meeting of Shareholders. Board members are appointed and dismissed by resolutions of the Supervisory Board.

Items reviewed in person by the Executive Board in 2024



Corporate Secretary

The position of the Corporate Secretary was introduced to ensure compliance of the Bank's management bodies and officers with corporate governance procedures, current legislation, the Bank's Charter, the Corporate Governance Code and the Bank's internal documents that guarantee the rights and legitimate interests of shareholders. The Corporate Secretary's activities are governed by the Regulation on the Corporate Secretary approved by the Bank's Supervisory Board.

The Corporate Secretary heads the Bank's structural unit, the Corporate Secretary Service - and is appointed to this position by the resolution of the Supervisory Board. The Corporate Secretary reports and is accountable to the Supervisory Board, and is administratively subordinated to the Bank's CEO, Chairman of the Executive Board.

Main tasks and duties of the Corporate Secretary:

- Improve the corporate governance system and practices in the Bank, submit reports on the work done to the Supervisory Board
- Interact with shareholders to ensure compliance with corporate procedures and protection of shareholders' rights and legitimate interests
- Organize interaction between the Bank's shareholders and members of the Supervisory Board within the scope of competence of the Committee for Minority Shareholder Relations
- Participate in preparation for and holding general meetings of shareholders
- Support the efficient performance of the Bank's Supervisory Board, including:
 - create the technology and organizational basis for the activities of Supervisory Board members
 - ensure effective communication among the Supervisory Board members and between them and the Bank's shareholders and management
 - develop and implement the procedure for preparing and drawing up materials on issues of the agenda of the Supervisory Board's meetings
 - draft clarifications on issues related to corporate law and governance, the content of the Bank's constituent documents, and the form and procedure of decisions taken at the Supervisory Board meetings
- Support the implementation of the Information Disclosure Policy, ensure the storage of corporate documents
- Oversee the regulatory compliance, the compliance with the provisions of the Charter and internal documents which fall within the purview of the Corporate Secretary.

Audit and Control System

Internal Audit Service

Sberbank's Internal Audit Service was established to assist Sberbank management bodies in achieving their goals, ensuring the Bank's efficient operations and performance. The Internal Audit Service operates in full compliance with the regulatory requirements and adheres to the principles of business continuity, independence, neutrality, and professional competence. We take the necessary measures to ensure its unimpeded and efficient performance.

The key responsibilities of the Internal Control Service include:

- Conduct audits in all areas of the Bank's activities
- Follow up on the measures taken by the Bank's units, management and executive bodies based on the results of inspections and ensuring the mitigation of the level of identified risks.

The Internal Audit Service reports to the Bank's Supervisory Board and is administratively subordinated to the CEO, Chairman of the Executive Board. The Service head is appointed or dismissed by the Bank's Supervisory Board.

As part of the Internal Audit Service's reporting to the Bank's Supervisory Board, the Service head informs it of implementation of the Service's Action Plan approved by the Bank's Supervisory Board, about any deficiencies identified in the performance of internal control, risk management and corporate governance systems, and about actions taken to resolve them. In 2024, based on the results of audits conducted by the Service, the Bank's management gave more than 900 instructions to improve the Bank's processes to ensure better customer experience, strong financial results, as well material risks management.

Internal Control Service

The Internal Control Service is a team of employees of the Bank's Compliance Division that are not part of a separate structural unit and whose brief includes performance of duties stipulated in the Regulation on the Internal Control Service. Some functionality of the Internal Control Service may also be performed by employees of various structural units of the Bank whose job duties include those related to internal control and regulatory risk management.

The Internal Control Service acts based on the principles of independence, impartiality, objectivity and professional competence, non-involvement in illegal activities, timely submission of information to government authorities and the Bank of Russia, in accordance with Russian law.

The Internal Control Service reports to the CEO, Chairman of the Executive Board of Sberbank.

The key duties of the Internal Control Service include

- Identify and monitor regulatory risks
- Identify and take into account regulatory risk events, determine the probability of their occurrence, and conduct quantitative assessment of possible consequences
- Submit recommendations on regulatory risk management to the Bank's management bodies, as well as to heads of structural units
- Coordinate the development of a set of measures to reduce the regulatory risk level in the Bank
- Timely inform the Bank's employees on matters associated with regulatory risk management
- Identify conflicts of interest in the activities of the Bank and its employees, participate in the development of internal documents aimed at its minimization
- Participate in development of internal documents and organization of events aimed at compliance with the corporate conduct and professional ethics rules, prevention of commercial bribery and corruption
- Participate in the Bank's interaction with supervisory authorities, self-regulated organizations, associations and financial market participants.

Risk Management Service

Sberbank's Risk Management Service is a combination of its structural units and committees focused on risk management. The Risk Management Service is represented by the Risks Block, reports to the Supervisory Board, CEO, to the Executive Board and its Chairman personally.

The Risk Management Service submits reports at least once a quarter to the Supervisory Board of the Bank and at least once a month - to the executive bodies.

The key duties of the Risk Management Service include:

- Identify and assess the materiality of risks
- Assess, aggregate and forecast risk levels
- Set limits and restrictions
- Monitor and control the volume of risks taken, implement actions to mitigate the level of risk taken in order to keep it within the established external and internal limits
- Assess the capital adequacy for covering material risks, for which the requirements to capital are determined, including those for stress conditions
- Develop preventive and remedial actions to maintain capital adequacy and prevent and/or reduce losses in case of stress conditions
- Inform about material risks and capital adequacy
- Ensure a common understanding of risks at the Group level
- Develop the risk culture and risk management competences taking into account best international practices.

Independent auditor

To verify and confirm reliability of financial statements prepared under both Russian and international standards, Sberbank engages an independent audit organization.

Sberbank organizes an open electronic tender to select an audit organization which will provide audit services for the Bank. The notice of tender for the selection of an audit organization, approved by Sberbank's Bidding Commission for Procurement of Goods, Work and Services, is published in accordance with the

law. The audit organization selected via tender is then approved by the Executive Board, the Audit Committee of the Supervisory Board and the Supervisory Board, and is appointed by the Bank's Annual General Shareholders' Meeting.

Payments by Sberbank Group companies to the companies of Sberbank's Independent Auditor Group

	Payments, RUB m, excluding VAT 2024
Audit of annual statements (including audit of regular statements and IFRS statements)	215.5
Interim audits and reviews	83.8
Audit-related services	4.1
Tax consulting services	24.9
Other non-tax consulting services	54.1

TSATR – Audit Services LLC, Sberbank's audit organization, conducted the following:

- Audit of the annual accounting (financial) statements of Sberbank in respect of 2024, prepared in accordance with the Russian law, and the disclosable statements prepared on the basis of the above for publication on the Bank's website
- Audit of the consolidated financial statements of Sberbank in respect of 2024, prepared in accordance with IFRS, and of summary consolidated financial statements prepared on the basis of the above for publication on the Bank's website
- Audit of the interim accounting (financial) statements of Sberbank in respect of 6 and 9 months of 2024, prepared in accordance with Russian law, and the disclosable interim statements prepared on the basis of the above for publication on the Bank's website
- Reviews of the interim condensed consolidated financial statements of Sberbank in respect of 3, 6, and 9 months of 2024, prepared in accordance with IAS 34, and the interim condensed summary consolidated financial statements prepared on the basis of the above for publication on the Bank's website.

Compliance and Internal Control at Sber in 2024

Sber operates in strict compliance with the requirements and norms of applicable legislation, principles of business ethics and the Bank's internal documents. In our work, we rely on the values and principles of doing business that ensure decision-making integrity, law abidance and ethical behavior of employees and top management.

There are following key documents in place at the Bank to ensure the compliance by the Bank's employees with the applicable legislation and best compliance practices, as well as business ethics principles and standards:

- Code of Corporate Ethics and Business Conduct¹;
- Sberbank Group Compliance Risk Management Policy
- Sberbank Group Anti-Corruption Policy¹;
- Sberbank Group Conflict of Interest Management Policy¹;
- Sberbank Policy on Combating the Misuse of Insider Information and Market Manipulation¹;
- Sberbank Group Policy on Anti-Money Laundering, Combatting the Financing of Terrorism and the Proliferation of Weapons of Mass Destruction¹.

To comply with the requirements of AML/CFT regulations², we adopted:

- Sberbank Internal Control Rules on Anti-money Laundering, Combatting the Financing of Terrorism and the Proliferation of Weapons of Mass Destruction
- Special Sberbank Internal Control Rules on Anti-money Laundering, Combatting the Financing of Terrorism and the Proliferation of Weapons of Mass Destruction

Besides, the Bank has developed the following documents:

- Rules of Internal Control to Identify and Prevent Illegal Use of Insider Information and (or) Market Manipulation at Sberbank
- Rules for Identifying Persons of Foreign States Who Commit Unfriendly Actions in Relation to the Russian Federation, developed to comply with the orders of the President of the Russian Federation
- Sberbank Rules for Making Transactions in Financial Instruments at Sberbank
- Sberbank Group Standard for Handling Gifts and Business Hospitality Tokens

- Sberbank Group Standard on Employees' Disclosure of Conflicts of Interest
- Standard for Managing Conflicts of Interest Resulting from Sberbank Employees' Participation in External Committees Related to Financial Market Activities
- Sberbank Group Standard on Information Barriers and Checklist Making
- Standard on Preparing and Distributing Analytical Materials
- Standard on Unfair Practices of Transactions with Financial Instruments and Sales of Financial Instruments
- Standard Requirements for Preparation and Distribution of Information Materials
- List of Measures for Preventing Conflicts of Interest In Sberbank's Business on the Securities Market
- Flowchart for Organization of the Compliance Hotline.

¹ The documents are publicly available at www.sberbank.com, www.sberbank.ru.

² AML/CFT means counteraction of money laundering, financing terrorism and financing proliferation of weapon of mass destruction

Our key achievements in the field of compliance in 2024:

- The Bank was assigned the highest A+ class in the RSPP's Anti-Corruption Rating of the Russian business drawn up in the form of remote assessment
- New methods of detecting doubtful transactions using SOTA models² allowed to prevent the involvement of private clients in shadow flows. The lifespan of a bank card used for doubtful transactions is a few minutes.
- The accuracy of doubtful transactions detection is now over 90% saving the need to disturb good-faith clients
- High quality electronic services for conflict of interest control and protection of insider information was provided for the Bank's employees:
 - Internal customers satisfaction index (CSI) is 99%
 - The conflict of interest control service became a prize winner among all controlling services of the Bank based on the results of Pro Opinion, a bank-wide survey
 - The insider markup task earlier performed by heads of structural units is now automated.

- External experts have recognized Sber's training and communication programs on compliance as one of the best:
 - PRO Gifts multimedia course won of the competition organized by the Russian Association of Communication Directors and Corporate Publishing as the best corporate video
 - Sber's training practices were included in the final report of the Ministry of Labor and Social Protection of the Russian Federation prepared for BRICS based on the results of the 13th Eurasian Anti-Corruption Forum.
- A new automated system for detecting cases of manipulation and unlawful use of insider information were introduced
- Activities were carried out to automate the process for assessing corruption risks in the Bank's processes

During the reporting year, we focused on:

- Review of the Bank's internal regulatory and organizational-administrative documents in the area of AML/CFT, countering corruption and managing conflicts of interest, protecting insider information
- Promotion of the compliance brand and culture throughout Sber Group
- Introduction of procedures for identifying new types of transactions subject to mandatory control, taking into account the expansion of Sber's product line and changes in legislation
- Raising financial literacy of the population, including young people aged 14 to 18, to minimize the risk of clients' involvement in doubtful transactions
- Expanding the scope of automatic decisions to improve performance and reduce costs of similar and iterative investigations
- Implementation of proprietary tech compliance solutions as part of the import substitution program.

¹ Russian Union of Industrialists and Entrepreneurs

² State of the Art (an advanced algorithm that achieves the best quality results in a specific business task)

In 2025, we will continue to further improve our compliance system, in particular:

- Migrate to target platforms and further automate compliance services
- Develop AI¹ initiatives and integrate them into compliance processes for continuous improvement of the risk management process
- Support the migration of business processes to the target technology stack and increase the safety margin of automated compliance systems
- Build and develop a compliance control system for transactions on the Digital Ruble Platform
- Develop conditions for smooth customer journey on compliance issues
- Raise awareness among population on the need to comply with the basic rules for performing banking transactions
- Promote the Bank's anti-corruption practices among clients, partners and other stakeholders
- Automate the processes for identifying and assessing compliance risks
- Maintain a high level of customer satisfaction with the services related to counteracting corruption, protecting insider information and managing conflicts of interest (min at 90%)
- Conduct training and awareness events on compliance using various formats and resources of the Bank
- Promote the compliance brand and culture among the Bank's employees and Sber Group members, develop internal communications on compliance issues.

Penalties and non-financial sanctions in the area of compliance risk management

None.

Non-financial sanctions were not imposed with regard to processes run by the Compliance Division.

Information on training of Sber employees in compliance and business ethics

Sber offers its employees thematic training courses and programs with the analysis of the main legal requirements and Sber's internal documents in the field of compliance risk management. The events are held both remotely, in the form of multimedia electronic courses and advanced training programs, and as classroom trainings and consultations at the request of the first line of defense units. A number of compliance courses are mandatory for all employees of the Bank, and some programs are optional depending on the job duties of employees. Experts of the Compliance Division take direct part in the development of all training sessions on compliance issues.

Training in 2024

- **Over 250,000** employees of the Bank completed mandatory AML/CFT training and knowledge assessment
- **Over 61,000** employees took a special course on the Code of Corporate Ethics and Business Conduct
- **Over 68,000** employees took general training courses, including **37,000** employees - as part of the mandatory introductory course on compliance risk management and over **31,000** employees - as part of the Compliance course;
- **Over 21,000** employees completed mandatory training on insider information protection and countering market manipulation
- **Over 11,500** employees participated in training events dedicated to investment consulting and anti-mis-selling
- **Over 29,000** employees completed training in anti-corruption and conflict of interest management.

¹ Artificial intelligence.

Personnel Development and Fostering Compliance Culture

We foster compliance culture throughout Sber Group by using various communication formats: news digests, screensavers, banners, plasma panels, publications in our online communities.

Sber holds the annual Compliance Day and the Anti-Corruption Day for all the Bank's employees. Employees take part in thematic contests and quizzes, and the winners receive corporate promotional gifts with the compliance logo

Compliance, the Bank's online community, attracts more and more new members every year: the number of followers at the end of 2024 exceeded 182,000

To motivate and develop compliance competences, employees of the Bank's compliance units organized and held the professional skills contest - the Best in Profession - in the Best Compliance Expert category.

We invite compliance experts to attend our business events and raise the level of our compliance culture.

Our subsidiaries operate in accordance with the principles of Sber's Code of Corporate Ethics.

Participation of Sber's compliance employees in professional communities in 2024

Sber is an active participant of professional communities. We use the following platforms for communication and information exchange on compliance issues:

- Compliance Council of the Federal Financial Monitoring Service
- International Training and Methodology Centre for Financial Monitoring
- Compliance Risk and AML/CFT Committee of the Association of Banks of Russia
- National Association of Securities Market Participants (NAUFOR);
- Compliance Research and Education Center of Lomonosov Moscow State University.

At the meetings of professional communities we discuss the topics of anti-money laundering and combatting the financing of terrorism and proliferation of weapons of mass destruction, including the amendments to the laws and regulations. Experts also discuss the feasibility of introducing initiatives to raise the efficiency of compliance processes, as well as issues of improving anti-corruption practices and urgent problems related to the development of the financial market.

During 2024, the Bank's compliance officers took part in:

- 13 Eurasian Anti-Corruption Forum on Legal Education and Combating Corruption to demonstrate the best practices of Sber's anti-corruption education
- Development of recommended anti-corruption practices for credit institutions based on the Association of Banks of Russia (the document was approved by the working group of the compliance risk and AML/CFT committee of the Association in the field of anti-corruption)
- Research activities of the Compliance Research and Education Center of Lomonosov Moscow State University to promote the best anti-corruption practices
- Meeting of the EAG International Compliance Council (a report and discussion on new technological solutions in compliance)
- IV International Financial Security Olympics organized by the Federal Financial Monitoring Service. Compliance Division employees held master classes for students on doubtful transactions detection.

¹ International Compliance Council established as part of the Eurasian Group on Combating Money Laundering and Financing of Terrorism (EAG).

Sber's Internal Control Service in 2024

The Internal Control Service (hereinafter, the SVK) was established in accordance with the requirements of Regulation No. 242-P dated 16/12/2003¹ in order to ensure the compliance of the Bank's activities with the legislation, regulation and best practices, as well as for creating and applying efficient methods and mechanisms of regulatory risk management. Decisions on significant issues related to regulatory risk management are taken by the Group Risk Committee of Sberbank.

In its activities, SVK is guided by the principles of independence, neutrality, objectivity and professional competence. The Internal Control Service reports to the Bank's CEO, Chairman of the Executive Board. At least once a year, it submits a report on its performance to the Supervisory Board of the Bank.

In accordance with the Action Plan for 2024, the SVK accomplished the following:

- Prepared SVK reports on the results of regulatory risk management at Sberbank for 2023 and 10 months of 2024 which were reviewed by the Supervisory Board of the Bank
- Assessed the progress of implementation of requirements for building the regulatory risk management system in the Group
- Performed self-assessment of regulatory risk and validation of the correct recording of regulatory risk events recording according to the SVK Action Plan
- Performed a random check of the economic feasibility of the agreements concluded to outsource the banking operations
- Trained over 36,000 on regulatory risk as part of mandatory training programs.

Main development areas for 2025:

- Adjustment of the internal control system to changes in legislation
- Redesign of regulatory risk self-assessment

¹ Bank of Russia Regulation dated 16/12/2003 No. 242-P On Organization of Internal Control in Credit Institutions and Banking Groups

Credit ratings

On 30 May 2024, the Analytical Credit Rating Agency confirmed the highest national scale credit rating of Sberbank, AAA(RU), with a stable outlook. On 16 October 2024, the National Credit Ratings rating agency assigned Sberbank the highest national scale credit rating, AAA.ru, with a stable outlook.

A credit rating is the opinion of a rating agency on the company’s ability to perform its financial obligations (creditworthiness, financial reliability, financial stability). The highest ratings assigned by the agencies are the evidence of high systemic importance of the Bank for the Russian economy and a high level of the Bank’s own creditworthiness.

The two highest ratings allow the Bank to fully comply with the requirements of the Russian law and obtain the permission to take deposits of funds of state corporations and companies, the federal budget, the Deposit Insurance Agency.

Sberbank’s national scale credit ratings, over time

	2020	2021	2022	2023	2024
ACRA					
Credit rating	AAA (RU)	AAA (RU)	AAA (RU)	AAA (RU)	AAA (RU)
Outlook	stable	stable	stable	stable	stable
NCR					
Credit rating	-	-	-	AAA.ru	AAA.ru
Outlook	-	-	-	stable	stable

Major transactions

During 2024, Sberbank did not conclude deals recognized as major transactions in accordance with the Federal Law On Joint-Stock Companies, as well as other deals covered by the procedure for approval of major transactions in accordance with the Charter of Sberbank.

Related-party transactions

In 2024, Sberbank concluded four deals recognized as related-party transactions in accordance with the Federal Law On Joint-Stock Companies.

Remuneration of Key Managerial Personnel

GRI 2-19

Key managerial personnel — are persons who are authorized and responsible for planning, managing, and monitoring the Group’s activities. In view of the goals and objectives during implementation of the Group Development Strategy, as well as the continued diversification of the Group’s business areas, the Group brought the perimeter of key managerial personnel in line with the roles and powers of the Group’s top management in 2024. The Group’s key managerial personnel include members of the Supervisory Board and the Executive Board of Sberbank, senior Vice Presidents, including heads of functional units of Sberbank, heads of Sberbank branches being chairpersons of territorial banks and their immediate deputies, chairpersons and deputy chairpersons of collegial bodies of Sberbank.

Starting with the 2024 financial statement, the Group presents the information on remuneration of key managerial personnel in accordance with the adjusted perimeter of key managerial personnel.

The table below provides information on expenses for remuneration of key managerial personnel, excluding insurance contributions to the state fund for the year ended on 31 December 2024:

	For the year ended on 31/12/2024
in RUB billion	
Short-term remuneration, including salaries and bonuses	13.5
Long-term share-based remuneration with cash settlements	4.5
Long-term share-based remuneration with equity settlements	7.3



06

Information for shareholders

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Investment attractiveness

Active clients

109.9 mn
retail clients

3.3 mn
corporate clients

Capital adequacy ratio is at a comfortable level

13.3%
N20.0 as of end of 2024

Strong business growth in 2024

+16.3%
growth in assets

+9.0%
growth in equity

Technological leadership

RUB 450 bn
Financial effect from AI in 2024

Leading positions on the key markets as of the end of 2024

32.4%
Corporate loans

19.8%
Due to legal entities

47.0%¹
Retail loans

42.3%
Due to individuals

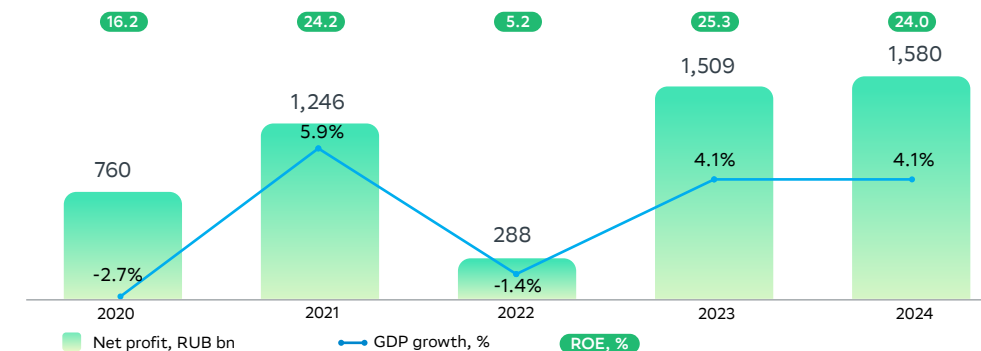
Maximizing value for people and the company using GenAI

Recommended by all investment analysts¹

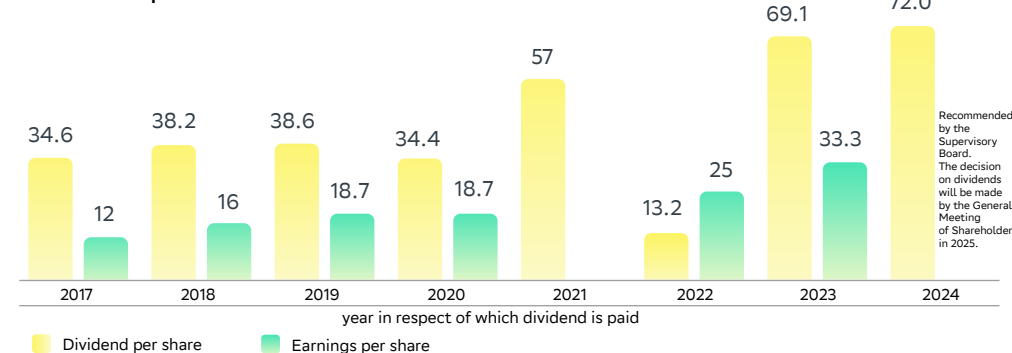
**100% —
“Buy”**

The profitable business model is resistant to external shocks

Net profit



Return of capital in the form of dividends



¹ Valuation taking into account securitization transactions in the retail lending market.

Share capital and securities

Share capital structure

As a joint stock company, Sberbank has been operating in the Russian financial market since 1991. During this period, there has been 13 issues of shares that are held by Russian and non-Russian investors. The Bank’s charter capital of RUB 67.8 bn is divided into ordinary and preferred shares.

The participatory interests in Sber’s charter capital are distributed between the strategic investor, i.e. the Russian Federation represented by the Ministry of Finance, corporations, and private investors.

Share capital structure by share type, as of 31/12/2024

Types of shares	State registration number of the share issue	Face value	Number of issued shares
Ordinary shares	10301481B	RUB 3.00	21,586,948,000
Preferred shares	20301481B	RUB 3.00	1,000,000,000
Charter capital			RUB 67,760,844,000

Information on securities

In 2024, the Russian stock market showed mixed dynamics, reflecting both domestic and external economic factors. Against the background of global economic changes and geopolitical tensions, Russian assets have experienced significant fluctuations.

Sberbank is a listed public company with its ordinary and preferred shares included in the First Level (top tier) quotation list of the Moscow Exchange. Sber shares are among the most liquid assets on the Russian stock market. In 2024, trading in ordinary and preferred shares on the Moscow Exchange amounted to RUB 3.2 trillion, or about 18% of the total trading in securities included in the Moscow Exchange index.

At the beginning of the year, Sber securities demonstrated positive dynamics supported by an increase in lending and improved financial indicators. However, in the second half of the year, the shares experienced pressure due to new regulatory initiatives and uncertain economic policy. Nevertheless, by the end of the year, the prices started to return to their previous levels, and Sber was able to demonstrate moderate growth.

Dynamics of Sber's ordinary shares prices and trading volume in 2024



Sber shares ended 2024 better than the market



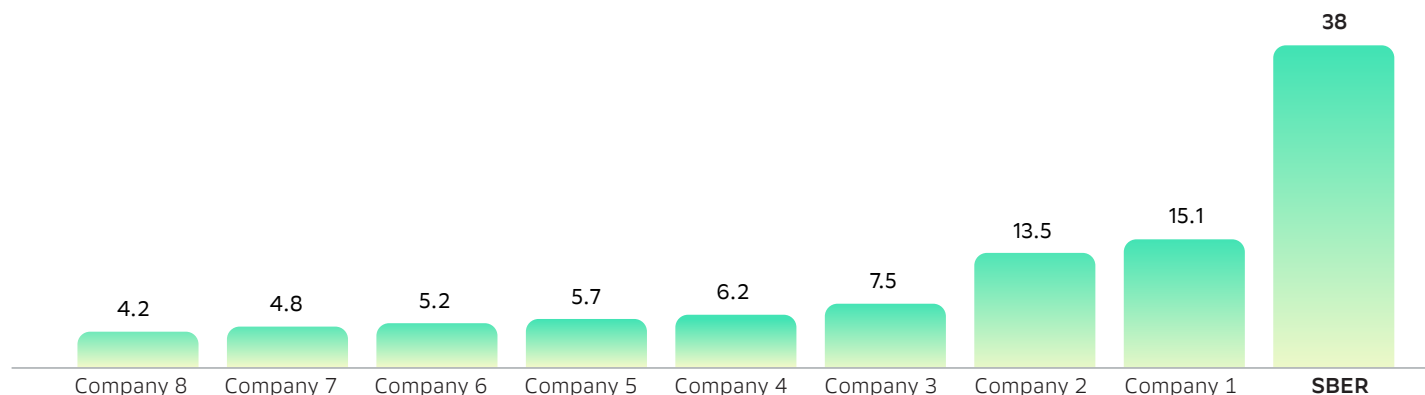
Sber shares are the most popular securities

Throughout the year, Sber shares remained the most popular securities among private investors. Sber's share in the People's Portfolio of the¹ Moscow Exchange reached 38.0% (+0.6 p.p. since the beginning of the year)².

38.0%

Sber's share in the People's Portfolio of the Moscow Exchange

Composition of the Moscow Exchange's People's Portfolio: Top 10 securities (more than 50% of all investments of private investors in Russian shares), %



¹ People's Portfolio is an analytical product of the Moscow Exchange consisting of 10 most popular securities and reflecting the preferences of private investors in the stock market.

² The percentage of ordinary and preferred shares at the end of 2024 was 30.9% and 7.1%, respectively.

Dividends

The process of making a decision on dividend payments, the procedure and timing of dividend payout is established in the Dividend Policy. The Supervisory Board of Sberbank reviews and approves the Dividend Policy for the medium term, i. e. for at least three years, taking into account external and internal economic factors that affect the business.

According to the current Dividend Policy, the dividend payout target is 50% of the Group's net profit under IFRS adjusted for interest payments less the tax effect on equity instruments other than shares recorded in the capital, subject to a number of mandatory conditions.

50%

of net profit for IFRS purposes

>13.3%

Group'd total capital adequacy ratio (N20.0) over the medium term

The amount of dividends paid by Sberbank depends on:

- the net profit, if any, calculated on the basis of the consolidated financial statements of the Bank and its subsidiaries prepared according to IFRS
- the Bank's need for capital to implement the Development Strategy taking into account the potential dividend payments
- maintaining the Group's total capital adequacy under RAS at min 13.3% over the medium term, including the systemic importance buffer of max 1.0% established by the Bank of Russia, the conservation buffer of max 2.5%, and the national countercyclical buffer of 0%
- the economic situation, other internal and external changes having the material negative impact or the risk of such impact on the Group's operating activities
- maintaining the balance of interests of the Group, Sberbank and its shareholders with due regard for the need to increase the Bank's investment appeal and observe shareholders' rights.

Record high dividends

On 21 April 2024, the Annual General Meeting of Shareholders of Sberbank on 2023 performance was held in the form of absentee voting. For the second year in a row, the shareholders approved the record-high dividends recommended by Sberbank's Supervisory Board - RUB 752.1 bn, i.e. RUB 33.3 per ordinary and preferred share. Dividend yield was 11.3%¹.

Half of these funds were paid to the government, Sber's controlling shareholder.

RUB **752.1** bn

The dividends paid in 2023 are the record-high dividends during the entire history of the Bank

History of dividend payments

Year of payment	2018	2019	2020	2021	2022	2023	2024
Based on results of the year	2017	2018	2019	2020	2021	2022	2023
Ordinary shares, RUB per share	12.0	16.0	18.7	18.7	-	25.0	33.3
Face value per ordinary share, RUB	3	3	3	3	3	3	3
Preferred shares, RUB per share	12.0	16.0	18.7	18.7	-	25.0	33.3
Face value per preferred share, RUB	3	3	3	3	3	3	3

Unclaimed dividends

As foreign nominee holders refused to disclose the list of owners of Sberbank's common and preference shares or provided incomplete disclosure, investors could not receive dividend payments due in respect of 2022. To prevent violation

of shareholders' rights, in 2024 Sber launched an ad-hoc temporary procedure for the acceptance of documents for the purpose of paying such dividends, whereby shareholders could

receive the payouts directly in the owner's account against production of a full set of documents evidencing the ownership of securities.

The program of free data update in the shareholder register (launched in 2023)

In 2024, Sber continued to work with shareholders whose share rights are recorded in the shareholder register. As part of the personal data update program, Sber shareholders have an opportunity to update their personal data online, free of charge, via the Shareholder Online Account. During the program, more than 4,500 shareholders used this service, of which 2,100 - in 2024.

The program allowed many shareholders to receive dividends that were accrued earlier but were not received due to the lack of correct payment information in the register of shareholders.

The number of minority shareholders of the bank participating in the annual general meetings of shareholders also increased as the bank is now able to send voting ballots to the relevant addresses.

¹ As of the register closing on 11 July 2024.

Working with investors and shareholders

Sber consistently implements its strategy of strong investor relations, based on the best global practices. Open dialogue with shareholders promotes trust and strong reputation of

the company. The goal is to create a platform for constructive dialogue, where investors can get relevant information and express their opinions.

In 2024, the number of investors in Sberbank's capital increased by 6.9% to 1.86 mn people by the end of the year. In 2024, the average share of private investors in stock trading on the Russian market was 74%.

Key channels of communication with investors and shareholders

Sber has built a strong system of communication with its shareholders and investors ensuring information transparency and investment attractiveness of the bank's activities. Various communication channels are available to investors and shareholders.

To make communication with shareholders and investors more efficient, easy and comfortable, the Bank aims to develop and implement new technological solutions.

Key channels of Sber's communications with investors and shareholders:

- Sber's official website sberbank.com
- Sber Shareholder and SberInvestments mobile apps
- general meeting of shareholders
- quarterly investor calls on Sber's performance
- Investor Days
- Telegram channel Sber for investors
- conferences and webinars for private and institutional investors
- meetings with brokers and analysts from investment companies
- digital channels, social networks for investors, Telegram channels
- Committee for Minority Shareholder Relations
- hotline and dedicated email address IR@sberbank.ru for shareholders and investors

Sberbank.com website for shareholders and investors

In 2024, Sber continued to inform the market about its activities and upgrade its digital shareholder and investor communication channels. Materials for investors are posted in the For Shareholders and Investors section of Sber's official website, sberbank.com.

We adhere to the principles of transparency in our reporting. We publish our financial statements in accordance with Russian Accounting Standards (RAS) and International Financial Reporting Standards (IFRS), and provide information on corporate governance, risks and sustainability.

Interactive IFRS reporting is also available on Sber's website, and in August 2024 we launched interactive RAS reporting on Navigator, a BI platform¹. You can now view and download Sber's key financial indicators in the visual dashboard format. The goal is to provide shareholders with complete and up-to-date information on our financial position.

¹ BI Navigator is a Russian BI and data visualization platform. Navigator helps quickly make optimal decisions and visualize performance indicators on interactive dashboards.

Sber Shareholder app

Information for private investors is available both on Sber website in the section For Shareholders and Investors, and in the Sber Shareholder mobile app. The PWA version of the Sber Shareholder app is available for saving on the Home screen on mobile devices at <https://shareholder.sberbank.com/>.

The Sber Shareholder app provides shareholders with access to important information on a single platform, including financial statements, analytics, market reviews, news, forthcoming events, as well as the opportunity to promptly contact support and receive additional information.

In 2024, the new functionality was launched:

- consensus forecast of the target price of Sber shares
- SberSova, an investor education section of News
- widget showing a nearest event
- functionality to add news to Favorites

Sber Shareholder community

A system of informing, engaging and motivating shareholders who work at Sber (created in 2022)

In 2024, we were actively developing Sber Shareholder Community.

Every week we published information on shareholder life and corporate events was published in the community, while community participants exchanged their opinions on matters of interest to them.

Two online programs called Shareholder Time with participation of the Supervisory Board members were organized for the community members. In June 2024, the program covered AGM 2024, dividend payments, as well as digital services designed to improve the shareholders' customer journey and simplify participation in meetings. The bank's management spoke about the new digital functionality of SberInvestments app, training tracks to improve financial literacy of the bank's employees, and about financial performance and securities market trends. In October 2024, during the Shareholder Time program we

discussed the issues of building our corporate internal culture and participation of employees in the shareholder life (employ as a shareholder), the cultural code of Sberbank's employee-shareholders, changes in the securities market and corporate governance, issues of the strategy for developing financial culture and financial literacy among investors in the stock market, and challenges facing the members of the Supervisory Board.

Committee for Minority Shareholder Relations

An advisory and consultative body established to maintain constructive and efficient relations with Sberbank's minority shareholders and increase the Group's investment attractiveness. The purpose of the Committee is to contribute to the protection of the rights and legitimate interests of shareholders by providing them comprehensive support.

The important topics discussed at the meetings, such as the Group's IFRS results and Sberbank's monthly RAS reporting, helped understand the overall efficiency and take a view of the current situation within the Bank, while the launch of the interactive reporting functionality on the website added

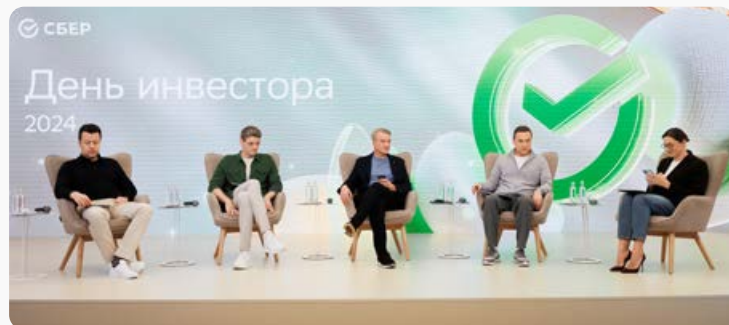
visibility. Discussion of the development strategy for individual lines of business helped investors better understand the steps planned by the leadership to strengthen our market position.

In 2024, the Committee held four meetings in a hybrid format (in-person and remote).

Regular communications during the year

Investor Day

On 6 December 2024, Sber held the traditional Investor Day in online format, where we discussed the progress of Strategy 2026 during its first year of implementation and an outlook for 2025. For the first time ever, the event was streamed live not only on the official website, but also in SBER's Telegram channel for investors. The key messages from executives were analyzed and summarized in real time with the help of GigaChat, making communication even more accessible and interactive.



We shared our success in implementing our strategy based on the application of generative artificial intelligence, which promotes scientific breakthroughs, improves quality of life, and saves resources. Over the past year, Sber has been developing products and services with a focus on humans, their long-term interests, financial well-being and health.

A Q&A session which brought together leading experts, investors, analysts and journalists was the program highlight. The participants discussed current market trends, macroeconomic factors and their impact on Sber's investment attractiveness. A live dialogue added transparency and strengthened trust, allowing the participants to address their concerns directly to Sber's management.

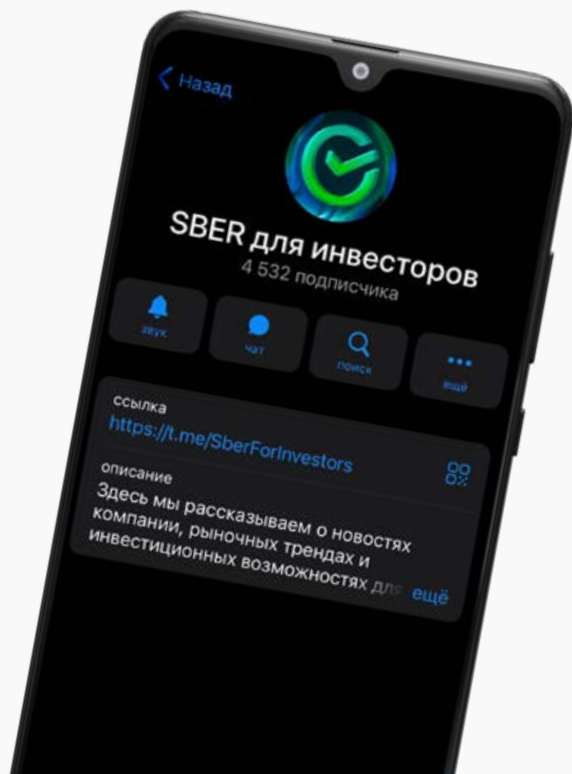
Quarterly investor calls

Sber recognizes the importance of open dialogue with investors, analysts and other key partners. Sber presents its results according to the International Financial Reporting Standards (IFRS) in respect of each quarter. On the same day, we organize a conference call with our top management, which is streamed live on our SaluteJazz platform. Since the FY2024 results call, subscribers of SBER's Telegram channel for investors also have the opportunity to participate in the call. In 2024, Sber also took part in various events and conferences for retail and institutional investors.

Digital communication channels

In 2024, Sber actively developed its platforms in social networks and Telegram channels, covering key news, financial and operational results.

> 1.3 million users
total coverage



Launch of an official Telegram channel for investors

In October 2024, we took an important step towards improving interaction with investors and shareholders by launching our official Telegram channel @Sberforinvestors. It quickly gained popularity

among users thanks to providing key real time information about our operations. A few months after the launch, the number of subscribers exceeded 4,500.

What does the channel offer?

- Real-time P&L info. Everything that is important for investors in a convenient format.
- People's Portfolio. Sber monitors the share its stock in private investor portfolios and regularly updates the data.
- Live broadcasts with management. Investors have the opportunity to listen to Mr. Gref, CEO and Chairman of the Executive Board, as well as other top Sber executives, which helps them form a clear vision of the company's strategic priorities.
- Investor Day coverage. An important event for shareholders and investors alike, where they can learn about the final results, strategic vision and key areas of the Group development. They also learn about technological innovations and advanced approaches determining the future of Sber. In 2024, Investor Day was broadcasted on our Telegram channel for the first time.
- In addition, the channel is used to discuss significant corporate events that open up new opportunities for private investors to make informed investment decisions.

Investor surveys

We appreciate opinions of each of our investors, so we regularly collect feedback. Thus we can better understand investors' expectations and preferences, and tailor the strategy to their interests.

In December 2024, Sber conducted a survey among private investors as part of communication improvement process. In 2024 the survey covered over 9,100 respondents compared to 1,500 respondents in the previous year. The survey was conducted among Sber shareholders using the services of Sberbank depository, or those subscribed to Sber's accounts in social networks and Telegram channels.

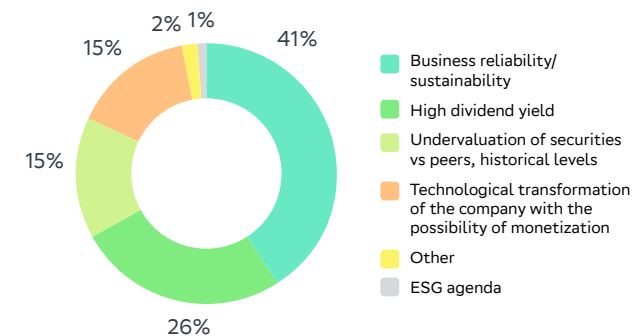
Respondents had to answer 13 questions about Sber and their investment preferences. The survey showed high investor satisfaction with the level of disclosure of information about Sber.

Main conclusions:

- **56% of respondents** are guided by the long-term planning horizon when making investment decisions
- **45% of respondents** would prefer, under the current conditions, to invest in shares max 30% of their free cash
- **41% of respondents** believe that the Bank's business sustainability is the key factor for investing in Sber
- **40% of respondents** name Sber's Telegram channels as the most effective communication format

**Reliability and high dividend yield
are the key “pros” for investing in Sber**

Which of the following do you consider to be the key argument for investing in Sber?





Annexes

211 Report on Compliance with Principles and Recommendations of the Bank of Russia Corporate Governance Code

250 Summary Consolidated Financial Statements

Report on Compliance with Principles and Recommendations of the Bank of Russia Corporate Governance Code

This Report on Compliance with Principles and Recommendations of the Bank of Russia Corporate Governance Code was reviewed by Sberbank's Supervisory Board at the meeting held on 22/04/2025, minutes No. 10.

Sberbank's Supervisory Board confirms that the data herein contain complete and accurate information on Sberbank's compliance with the principles and recommendations of the Bank of Russia Corporate Governance Code for 2024.

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status ¹ of compliance with a corporate governance principle	Explanations ² for departures from compliance assessment criteria for a corporate governance principle
1	2	3	4	5
1.1	The Company shall ensure equal and fair treatment of all shareholders as they exercise their right to be involved in the Company management			
1.1.1	The Company shall provide shareholders with the most favorable conditions for participation in the general meeting, conditions for formulating a reasoned position on the general meeting agenda items, for coordination of their activities, and with an opportunity to express an opinion on matters under review	1. The Company shall provide accessible and affordable means of communication with the Company, such as a hotline, an e-mail address or an Internet forum, as would enable the shareholders to express their opinion and send their questions on the agenda in the course of preparation for the general meeting. 2. The above-mentioned means of communication were put in place by the Company and made available to the shareholders in the course of preparation for each general meeting that took place in the reporting period	Compliant	

¹ The "compliant" status is indicated only if the Company's corporate practice meets all the criteria for conforming to the corporate governance principle listed in the third column of the Form of Report on Compliance with Code Principles. If the Company's corporate practice meets only some of the criteria for compliance, or does not meet any of them, the fourth column of the Form of Report on Compliance with Code Principles should indicate the Code compliance status of "partially compliant" or "not compliant", respectively.

² Indicated in respect of each corporate governance assessment criterion (compliance criterion) where the Company meets only some of the criteria or does not meet any criteria for the assessment of compliance with the principle.

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
1.1.2	The procedure for notifying about, and providing materials for, a general meeting enables shareholders to properly prepare for participation in such meeting	- In the reporting period, the notice of the general meeting of shareholders was posted (published) on the Company's website at least 30 days prior to the date of the general meeting unless the law provided for a longer notification period. - The notice of the meeting lists the documents required for the admission to the meeting premises. - Shareholders were provided with access to the information on who proposed the agenda items and who nominated candidates for the Company's Board of Directors and internal audit commission (if the Company Charter provides for the establishment of such commission)	Partially compliant	Compliant with Criterion 1. Not compliant with Criterion 2. In 2024, this criterion could not be fully applied as the annual General Meeting of Shareholders was held by absentee voting under Federal Law No. 625-FZ "On Amending Article 98 of the Federal Law 'On State Control (Supervision) and Municipal Control in the Russian Federation' and Certain Legislative Acts of the Russian Federation" of 25 December 2023 (hereinafter, Law 625-FZ). The Sberbank Regulation on the General Meeting of Shareholders (Clause 11.4) stipulates a list of documents required for participation in the General Meeting of Shareholders in the form of joint attendance. The practice of providing shareholders with information on the documents necessary for admission to the premises where the General Meeting of Shareholders is held will be resumed starting from the first shareholder meeting held by Sberbank in the form of joint attendance. Compliant with Criterion 3
1.1.3	In the course of preparing for, and holding of, the general meeting, the shareholders had the option to receive information about the meeting and materials thereto freely and in timely manner, to direct their questions to the executive bodies and members of the Company's Board of Directors, and to communicate with one another	- In the reporting period, the shareholders were provided with the opportunity to direct their questions to members of the executive bodies and members of the Company's Board of Directors in the course of preparing for, and holding of, the general meeting. - The position of the Board of Directors, including recorded dissenting opinions (if any) on each agenda item of the general meetings held in the reporting period, was included into the materials to the general meetings. - The Company provided eligible shareholders with access to the record of persons entitled to participate in the general meeting, commencing from the date on which it is received by the Company, in connection with every general meeting held in the reporting period	Partially compliant	Partially compliant with Criterion 1. In 2024, this criterion could not be applied in full measure as the annual General Meeting of Shareholders of Sberbank was held by absentee voting under Law 625-FZ. In 2024, during preparation for the meeting, shareholders were provided with the opportunity to direct their questions to members of the executive bodies and members of the Sberbank's Supervisory Board via the Bank's corporate website (hereinafter, the corporate website) and via the Sber Shareholder mobile application (hereinafter, the application). The shareholders will be provided with the opportunity to ask their questions during the meeting once the practice of holding in-person meetings is resumed. Compliant with Criterion 2. Compliant with Criterion 3

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
1.1.4	The exercise of the shareholders' right to request the convention of a general meeting, to nominate candidates to the governance bodies and make proposals for inclusion in the general meeting agenda was not burdened by unnecessary complexities	- The Company Charter provides for a deadline for the filing of shareholders' proposals on the annual general meeting agenda which is at least 60 days after the end of the respective calendar year. - During the reporting period, the Company did not refuse to accept proposals on the agenda or nominations of candidates to the Company bodies by reason of any typos or other insignificant deficiencies in the shareholder's proposal.	Compliant	
1.1.5	Every shareholder had the opportunity to freely exercise their voting right in the easiest and the most convenient manner	The Company Charter provides for an opportunity to fill out an electronic ballot form on the website specified in the notice of the general meeting of shareholders	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
1.1.6	The general meeting procedure established by the Company provides an equal opportunity for all the meeting participants to give their opinions and ask their questions	- Where general meetings of shareholders were held in the form of meetings (i.e. joint attendance of shareholders) in the reporting period, sufficient time was allotted for reports on the agenda items, and shareholders were provided with the opportunity to express their opinions and ask their questions regarding the agenda. - The Company invited the candidates to the Company governance and control bodies and took all necessary measures to ensure their participation in the general meeting of shareholders at which their names were put to vote. The candidates to the Company's management and control bodies that were present at the general shareholders' meeting were available to answer questions asked by the shareholders. - The sole executive body, the person responsible for the accounting function, the chairman and other members of the Audit Committee of the Board of Directors were available to answer any questions asked by the shareholders at the general meetings of shareholders held during the reporting period. - In the reporting period, the Company used telecommunication facilities to provide shareholders with remote access for the purposes of participation in the general meetings, or the Board of Directors made an informed decision that there was no need (possibility) to use such facilities during the reporting period	Partially compliant	Partially compliant with Criterion 1. The Sberbank Regulation on the General Meeting of Shareholders (Clause 12) establishes the Procedure for General Meeting of Shareholders that allots sufficient time for reports on, and discussions of, the agenda items, taking into account the opportunity for shareholders to express their opinions and ask their questions on the agenda. In 2024, since Sberbank's annual General Meeting of Shareholders was held in the form of absentee voting, the shareholders were provided with an opportunity to ask their questions via the corporate website and the app for shareholders. Corporate procedures for meetings in the form of joint attendance of shareholders will return after resumption of the practice of holding in-person meetings of shareholders. Not compliant with Criterion 2. In 2024, this criterion could not be applied in full since the annual General Meeting of Shareholders was held in absentia in accordance with Law 625-FZ. According to the Sberbank Regulation on the General Meeting of Shareholders (Clause 10.4) and the prevailing practice, Sberbank's annual General Meetings of Shareholders held in the form of joint attendance are attended by members of the Bank's Supervisory Board; CEO, Chairman of the Bank's Executive Board; representatives of the Bank's auditor; the Bank's chief accountant; candidates to the Bank's bodies to be elected at the Bank's General Meeting of Shareholders; members of the Bank's Executive Board; the Bank's corporate secretary, and other persons invited by the meeting chairperson. This practice will be resumed starting from the first meeting of shareholders held by Sberbank in the form of joint attendance. Partially compliant with Criterion 3. In 2024, this criterion could not be applied in full measure since the Sberbank's annual General Meeting of Shareholders was held by absentee voting. In this context, it was impossible to ensure the attendance of CEO, Chairman of the Sberbank's Executive Board, the Bank's chief accountant, and members of the Audit Committee of the Bank's Supervisory Board. The attendance of these persons at general meetings in accordance with the Sberbank's General Meeting of Shareholders will be resumed starting from the first Sberbank shareholder meeting held in the form of joint attendance. Compliant with Criterion 4

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
1.2	The shareholders were provided with an equal and fair opportunity to share in the Company profits in the form of receiving dividends.			
1.2.1	The Company has developed and implemented a transparent and easily understandable mechanism for the determination and payout of dividends	1. The Company's dividend policy was approved by the Board of Directors and disclosed on the Company website. 2. If the dividend policy of the Company that prepares consolidated financial statements uses indicators from the Company's statements to determine the dividend amount, the respective provisions of the dividend policy take into account the consolidated indicators from financial statements. 3. A rationale of the proposed net profit distribution, including for dividend payment and for the Company's own needs, and an assessment of its compliance with the dividend policy adopted by the Company, with explanations and an economic rationale of the need for the allotment of a certain part of net profit for own needs in the reporting period, were included in materials for the general meeting of shareholders whereof the agenda includes an item concerning profit distribution (including dividend payment (announcement))	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
1.2.2	The Company does not make decisions to pay dividends, if such decisions, even though they formally do not violate any restrictions imposed by the law, are economically unreasonable and may result in a misrepresentation of the Company operations	1. In addition to any restrictions set by law, the Company's dividend policy specifies financial/economic circumstances under which the Company should not decide to pay out dividends	Partially compliant	In accordance with Sberbank's Dividend Policy approved for 3 years on 5 December 2023, the target (minimum) share of profit allocated for dividend payment is set at 50% of the Group's net profit according to IFRS, adjusted for interest payments, net of the tax effects of equity instruments other than shares recorded in the capital. The dividend policy does not contain any direct references to circumstances under which the Bank should not pay dividends, but contains a list of internal and external conditions that should be analyzed by the Bank when making a decision to pay (or not pay) dividends: • availability and amount of net profit determined based on the consolidated financial statements of the Bank and its subsidiaries (hereinafter, the Group) in accordance with the International Financial Reporting Standards (IFRS) for the respective period; • the Bank's capital requirement for the implementation of Sberbank's Development Strategy, taking into account any dividend payments made to comply with both existing and future requirements of the Russian law and of the Bank of Russia, local regulators in countries of operation, as well as recommendations of the Basel Committee, and also taking into account any target amounts of systemic importance buffers, the conservation buffer, and the Russian national countercyclical buffer to capital adequacy ratios taking into account the Risk Appetite approved by the Bank's Supervisory Board and the stress testing procedure according to the Bank of Russia requirements to internal capital adequacy assessment process; • the possibility to maintain the medium-term Tier 1 capital adequacy ratio of the Group calculated in accordance with the Bank of Russia (N20.0) and based on the Groups' consolidated financial statements according to Russian Accounting Standards (RAS), with allowance for the conservative forecast of the Group's business development in the next reporting period, at the level of not less than 13.3 percent with allowance for the systemic importance buffer set by the Bank of Russia in the amount of no more than 1.0 percent, the conservation buffer of max 2.5%, and the national countercyclical buffer of 0% • the economic situation, other internal and external changes that have or may in the future have a material negative impact on the Group's operating activities, force majeure circumstances, including natural disasters and wars; • striking the balance of interests for the Group, Sberbank and its shareholders, with due regard for the need to improve the investment prospects and respect the rights of the Bank's shareholders. The Bank will not revise its approach to meeting the above criterion during the next two years

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
1.4	The shareholders are provided with reliable and efficient methods of recording their rights to shares, as well as an opportunity for free and non-burdensome disposal of their shares			
1.4	The shareholders are provided with reliable and efficient methods of recording their rights to shares, as well as an opportunity for free and non-burdensome disposal of their shares	1. The technology used by the Company’s registrar and the terms and conditions of its service are congruent with the needs of the Company and its shareholders, and ensure that the rights to shares are recorded and that shareholders’ rights are exercised in the most effective manner	Compliant	
2.1	The Board of Directors provides strategic governance of the Company, determines basic principles and approaches to the organization of the Company’s risk management and internal control system, oversees the activity of the Company’s executive bodies, and performs other key functions			
2.1.1	The Board of Directors is responsible for making decisions related to the appointment and dismissal of members of executive bodies, including in connection with improper performance of their duties. The Board of Directors also controls whether the Company’s executive bodies act in accordance with the approved development strategy and the core areas of the Company’s business	1. The Board of Directors has the powers enshrined in the charter to appoint and dismiss members of executive bodies and to determine the terms and conditions of their contracts. 2. In the reporting period, the nomination (appointment, HR) committee ¹ considered whether the professional qualification, skills and experience of members of executive bodies complied with current and anticipated needs of the Company dictated by its approved strategy. 3. In the reporting period, the Board of Directors considered the report(s) of the sole executive body and the collegial executive body (if any) on the implementation of the Company’s strategy	Compliant	

¹ Hereinafter, the Nomination Committee.

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.1.2	The Board of Directors sets key long-term targets for the Company's operations, assesses and approves key performance indicators and basic business goals of the Company, assesses and approves the strategy and business plans for core activities of the Company	1. During the reporting period, the Board of Directors addressed matters related to implementation and updating of the Company's strategy, approval of its financial and economic plan (budget), as well as consideration of criteria and indicators (including interim ones) relevant for the implementation of the Company's strategy and business plans	Compliant	Business plan approval is reserved for the Executive Board. This segregation of duties is a historical legacy as the Bank's aggregate business plan and budget are built through consolidation of business plans and budgets submitted by the Bank branches (operating activity). The progress of implementation of the Bank's Strategy and business plan is reported to the Supervisory Board on a regular basis for follow-up purposes.
2.1.3	The Board of Directors determines the principles and approaches to the organization of the Company's risk management and internal control system	1. The principles and approaches to the organization of the Company's risk management and internal control system were determined by the Board of Directors and enshrined in the Company's internal documents determining the policy in the risk management and internal control area. 2. In the reporting period, the Board of Directors approved (revised) the acceptable risk magnitude (risk appetite) of the Company, or the audit and (or) risk committee (if any) considered whether it is practicable to escalate the issue of revising the Company's	Compliant	
2.1.4	The Board of Directors determines the Company's policy with regard to remuneration and/or compensation payable to members of the Board of Directors, the Company's executive bodies and other key executives of the Company	1. The Company has implemented a policy (policies) with regard to remuneration and compensation payable to members of the Company's Board of Directors, executive bodies and other key executives of the Company, developed and approved by the board of directors. 2. During the reporting period, the Board of Directors addressed the matters related to the above-mentioned policy (policies)	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.1.5	The Board of Directors plays a key role in the prevention, detection and resolution of internal conflicts among the Company's bodies, shareholders and employees	- The Board of Directors plays a key role in the prevention, detection and resolution of internal conflicts. - The Company has created a system for the identification of transactions associated with conflicts of interest, and a system of measures aimed at the resolution of such conflicts	Compliant	
2.1.6	The Board of Directors plays a key role in ensuring the Company's transparency, timeliness and completeness of information disclosure by the Company, providing the shareholders with non-burdensome access to the Company's documents	The Company's internal documents identify persons responsible for the implementation of the information policy	Compliant	
2.1.7	The Board of Directors exercises control of the corporate governance practice in the Company and plays a key role in its material corporate events	During the reporting period, the Board of Directors considered the results of self-assessment and/or external assessment of the Company's corporate governance practice	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.2 The Board of Directors is accountable to the Company's shareholders				
2.2.1	Information about the Board of Directors proceedings is disclosed and made available to the shareholders	- The Company's annual report in respect of the reporting period contains information about each board member's attendance of the meetings of the Board of Directors and its committees. - The annual report contains the key highlights of an assessment (self-assessment) of the Board of Directors performance, undertaken during the reporting period	Partially compliant	Not compliant with Criterion 1. Due to the imposition of restrictions against Sberbank and members of the Bank's management bodies, information on members of the Bank's governance bodies is no longer publicly disclosed in accordance with Resolution of the Government of the Russian Federation No. 1102 "On Specific Features of Disclosure and/or Provision of Information to Be Disclosed and/or Provided in Accordance with Requirements of Federal Law 'On Joint-Stock Companies' and Federal Law 'On Securities Market' of 4 July 2023 (hereinafter referred to as Regulation No. 1102). Disclosure of the information on members of the governance bodies in any form (format) is fraught with risks of new sanctions becoming imposed against the Bank and the above-mentioned persons. As the situation stabilizes, the Bank plans to resume the practice of disclosing information about members of its governance bodies, in particular, in the Bank's Annual Report. Compliant with Criterion 2
2.2.2	The chairman of the Board of Directors is available for communication with the Company's shareholders	The Company has a transparent procedure providing shareholders with an opportunity to make inquiries with the chairman of the Board of Directors (and, if applicable, the senior independent director) and to receive feedback thereon	Compliant	
2.3 The Board of Directors is an effective and professional governance body of the Company capable of making unbiased independent judgments and make decisions in the best interests of the Company and its shareholders				
2.3.1	Only persons with unblemished business and personal reputation and possessing the knowledge, skills and experience required for making decisions on matters reserved for the Board of Directors and necessary for the efficient exercise of its functions may be elected members of the Board of Directors	During the reporting period, the Board of Directors (or the Nomination Committee) assessed candidates to the board of directors in terms of required experience, knowledge, business reputation, absence of conflict of interest, etc.	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.3.2	Members of the Company's Board of Directors are elected using a transparent procedure that allows the shareholders to obtain information about candidates to an extent sufficient to get an understanding of their personal and professional qualities	1. In all cases when the General Meeting of Shareholders was held during the reporting period with the agenda that included items regarding election of the board of directors, the Company provided the shareholders with the biographic information about all candidates to the board of directors, the results of an assessment of the candidates' professional qualification, experience and skills for conformity with current and anticipated needs of the Company conducted by the Board of Directors (or its Nomination Committee), as well as information on whether the candidates meet the independence criteria in accordance with Recommendations 102–107 of the Code, and information about the candidates' written content to be elected to the Board of Directors	Not compliant	Due to the imposition of sanctions on Sberbank and members of the Bank’s management bodies, the information about candidates to the Supervisory Board was not disclosed in accordance with the provisions of Resolution No. 1102. Disclosure of information about candidates to members of Sberbank’s Supervisory Board could result in the imposition of restrictive measures against such persons. The Materials provided for information purposes to persons entitled to participate in Sberbank’s annual General Meeting of Shareholders based on the results of 2023 included anonymized information confirming that all candidates have unblemished business and personal reputation and possess the knowledge, skills and experience required for making decisions on matters reserved for the Supervisory Board. As the situation stabilizes, the Bank plans to resume the practice whereby information about candidates to the Supervisory Board is disclosed to shareholders in accordance with the Code recommendations
2.3.3	The composition of the Board of Directors is balanced, including in terms of its members' qualifications, experience, knowledge and business qualities, and enjoys the trust of shareholders	1. In the reporting period, the Board of Directors analyzed its own requirements in the field of professional qualification, experience and skills, and determined the competencies required by the Board of Directors in the short and longer term	Compliant	
2.3.4	The number of the Company’s Board members makes it possible to organize its activities in the most effective manner, including the possibility to establish the board committees, and provides the substantial minority shareholders of the Company with the opportunity to have the candidate they vote for elected to the Board of Directors	1. In the reporting period, the Board of Directors considered whether the number of the board members conforms to the Company needs and shareholders’ interests	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.4	The Board of Directors includes a sufficient number of independent directors			
2.4.1	A person that possesses sufficient professionalism, experience and independence to form an independent opinion and is capable of making objective and honest judgments that are free from any influence of the Company's executive bodies, certain groups of shareholders or other stakeholders is recognized as an independent director. At the same time, it shall be kept in mind that under normal circumstances a candidate (elected member of the Board of Directors) who is related to the Company, its substantial shareholder, substantial counterparty or competitor or related to the government cannot be considered as an independent director	1. During the reporting period, all independent members of the Board of Directors met all independence criteria indicated in Recommendations 102–107 of the Code, or were recognized as independent by resolution of the Board of Directors	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.4.2	The candidates to the Board of Directors are initially assessed and thereafter regularly reviewed for conformity with the independence criteria. In the course of such assessment, content prevails over form	1. In the reporting period, the Board of Directors (or its Nomination Committee) formed an opinion about the independence of each candidate to the Board of Directors and presented the respective opinion to the shareholders. 2. During the reporting period, the Board of Directors (or its Nomination Committee) at least once considered the issue of independence of existing Board members (after their election). 3. The Company has developed procedures specifying actions required from a board member if he or she ceases to be independent, including the obligations to notify the Board of Directors thereof in a timely manner	Compliant	
2.4.3	Independent directors constitute at least one third of the elected Board of Directors	1. Independent directors constitute at least one third of the Board of Directors	Compliant	
2.4.4	Independent directors play a key role in the prevention of internal conflicts in the Company and in its major corporate actions	1. In the reporting period, independent directors (who did not have any conflict of interest) assessed, on a preliminary basis, significant corporate actions related to a potential conflict of interest, and the results of such assessments were submitted to the Board of Directors	Compliant	

² It is recommended that the fifth column of the Form of Report on Compliance with Code Principles indicates which of the two alternative approaches allowed by the principle is implemented in the Company, and explain the reasons behind the choice of the approach.

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.6	Members of the Board of Directors act in good faith and reasonably in the best interests of the Company and its shareholders on a sufficiently informed basis, with due care and diligence			
2.6.1	Members of the Board of Directors make decisions taking into account all available information, free of any conflicts of interest, ensuring equal treatment of the company's shareholders, within the framework of ordinary business risk	- The Company's internal documents establish that a member of the Board of Directors is obliged to notify the Board of Directors if he/she has a conflict of interest in respect of any issue on the agenda of the Board of Directors' meeting, before the relevant issue is discussed. - The Company's internal documents provide that each member of the Board of Directors shall refrain from voting on any issue in relation to which he/she has a conflict of interest. - The Company has in place a procedure that allows the Board of Directors to receive professional advice on matters within its competence at the Company's expense	Compliant	
2.6.2	The Board members' rights and obligations are clearly formulated and enshrined in the Company's internal documents	The Company has adopted and published an internal document clearly defining the rights and obligations of the Board members	Compliant	
2.6.3	Members of the Board of Directors have enough time for the performance of their duties	- The individual attendance of the board and committee meetings, as well as sufficiency of time for service on the board of directors, including its committees, was analyzed as part of the Board of Directors performance assessment (self-assessment) procedure in the reporting period - In accordance with the Company's internal documents, members of the Board of Directors are obliged to notify the Board of Directors of their intention to join the governing bodies of other organizations (other than any organizations controlled by the company), as well as of such appointment	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.7.3	The Board of Directors meeting format is chosen taking into account the importance of the agenda items. The most important issues are resolved at in-person meetings	1. The Company's Charter or internal document stipulates that the most important issues (including those listed in Recommendation 168 of the Code) shall be considered at in-person meetings of the Board of Directors	Compliant	
2.7.4	Decisions on the most important matters related to the Company's operations are made at a meeting of the Board of Directors by a qualified or simple majority vote of all elected members of the Board of Directors	1. The Company's Charter stipulates that decisions on the most important issues, including those set forth in Recommendation 170 of the Code, are to be made at a meeting of the board of directors by a qualified majority of at least 3/4 or by a simple majority vote of all elected members of the Board of Directors	Compliant	
2.8	The Board of Directors establishes committees for preliminary consideration of the most important issues related to the Company's activities			
2.8.1	An Audit Committee consisting of independent directors has been established to review matters related to controlling the Company's financial and business operations	1. The Board of Directors has established an Audit Committee consisting of independent directors only. 2. The Company's internal documents define the objectives of the Audit Committee, including those listed in Recommendation 172 of the Code. 3. At least one member of the Audit Committee, being an independent director, has experience and knowledge in the preparation, analysis, evaluation and audit of accounting (financial) statements. 4. In the reporting period, the Audit Committee held meetings at least quarterly	Partially compliant	Not compliant with Criterion 1. The majority of the Audit Committee's members (five out of six) are independent directors. The Audit Committee is chaired by an independent director. This practice is compliant to the requirements of the Moscow Exchange Listing Rules. However, Sberbank's full compliance with this recommendation largely depends on the majority shareholder's readiness to nominate and elect more independent directors to the Sberbank's Supervisory Board, as well as its consent to the replacement of its representatives on the Audit Committee with independent directors. Compliant with Criterion 2. Compliant with Criterion 3. Compliant with Criterion 4

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.8.2	For preliminary consideration of matters related to putting in place an effective and transparent remuneration practice, the Remuneration Committee has been established, consisting of independent directors and chaired by an independent director who is not the chairman of the Board of Directors	- The Board of Directors has established a Remuneration Committee consisting of independent directors only. - The Remuneration Committee is chaired by an independent director who is not the chairman of the Board of Directors - The Company's internal documents define the Remuneration Committee's objectives, including those specified in Recommendation 180 of the Code, as well as conditions (events) upon the occurrence of which the Remuneration Committee will consider revising the Company's remuneration policy applicable to members of the Board of Directors, executive bodies and other key executives	Partially compliant	Not compliant with Criterion 1. The Supervisory Board has established an HR and Remuneration Committee. The majority of the HR and Remuneration Committee members (3 out of 4) are independent directors. The HR and Remuneration Committee is chaired by an independent director. At present, the company is not in a position to form the above-mentioned Committee of independent directors only. This practice is compliant to the requirements of the Moscow Exchange Listing Rules. However, Sberbank's full compliance with this recommendation largely depends on the majority shareholder's preparedness to nominate and elect more independent directors to Sberbank's Supervisory Board, as well as the majority shareholder's consent in principle to the replacement of its representatives on the HR and Remuneration Committee with independent directors. Compliant with Criterion 2. Compliant with Criterion 3
2.8.3	For preliminary consideration of matters related to HR (succession) planning, the professional composition and performance of the Board of Directors, a nomination (appointment, HR) committee has been established, with the majority of its members being independent directors	- The Board of Directors has established a Nomination Committee (or its objectives specified in Recommendation 186 of the Code are pursued by another committee¹), with the majority of members being independent directors. - The Company's internal documents define the objectives of the Nomination Committee (or the respective committee with combined functionality), including those specified in Recommendation 186 of the Code. - In order to establish the Board of Directors that conforms as much as possible with the Company's goals and objectives, the Nomination Committee in the reporting period independently or jointly with other committees of the Board of Directors or the Company's dedicated shareholder relations unit has arranged for interaction with shareholders, not limited to the major ones, in the context of selecting candidates for the Company's Board of Directors	Compliant	The HR and Remuneration Committee has been established under the Supervisory Board, combining the functions of the Remuneration Committee and the Nomination Committee. The majority of the HR and Remuneration Committee members (3 out of 4) are independent directors

¹ If the Nomination Committee's objectives are pursued by another committee, indicate the name of the committee.

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.8.4	Based on the Company's scale of activities and risk level, the Company's Board of Directors made sure that the composition of its committees fully meets the Company's goals. Additional committees have either been established or were found to be unnecessary (strategy committee, corporate governance committee, ethics committee, risk management committee, budget committee, health, safety and environment committee, etc.)	1. In the reporting period, the Company's Board of Directors considered whether the board of directors' structure conforms to the scope, nature, objectives of the company's activities, as well as the Company's needs and risk profile. Additional committees were either established or were found to be unnecessary	Compliant	
2.8.5	The composition of the committees was determined so as to allow for a comprehensive discussion of matters subject to preliminary consideration, taking diverse opinions into account	1. In the reporting period, the Audit Committee, the Remuneration Committee, the Nomination Committee (or the relevant committee with a combined functionality) were chaired by independent directors. 2. The Company's internal documents (policies) contain provisions whereby persons who are not members of the Audit Committee, Nomination Committee (or the relevant committee with a combined functionality) and Remuneration Committee may not attend committee meetings unless they are invited by the chairman of the relevant committee	Compliant	
2.8.6	The chairmen of the committees regularly report to the Board of Directors and its chairman on the performance of their committees	1. In the reporting period, the chairmen of the committees regularly reported to the Board of Directors on their performance	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
2.9	The Board of Directors ensures performance assessments of the Board of Directors, its committees and members			
2.9.1	The Board of Directors performance assessment is aimed at determining the degrees of effectiveness of the Board of Directors, its committees and members, the extent to which their activities conform to the Company's development needs, intensifying the Board of Directors activities, and identifying areas of improvement	1. The Company's internal documents define the procedures for the assessment (self-assessment) of the Board of Directors performance. 2. In the reporting period, the Board of Directors performance assessment (self-assessment) included performance assessments of the committees, of each board member individually and of the Board of Directors as a whole. 3. The results of the Board of Directors performance assessment (self-assessment) carried out during the reporting period were considered at in-person meeting of the Board of Directors	Compliant	
2.9.2	The performance of the Board of Directors, its committees and members is assessed regularly at least once a year. To conduct an independent performance assessment of the Board of Directors, an external organization (consultant) is engaged at least once in every three years	1. To conduct an independent performance assessment of the Board of Directors, the company engaged an external organization (consultant) on at least one occasion in the last three reporting periods	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
3.1	The Company’s Corporate Secretary ensures effective day-to-day shareholder engagement, coordination of the Company’s actions aimed at protecting the rights and interests of shareholders, and support of the Board’s good performance			
3.1.1	The Corporate Secretary has sufficient knowledge, experience and qualifications to perform his/her duties, has an impeccable reputation and is trusted by shareholders	1. The Company’s website and the annual report contain background information on the Corporate Secretary (including data on his/her age, education, qualifications, experience), as well as information on the positions in the governance bodies of other legal entities held by the corporate secretary over at least five past years	Not compliant	As restrictive measures were imposed against Sberbank and members of the Bank’s management bodies, the information on Sberbank corporate secretary was not disclosed on the Bank’s corporate website or in the Annual Report in 2024, in accordance with the provisions of the Russian Government’s regulations. Disclosure of such information could result in the imposition of restrictive measures against such person. As the situation stabilizes, the Bank plans to resume the practice of disclosing information on the Corporate Secretary on the company’s corporate website and in the Bank’s Annual Report in accordance with the recommendations of the Code
3.1.2	The Corporate Secretary is sufficiently independent of the Company's executive bodies and has the necessary powers and resources for the accomplishment of his/her tasks	1. The Company has adopted and disclosed an internal document – the Regulation on the Corporate Secretary. 2. The Board of Directors approves the candidate for the position of corporate secretary, terminates his/her powers, as well as considers payment of additional remuneration to him/her. 3. The Company’s internal documents stipulate the corporate secretary’s right to request and obtain company documents and information from the governance bodies, structural units and company officials	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
4.1	The remuneration paid by the Company is sufficient to attract, motivate and retain persons possessing the competence and qualifications needed by the Company. Remuneration is paid to members of the Board of Directors, executive bodies and other key executives of the Company in accordance with the remuneration policy adopted by the Company			
4.1.1	The remuneration paid by the Company to members of the Board of Directors, executive bodies and other key executives provides sufficient incentive for their effective work, allowing the Company to attract and retain competent and qualified specialists. That said, the Company avoids excessive remuneration or an unreasonably large gap between the remuneration amounts of such persons and those paid to the company employees	1. The remuneration of members of the Board of Directors, executive bodies and other key executives of the Company was aligned with the results of a peer benchmarking of remuneration levels	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
4.1.2	The Company's remuneration policy was developed by the Remuneration Committee and approved by the Company's Board of Directors. The Board of Directors, with support from the Remuneration Committee, ensures control over the implementation and adoption of the remuneration policy in the company, and, if necessary, reviews such policy and makes adjustments	1. In the reporting period, the Remuneration Committee reviewed the remuneration policy (policies) and/or the related implementation practices, assessed their effectiveness and transparency, and, where necessary, submitted appropriate recommendations to the Board of Directors on revising such policy (policies)	Compliant	
4.1.3	The Company's remuneration policy contains transparent mechanisms designed to determine the remuneration of members of the Board of Directors, executive bodies and other key executives of the company, as well as regulates all types of payments, benefits and privileges granted to such persons	1. The Company's remuneration policy (policies) contains (contain) transparent mechanisms designed to determine the remuneration of members of the Board of Directors, executive bodies and other key executives of the company, as well as regulates all types of payments, benefits and privileges granted to such persons	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
4.1.4	The Company determines the reimbursement (compensation) policy that specifies the list of expenses subject to reimbursement, and the level of service for which members of the Board of Directors, executive bodies and other key executives of the Company are eligible. Such policy may be part of the Company's remuneration policy	1. The Company's remuneration policy (policies) or other internal documents establish rules for reimbursement of expenses incurred by members of the Board of Directors, executive bodies and other key executives of the Company	Compliant	
4.2	The remuneration system designed for the members of the Board of Directors ensures convergence of the directors' financial interests with the long-term financial interests of shareholders			
4.2.1	The Company pays fixed annual remuneration to members of the Board of Directors. The Company does not pay remuneration for participation in specific meetings of the Board of Directors or its committees. The Company does not provide any forms of short-term motivation or additional monetary incentives to members of the Board of Directors	1. In the reporting period, the Company paid remuneration to the Board members in accordance with the remuneration policy adopted by the Company. 2. In the reporting period, the Company did not provide any performance-based forms of short-term motivation or additional monetary incentives to members of the Board of Directors. No remuneration was paid for the participation in specific meetings of the Board of Directors or its committees	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
4.2.2	Long-term ownership of the Company's shares is the largest enabler of convergence of the Board members' financial interests with the long-term interests of shareholders. That said, the Company does not make the right to dispose of the shares dependent on the accomplishment of certain performance indicators, and Board members do not participate in any option programs	1. If any internal document (documents) - the Company's remuneration policy (policies) - stipulates (stipulate) vesting of the Company's shares in members of the Board of Directors, the Company shall establish and disclose clear share ownership rules for Board members, aimed at the promotion of long-term ownership of such shares	Compliant	
4.2.3	The Company does not provide any additional payments or compensation on early termination of the board members' powers due to a change of control over the company or any other circumstances	1. The Company does not provide any additional payments or compensation on early termination of the Board members' powers due to a change of control over the Company or any other circumstances	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
4.3	The Company's remuneration system for members of its executive bodies and other key executives makes remuneration contingent upon the Company's performance and their personal contribution to such performance			
4.3.1	The remuneration for members of the Company's executive bodies and other key executives is determined in such a way as to provide a reasonable and justified ratio of the fixed part of the remuneration and the variable part thereof, which depends both on the company's performance and the employee's personal (individual) contribution to the end result	1. In the reporting period, the annual performance indicators approved by the Board of Directors were used to determine the amount of the variable remuneration payable to members of the Company's executive bodies and other key executives. 2. In the course of the latest assessment of the Company's remuneration system for members of the executive bodies and other key executives, the Board of Directors (the Remuneration Committee) made sure that the company applies an efficient ratio of fixed and variable remuneration components. 3. As the remuneration amounts payable to members of the executive bodies and other key executives of the company are determined, the risks born by the Company are taken into account in order to avoid incentivizing too risky management decisions	Compliant	
4.3.2	The Company has implemented a long-term incentive program for members of the executive bodies and other key executives, based on the Company's shares (options or other derivative financial instruments for which the Company's shares are the underlying asset)	1. If the Company has in place a long-term incentive program for members of its executive bodies and other key executives, based on the Company's shares (financial instruments underlain by the Company's shares), such program provides that the right to dispose of such shares and other financial instruments becomes exercisable at least three years after vesting. That said, such right to dispose is conditional upon the accomplishment of the certain performance indicators by the Company	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
4.3.3	The amount of compensation ("the golden parachute") paid by the Company to members of its executive bodies and other key executives in case of early termination of their powers at the Company's initiative and in the absence of any bad-faith actions on their part, does not exceed twice the size of the fixed component of the annual remuneration	1. In the reporting period, the amount of compensation ("the golden parachute") paid by the Company to members of its executive bodies and other key executives in case of early termination of their powers at the Company's initiative and in the absence of any bad-faith actions on their part, did not exceed twice the size of the fixed component of the annual remuneration	Compliant	
5.1 The Company has in place an effectively functioning risk management and internal control system aimed at ensuring reasonable assurance that the Company's goals will be met				
5.1.1	The Company's Board of Directors has defined the principles and approaches to organizing the risk management and internal control system in the Company	1. The functions of various management bodies and units of the Company within its risk management and internal control system are clearly defined in the internal documents/relevant policies of the Company approved by the Board of Directors	Compliant	
5.1.2	The Company's executive bodies ensure the establishment and maintenance of an effective risk management and internal control system	1. The Company's executive bodies ensured the segregation of duties, powers, and responsibilities in the area of risk management and internal control among the subordinate leaders (managers) of company units and departments	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
5.1.3	The Company's risk management and internal control system ensures an objective, fair and clear understanding of the Company's current state and prospects, integral and transparent corporate reporting, and that the risks taken by the Company are reasonable and acceptable	1. The Company has approved an anti-corruption policy. 2. The Company has a secure, confidential and accessible method in place (hotline) to inform the Board of Directors or its Audit Committee of any violations of the legislation, internal procedures or the Company's code of conduct	Compliant	
5.1.4	The Company's Board of Directors acts as necessary to ensure that the existing risk management and internal control system of the Company complies with the principles and approaches to its organization determined by the Board of Directors and functions effectively	1. In the reporting period, the Board of Directors (the Audit Committee and/or the risk committee, if any) arranged for a reliability and effectiveness assessment of the Company's risk management and internal control system. 2. During the reporting period, the Board of Directors reviewed the results of the reliability and effectiveness assessment of the Company's risk management and internal control system, and the results of such review were included in the Company's annual report	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
5.2	For the purposes of systematic independent reliability and effectiveness assessment of the risk management and internal control system and the corporate governance practice, the Company organizes internal audit reviews			
5.2.1	To conduct internal audits, the Company has established a separate structural unit or engaged an independent external organization. The functional and administrative reporting lines of the internal audit unit are segregated. Functionally, the internal audit unit reports to the Board of Directors	1. To conduct internal audits, the company has established a separate structural unit responsible for internal audit that functionally reports to the Board of Directors, or engaged an independent external organization along the same reporting lines	Compliant	
5.2.2	The internal audit unit conducts the reliability and effectiveness assessment of the Company's risk management and internal control system and of the corporate governance practice, applying generally accepted internal auditing standards	1. In the reporting period, the reliability and effectiveness of the Company's risk management and internal control system was assessed as part of the internal audit procedure. 2. In the reporting period, corporate governance practice (separate practices) were assessed as part of the internal audit procedure, including information exchange procedures (in particular, on matters of internal control and risk management) at all levels of governance, as well as stakeholder engagement procedures	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
6.1	The Company and its activities are transparent to its shareholders, investors and other stakeholders			
6.1.1	The Company has developed and implemented an information policy that ensures effective information exchange among the Company, its shareholders, investors and other stakeholders	- The Company's Board of Directors has approved the Company's information policy developed with reference to the Code recommendations. - In the reporting period, the Board of Directors (or one of its committees) considered the effectiveness of the Company's information exchange with its shareholders, investors and other stakeholders, as well as whether a revision of the Company's information policy would be feasible (or necessary)	Compliant	
6.1.2	The Company discloses information on its corporate governance system and practices, including detailed information on compliance with the principles and recommendations of the Code	- The Company discloses information on its corporate governance system and its general principles of corporate governance, in particular, on the Company's website. - The Company discloses information on the composition of its executive bodies and the Board of Directors, independence of members of the Board of Directors and their membership in its committees (as defined in the Code). - If the Company has a controlling person, the Company publishes a memorandum of the controlling person describing such person's plans with regard to corporate governance in the Company	Partially compliant	Compliant with Criterion 1. Not compliant with Criterion 2. Before the imposition of restrictive measures against Sberbank and members of the Bank's management bodies, the information on the members of the Bank's Supervisory Board and Executive Board was publicly available on the corporate website. Such information was removed from the website due to the risk of new restrictive measures being imposed against the Bank and such persons. As the situation stabilizes, the Bank plans to resume the practice of disclosing, on its corporate website, of information on the members of the Bank's management bodies in accordance with the recommendations of the Code. Compliant with Criterion 3. The memorandum will be published if prepared by the controlling person

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
6.2	The Company discloses, in a timely fashion, full, up-to-date and accurate information about the company to enable informed decisions by the Company’s shareholders and investors			
6.2.1	The Company discloses information in accordance with the principles of regularity, consistency and timeliness, as well as availability, accuracy, completeness and comparability of disclosed data	1. The Company has a defined procedure in place to ensure coordination among all structural units and employees of the company related to disclosure of information, or whose activities may result in the need for such disclosure. 2. If the Company’s securities are traded in foreign organized markets, material disclosures in the Russian Federation and in such markets are made concurrently and equivalently during the reporting year. 3. If foreign shareholders own a significant portion of the Company’s shares, disclosures during the reporting year were made not only in Russian but also in one of the most common foreign languages	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
6.2.2	The Company avoids a formal approach to information disclosure and discloses material information about its activities, even if disclosure of such information is not required by the law	1. The Company's information policy determines the approaches to the disclosure of information on other events (actions) that have a significant impact on the value or quoted prices of its securities but are not required to be disclosed in accordance with the law. 2. The Company discloses its capital structure in accordance with Recommendation 290 of the Code, in its annual report and on the corporate website. 3. The Company discloses information on its controlled entities of material importance, including on the key areas of their activities, the mechanisms that ensure accountability of controlled entities, powers of the Company's Board of Directors with regard to determining the strategy and evaluating the performance of controlled entities. 4. The Company discloses its non-financial report, i.e. a sustainability report, an environmental report, a corporate social responsibility report or another report containing non-financial information, including any factors related to the environment (in particular, ecological and climate change-related factors), the Company (social factors) and corporate governance, except for the equity securities issuer's report and the annual report of a joint-stock company	Partially compliant	Partially compliant with Criterion 1. The approaches to disclosing information not provided for in Section V of Regulation of the Bank of Russia No. 714-P On Disclosure of Information by Issuers of Issue-Grade Securities dated 27.03.2020 (hereinafter, Regulation No. 714-P) that may have a material impact on the value or quoted prices of Sberbank's securities (Chapter 50 of Regulation No. 714-P) are set forth in a special section of the Bank's internal regulatory document that governs information disclosure. The above-referenced document sets materiality thresholds to consider the expediency of information disclosure in accordance with Chapter 50 of Regulation 714-P in the event of a change in operating indicators by 5% or more; in financial indicators, by 10% or more; and in non-financial indicators, on a case-by-case basis. Since 2022, following the imposition of restrictive measures on Sberbank and members of the Bank's management bodies, the Bank has been making public disclosures of information subject to certain limitations provided for by the regulations of the Government of the Russian Federation. Given the existing restrictions on public disclosure of information, it is not expedient to amend the Information Policy of Sberbank at present. The matter of introducing amendments into the Information Policy will be considered once the approaches to information disclosure limitations have been changed. Not compliant with Criterion 2. Before the imposition of restrictive measures on Sberbank and members of the Bank's management bodies, information on the number of Sberbank shareholders, the number of voting shares with a breakdown by share category (type), and information on persons holding more than 5% of Sberbank's charter capital and ordinary shares was disclosed on the Bank's corporate website and in its Annual Report. After the imposition of the restrictive measures, certain information on the Bank's corporate governance system, including information on its capital structure, was removed from the public domain. As the situation stabilizes, the Bank is planning to resume the practice of disclosing information on its capital structure in accordance with the Code recommendations. Criterion 3 is not applicable at the moment. Sberbank has no controlled entities of material importance to it in accordance with the materiality criteria set forth in Clause 1.14 of Regulation No. 714-P. Accordingly, no information on controlled entities of material importance is disclosed. Compliant with Criterion 4.

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
6.2.3	Being one of the most important tools for information exchange with shareholders and other stakeholders, the annual report contains information that allows to assess the Company's results of operation for the year	- The Company's annual report contains information on the results of the Audit Committee's effectiveness assessment of the external and internal audit processes. - The Company's annual report contains information on the Company's environmental policy and social policy	Compliant	Compliant with Criterion 1. Based on the results of the reporting year, Sberbank's Internal Audit Service prepares an annual report for the shareholders and Sberbank's Supervisory Board with information on the results of the audits conducted, which confirms the reliability and efficiency of the internal control, risk management, and corporate governance systems. The report shall be submitted to the Audit Committee for consideration. The report of the Internal Audit Service is included in the information (materials) provided for review to the persons entitled to participate in the annual General Meeting of Shareholders of Sberbank based on the resolution of the Supervisory Board. Compliant with Criterion 2
6.3 The Company provides information and documents at the request of shareholders in accordance with the principle of equal and non-burdensome access				
6.3.1	The exercise by shareholders of their right to access the Company's documents and information is not burdened by unnecessary difficulties	- The Company's Information Policy (internal documents defining the information policy) determines the non-burdensome procedure for providing access to the Company information and documents at the request of the shareholders. - The information policy (internal documents defining the information policy) contains provisions stipulating that if a shareholder requests information on the company's controlled entities, the Company will act as necessary to obtain such information from the relevant controlled entities	Partially compliant	Compliant with Criterion 1. Partially compliant with Criterion 2. The Information Policy of Sberbank does not yet contain provisions establishing the practice of obtaining information from companies controlled by the Bank in order to provide it to shareholders upon their request. Considering the applicable sanctions restrictions, the applied approach meets Sberbank's current needs. The Bank will not revise its approach to meeting the above criterion during the next three years

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
6.3.2	As the Company provides shareholders with information, it maintains a reasonable balance between the interests of specific shareholders and those of the Company itself as it endeavors to maintain the confidentiality of important commercial information, capable of having a material impact on its competitiveness	1. In the reporting period, the company did not refuse to satisfy shareholders' requests for information, or else such refuses were reasonable. 2. Where the Company's information policy so provides, shareholders are warned about the confidential nature of the information and assume the obligation to keep it confidential	Compliant	

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
7.1	Actions that significantly affect or may significantly affect the structure of the Company's share capital and financial standing and, accordingly, shareholders' standing (material corporate actions) are carried out on fair terms ensuring respect for the rights and interests of shareholders as well as other stakeholders			
7.1.1	Material corporate actions include: reorganization of the company; acquisition of 30 percent or more of voting shares (merger); material transactions; increase or decrease in the Company's charter capital; listing and delisting of the Company's shares; as well as other actions that may lead to a significant change in the rights of shareholders and/or an infringement of their interests. The Company's Charter determines the list (criteria) of transactions and other actions that constitute material corporate actions, and such actions are reserved for the Company's Board of Directors	1. The Company's Charter determines the list (criteria) of transactions and other actions that constitute material corporate actions. The Company's Charter reserves decisions on material corporate actions to the Board of Directors. Where the law expressly reserves such corporate actions for the General Meeting of Shareholders, the Board of Directors gives relevant recommendations to the shareholders	Partially compliant	Partially compliant with Criterion 1. The Charter of Sberbank does not provide for a list of material transactions or actions or for their identification criteria. The list of material corporate actions is set out in the Corporate Governance Code of Sberbank. Material corporate actions include: major transactions and related-party transactions; increase or decrease in the share capital; listing and delisting of shares; reorganization of the Bank; acquisition by one shareholder of 30 percent or more of voting shares, as well as other actions that may lead to a significant change in the rights of shareholders and/or an infringement of their interests. The applicable law and the Bank's Charter reserve decisions on material corporate actions to the General Meeting of Shareholders or the Supervisory Board. If a matter falls within the purview of the Supervisory Board, decisions on material corporate actions in most cases (in accordance with the Charter) are made by a qualified majority vote (at least a three-quarters vote). The approach applied meets Sberbank's current needs and its revision on a horizon of the next few years is not seen as practical

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
7.1.2	The Board of Directors plays a key role in making decisions or providing recommendations regarding material corporate actions; the Board of Directors takes guidance in the position of the Company's independent directors	1. The Company has a procedure in place that allows independent directors to state their position on material corporate actions prior to their approval	Compliant	The Supervisory Board plays an important role in making decisions on material corporate actions. To enable preliminary consideration of matters related to material corporate actions, the Corporate Governance Code of Sberbank provides for potential establishment of a special temporary committee under the Supervisory Board
7.1.3	When significant corporate actions affecting the rights and legitimate interests of shareholders are performed, it is assured that all shareholders of the Company are treated equally, and where the legal mechanisms aimed at protecting the rights of shareholders are insufficient, additional measures protecting the rights and legitimate interests of the Company's shareholders are instituted. In so doing, the Company takes guidance not only in formal legal requirements, but also in the corporate governance principles set out in the Code	1. Taking into account the specific nature of the Company's activities, the Company's Charter provides that the Board of Directors is competent to approve transactions of material importance for the Company, in addition to those provided for by the law. 2. During the reporting period, all material corporate actions passed the approval procedure before they were implemented	Partially compliant	Partially compliant with Criteria 1 and 2. The Charter of Sberbank does not establish thresholds for classifying transactions as material corporate actions as would be lower than those prescribed by the law. In matters of material corporate actions, the Bank takes guidance in the requirements of the law, as well as the provisions of the Charter requiring that decisions on material corporate actions are made by a qualified majority of votes of the Supervisory Board members (at least three quarters of the votes), which significantly reinforces corporate control over transactions and meets the current needs of Sberbank. Revision of the existing approach on a horizon of the next few years is not seen as practical

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
7.2	The company ensures that the procedure for performing material corporate actions allows shareholders to receive full information on such actions in a timely manner, enables them to influence such actions and guarantees observance and adequate level of protection of their rights when performing such actions			
7.2.1	Information on material corporate actions is disclosed with an explanation of the reasons, conditions and consequences of such actions	1. If the Company performed material corporate actions during the reporting period, the Company disclosed information on such actions in a timely and detailed manner, including the reasons, conditions and consequences of such actions for shareholders	Partially compliant	During the reporting year, the Bank entered into related-party transactions. The price of each transaction was less than one percent of the consolidated value of assets of Sberbank Group according to the consolidated financial statements as of the last reporting date (the end date of the last completed reporting period preceding the transaction date). In this context, the obligation to disclose information on related-party transactions was not set in accordance with paragraph 3 of Clause 15.9 of Regulation No. 714-P. Information on the resolutions adopted by Sberbank's Supervisory Board on approval of the said transactions was publicly disclosed by the Bank in accordance with the provisions of Regulation No. 1102 with extraction of the most sensitive information, since the disclosure of such information could lead to the introduction of new restrictive measures against the Bank and its counterparties. As the situation stabilizes, the Bank plans to resume the practice of publicly disclosing information on related-party transactions and other material corporate actions (if any) in accordance with the recommendations of the Code

No	Corporate governance principles	Compliance assessment criteria for a corporate governance principle	Status of compliance with a corporate governance principle	Explanations for departures from compliance assessment criteria for a corporate governance principle
7.2.2	The rules and procedures related to the Company's performance of material corporate actions are set out in its internal documents	- The Company's internal documents determine the cases and procedure for engaging an appraiser to determine the value of the property to be disposed of or acquired under a major transaction or a related-party transaction. - The Company's internal documents stipulate the procedure for engaging an appraiser to determine the value of the company shares for acquisition or buy-back purposes. - Where a member of the Board of Directors, the sole executive body, a member of the collegial executive body, or a person entitled to give binding instructions to the Company are not formally interested in the Company's transactions but have a conflict of interest or are otherwise effectively interested, the Company's internal documents provide that such persons do not participate in the voting on the approval of such a transaction	Compliant	

Summary Consolidated Financial Statements

Sberbank of Russia and its subsidiaries

The summary consolidated financial statements of Sberbank of Russia and its subsidiaries and the audit report of the independent auditor are available on the [sberbank.com website](https://sberbank.com/website).

Below follow the summary consolidated statement of financial position, summary consolidated statement of profit and loss, summary consolidated statement of comprehensive income, summary consolidated statement of changes in equity.



Summary Consolidated Statement of Financial Position

<i>in billions of Russian Roubles</i>	Note	31 December 2024	31 December 2023
ASSETS			
Cash and cash equivalents	5	2,252.2	2,386.6
Mandatory cash balances with central banks		152.1	77.1
Due from banks	6	2,615.5	1,153.2
Derivative financial assets	7	174.9	134.8
Loans and advances to customers	8	43,841.9	37,558.3
Securities	9	7,017.7	3,958.8
Financial instruments pledged under repurchase agreements	10	1,434.3	4,128.5
Investments in associates and joint ventures	11	57.9	71.4
Deferred tax asset	28	121.3	133.0
Premises, equipment and right-of-use assets	12	1,204.3	1,002.9
Other assets	13	1,983.0	1,702.6
TOTAL ASSETS		60,855.1	52,307.2
LIABILITIES			
Due to banks	14	4,332.7	4,958.8
Derivative financial liabilities and obligations to deliver securities	15	304.4	269.4
Due to individuals	16	27,821.6	22,904.4
Due to corporate customers	16	16,801.1	13,789.2
Debt securities in issue	17	512.6	652.0
Deferred tax liability	28	36.8	21.5
Liabilities related to insurance contracts	18	1,902.9	1,455.9
Other liabilities	19	1,559.5	1,258.4
Subordinated debt	20	410.0	413.2
TOTAL LIABILITIES		53,681.6	45,722.8
EQUITY			
Share capital and share premium	21	320.3	320.3
Perpetual subordinated loan	22	150.0	150.0
Treasury shares	21	(34.1)	(39.0)
Other reserves	30	(442.0)	(195.9)
Retained earnings		7,181.5	6,348.6
Total equity attributable to shareholders of the Bank		7,175.7	6,584.0
Non-controlling interest		(2.2)	0.4
TOTAL EQUITY		7,173.5	6,584.4
TOTAL LIABILITIES AND EQUITY		60,855.1	52,307.2

Approved for issue and signed on behalf of the Executive Board on 26 February 2025.

Herman Gref,
Chairman of the Executive Board and CEO

Taras Skvortsov,
Senior Vice-President, CFO



Summary Consolidated Statement of Profit or Loss

in billions of Russian Roubles	Note	Year ended 31 December	
		2024	2023
Interest income calculated using the effective interest method	23	6,857.1	4,217.5
Other interest income	23	647.2	287.7
Interest expense calculated using the effective interest method	23	(4,185.8)	(1,771.6)
Other interest expense	23	(182.5)	(63.9)
Deposit insurance expenses	23	(136.4)	(105.1)
Net interest income	23	2,999.6	2,564.6
Net credit loss allowance charge for debt financial assets	6,8,9,10	(442.8)	(235.4)
Net interest income after credit loss allowance charge for debt financial assets		2,556.8	2,329.2
Fee and commission income	24	1,172.1	1,074.7
Fee and commission expense	24	(329.2)	(310.8)
Net (losses) / gains from non-derivative financial instruments at fair value through profit or loss		(59.6)	25.8
Net gains from financial instruments at fair value through other comprehensive income		2.4	5.4
Net gains from derivatives, trading in foreign currencies, foreign exchange and precious metals accounts translation		33.7	68.4
Net losses arising on initial recognition and modification of financial instruments measured at amortized cost		(25.0)	(42.9)
Net losses from revaluation of office premises	12	—	(6.4)
Impairment of assets	13	(30.1)	(18.9)
Net charge for other provisions and allowances	13,19	(1.0)	(27.9)
Revenue of non-core business activities	25	505.5	371.8
Costs and other expenses of non-core business activities	25	(789.6)	(597.8)
Insurance revenue	18,26	227.4	216.8
Insurance service expenses	18,26	(84.4)	(82.3)
Insurance finance expenses	18,26	(129.3)	(144.7)
Other net operating income		47.5	48.7
Operating income		3,097.2	2,909.1
Staff and administrative expenses	27	(1,062.6)	(924.4)
Profit before tax		2,034.6	1,984.7
Income tax expense	28	(454.3)	(476.1)
Profit for the year		1,580.3	1,508.6
Attributable to:			
- shareholders of the Bank		1,581.6	1,511.8
- non-controlling interest		(1.3)	(3.2)
Earnings per ordinary share based on profit for the year attributable to the shareholders of the Bank, basic and diluted (expressed in RR per share)	29	72.03	69.10

The notes №1-42 are an integral part of these summary consolidated financial statements.

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Summary Consolidated Statement of Comprehensive Income

in billions of Russian Roubles	Note	Year ended 31 December	
		2024	2023
Profit for the year		1,580.3	1,508.6
Other comprehensive (loss) / income:			
<i>Items to be reclassified to profit or loss in subsequent periods</i>			
Debt financial instruments measured at fair value through other comprehensive income:			
- Net change in fair value, net of tax		(299.2)	(166.3)
- Accumulated gains transferred to profit or loss upon disposal, net of tax		(1.9)	(4.3)
Exchange differences on translating foreign operations		2.1	3.3
Insurance finance income	18	45.9	22.6
Total other comprehensive loss to be reclassified to profit or loss in subsequent periods, net of tax		(253.1)	(144.7)
<i>Items that will not be reclassified to profit or loss in subsequent periods</i>			
Revaluation of office premises, net of tax	12	—	12.5
Income tax on components of other comprehensive income		(2.6)	—
Actuarial remeasurements of defined benefit pension plans		2.2	0.8
Total other comprehensive (loss) / income that will not be reclassified to profit or loss in subsequent periods		(0.4)	13.3
Total other comprehensive loss		(253.5)	(131.4)
Total comprehensive income for the year		1,326.8	1,377.2
Attributable to:			
- shareholders of the Bank		1,328.1	1,380.4
- non-controlling interest		(1.3)	(3.2)

The notes №1-42 are an integral part of these summary consolidated financial statements.

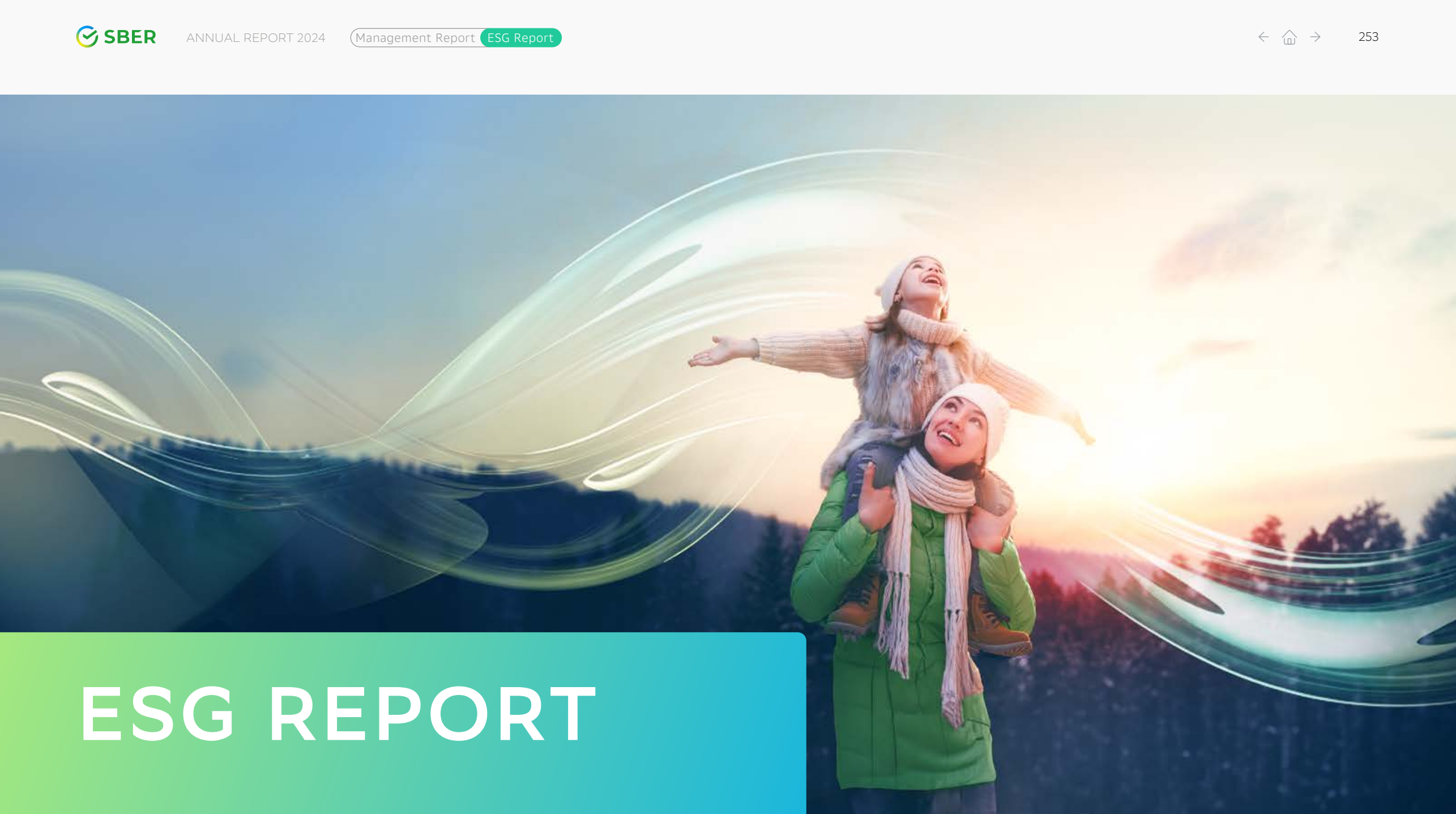
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Summary Consolidated Statement of Changes in Equity

		Attributable to shareholders of the Bank						Non-controlling interest	Total equity		
	Note	Share capital	Share premium	Perpetual subordinated loan	Treasury shares	Other reserves (Note 30)	Retained earnings			Total	
in billions of Russian Roubles											
Balance as at 31 December 2022			87.7	232.6	150.0	(34.1)	(69.5)	5,410.2	5,776.9	(0.1)	5,776.8
Changes in equity for the year ended 31 December 2023											
Net result from treasury shares transactions			—	—	—	(7.5)	—	(0.2)	(7.7)	—	(7.7)
Interest payments on perpetual subordinated loan		22	—	—	—	—	—	(9.7)	(9.7)	—	(9.7)
Dividends declared		29	—	—	—	—	—	(559.6)	(559.6)	—	(559.6)
Transfer of revaluation reserve for office premises upon disposal or depreciation			—	—	—	—	(4.9)	4.9	—	—	—
Disposal of liabilities reserve for buyout of non-controlling interest			—	—	—	—	6.0	(9.9)	(3.9)	3.9	—
Net change in reserve for incentive programs for employees			—	—	—	2.6	3.9	1.1	7.6	—	7.6
Other movements			—	—	—	—	—	—	—	(0.2)	(0.2)
Profit / (loss) for the year			—	—	—	—	—	1,511.8	1,511.8	(3.2)	1,508.6
Other comprehensive (loss) / income for the year			—	—	—	—	(131.4)	—	(131.4)	—	(131.4)
Total comprehensive (loss) / income for the year			—	—	—	—	(131.4)	1,511.8	1,380.4	(3.2)	1,377.2
Balance as at 31 December 2023			87.7	232.6	150.0	(39.0)	(195.9)	6,348.6	6,584.0	0.4	6,584.4
Changes in equity for the year ended 31 December 2024											
Net result from treasury shares transactions			—	—	—	(0.9)	—	2.8	1.9	—	1.9
Interest payments on perpetual subordinated loan		22	—	—	—	—	—	(9.7)	(9.7)	—	(9.7)
Dividends declared		29	—	—	—	—	—	(744.1)	(744.1)	—	(744.1)
Transfer of revaluation reserve for office premises upon disposal or depreciation			—	—	—	—	(1.5)	1.5	—	—	—
Recognition of liabilities reserve for buyout of non-controlling interest			—	—	—	—	(0.2)	—	(0.2)	—	(0.2)
Disposal of liabilities reserve for buyout of non-controlling interest			—	—	—	—	2.7	(1.2)	1.5	(1.5)	—
Net change in reserve for incentive programs for employees			—	—	—	5.8	6.4	1.3	13.5	—	13.5
Other movements			—	—	—	—	—	0.7	0.7	0.2	0.9
Profit / (loss) for the year			—	—	—	—	—	1,581.6	1,581.6	(1.3)	1,580.3
Other comprehensive loss for the year			—	—	—	—	(253.5)	—	(253.5)	—	(253.5)
Total comprehensive (loss) / income for the year			—	—	—	—	(253.5)	1,581.6	1,328.1	(1.3)	1,326.8
Balance as at 31 December 2024			87.7	232.6	150.0	(34.1)	(442.0)	7,181.5	7,175.7	(2.2)	7,173.5

The notes №1-42 are an integral part of these summary consolidated financial statements.



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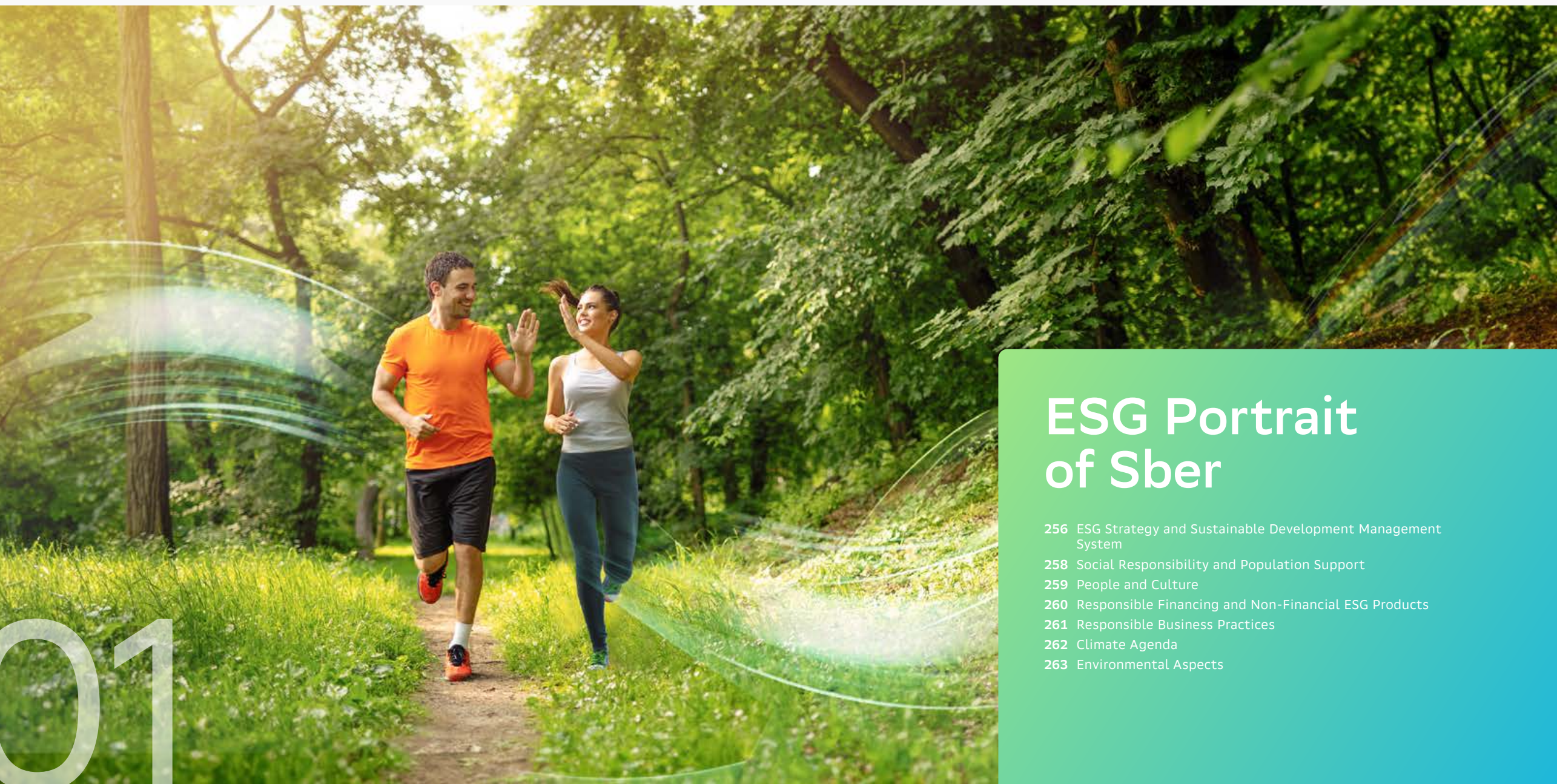
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ESG Strategy and Sustainable Development Management System

As a leader of systemic changes in sustainable development, Sber implements consistent ESG transformation through cooperation with all the Group's stakeholders and contributes to the development of the national sustainable development agenda. Under its ESG Strategy 2026, Sber develops, distributes and embeds proprietary IT and AI solutions to accelerate progress in achieving ESG goals.

Key Results for 2024

ESG strategic priorities were approved for all customer segments: B2B, B2C, B2G

High scores of Russian ESG ratings were assigned

AI for Sustainable Development

>40_{mn}

views of the AI4PLANET podcast

15

Sber's AI solutions are presented in the Artificial Intelligence for Sustainable Development casebook (40% of all cases in the package)

Involvement in the ESG Agenda

2.4_{mn}

unique users of the Saving Together platform

Implementation of the **Sustainable Development track** for university professors as part of the fifth anniversary of the Summer Digital School

Shaping the ESG Agenda

2020



The ESG Committee and the ESG Directorate were established

The ESG Strategy 2023 was approved

2021



The ESG and Sustainability Policy and its Implementation Plan were approved

The Corporate Governance Standard was approved

2022



The ESG Policy Implementation Plan was updated

The Regulation on the ESG Committee and the Regulation on the ESG Directorate were updated

2023



The ESG Strategy 2026 was approved

The Climate Strategy 2026 was approved

2024



The first year of ESG Strategy 2026 implementation¹

Green technologies research was conducted

Key IT Solutions for Sber's ESG Transformation

Automating ESG reporting in the **COSMOS** system

ESG dashboards on the **BI Navigator Platform**

Unified seamless digital **Pulse HR** platform for organization of HR processes

Automated **Energy monitoring system**

¹ For key results in all ESG areas, please see the relevant sections of the Report below.



For more information, refer to the **ESG Strategy and Sustainable Development Management System** section

ESG Strategy 2026

ESG Strategy Areas

Sber

Leadership in ESG transformation and sustainable development

Customers

Deeper understanding of customers' inducements and needs and development of solutions to help them achieve their goals

Country

Searching for and developing technologies to achieve national objectives and implement national projects



For more information, refer to the **ESG Strategy and Sustainable Development Management System** section



ESG Management System

Supervisory Board

Definition of strategic areas and priorities in ESG

Executive Board

Control over the implementation of the ESG Strategy

ESG Committee

Control over compliance with the ESG principles and coordination of the activities of business units

ESG Directorate

Systematization of the ESG agenda management

Business units, regional banks, and companies of Sber Group

Implementation of the ESG Strategy initiatives

Social Responsibility and Population Support

Sber focuses on comprehensive improvement of the quality of life of the population, harmonious development of nature, society and economy through innovative solutions.

Sber acts as one of the drivers for social and economic development in federal entities of the Russian Federation, supports federal and regional projects aimed at their sustainable development, and develops initiatives in the field of education and healthcare.

Key results for 2024

- RUB 194 bn is the total amount of Sber's public-private partnership projects expenses
- Sber's volunteer movement is already 15 years' old
- 455 mn SberSpasibo bonuses have been transferred for charity
- Support for social industry leaders in digitization and implementation of cutting-edge and progressive solutions: launch of the "Colibri" project

Teaching for jobs of the future

- Holding the International AI Challenge 2024 among young people under 18 for the third time in conjunction with the AI Alliance
- Holding a Digital Lesson on the topic "Artificial Intelligence: Prompt Engineering" involving >3.4 mn children from Russia and other countries
- Developing the "Assistant Lecturer"
- Opening School 21 new campuses

Improving financial literacy

- Opening new Sber financial literacy centers
- Signing an agreement between the Russian Ministry of Finance, Sber and one of the largest universities in the country on joint development of financial literacy among the population
- Creating the "Silver Club" social project for people over 55 years' old
- Developing the "Financial Literacy Vacation" course

Charitable activity

- RUB 20 bn is the total amount of Sberbank's charitable expenses
- > RUB 400 mn donations — fundraising via the SberVmeste charity platform

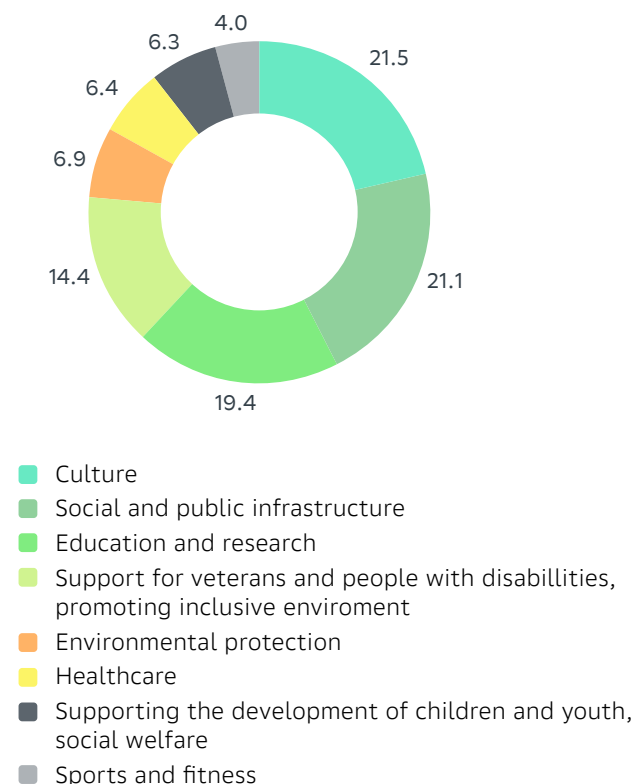
Promoting healthcare Initiatives

- Developing AI supported Sber Smart Ring
- Sber and the Moscow Government implementing innovative AI solutions in the operation of Moscow clinics to significantly facilitate doctors' practice
- Sber's AI model was accredited for GPs



For more information, refer to the **Social Responsibility and Population Support** section

Key directions of charitable support, PJSC Sberbank, %



People and Culture

Sber is a place where people matter. Therefore, programs aimed at improving the quality of life and strengthening financial, physical and emotional well-being of employees and their family members are continuously developing, including using new technologies and AI.

Strong corporate culture increases the involvement and motivation of the team, creates an environment to disclose potential and promotes the development of innovation.

Key Results for 2024

247 thsd people
are the Group team

216.6 thsd people
are the Bank's team

49.3 thsd people
joined the Sberbank team

12.4 %
voluntary employee turnover ratio in Sberbank

RUB 15 bn
spent for social programs for Sber Group employees and their families

Motivation

>9 years
average period of work

77 %
employee engagement index

75 thsd
employees made their career progress

>310 thsd
employees and their family members are insured under voluntary health insurance

Potential and Development

~250 thsd
people were trained in various areas at Sberbank

45.1 hours
average annual training time of an employee

>45 thsd
(20%) employees grow professionally through the mutual development system

Cultural Code

90 %
level of trust in teams

84 %
of employees are proud to work at Sber

Team of Caring People

35 thsd
employees are Sber volunteers

11 thsd
employees regularly donate blood

36 %
of employees participate in charity activities

3.5 thsd
employees are bone marrow donors

Transparency and Equal Opportunity

64 %
share of women in the total number of Sberbank employees

+49 %
growth in hiring people with disabilities

62 %
share of women holding executive positions at Sberbank

>400 members
of the support community for employees with disabled children

11 %
share of senior employees

Sber guarantees fair remuneration, equal career and educational opportunities, and transparency of employment and career advancement for each employee

Good Health and Well-being

> RUB 1 bn
allocated to family support

11.5 %
average salary growth for 92% of employees

RUB 9.98 bn
investments in the VHI program (coverage: over 98% of employees)

RUB 1.4 bn
financing of the corporate pension program

Career Start Support

13.7 thsd
students completed internships and practice at Sberbank

>62 thsd
future entrepreneurs from Russia and 20 foreign countries completed training at Sber's school and student accelerators

Forbes

Platinum status in the ranking of best employers of Russia in all three categories: "Employees and Society", "Ecology" and "Corporate Governance"



For more details, please refer to the People and Culture section

Responsible Financing and Non-Financial ESG Products

Sber develops responsible financing practices and efficiently manages ESG risks. The Group provides ESG products to both retail and corporate customers, and contributes to the ESG transformation of Russian regions.

Key Results for 2024

> RUB 3.4 bn
revenue from non-loan ESG B2B products (twice as much as in 2023)

71 regions
cooperating with Sber in the ESG transformation

RUB 3.8 tn
responsible financing portfolio

24
complex regional projects (CRP) with an ESG component

>30 ESG products
for B2B customers

89 ESG profiles
of federal entities of the Russian Federation updated

First-in-market ESG products based on artificial intelligence in Sber's product range

40 thsd
retail customers that purchased investment ESG products with the help of Sber



For more details, refer to the **Responsible Financing and Non-Financial ESG Products** section

ESG Products and Solutions for Retail Customers and Private Investors

- Sber infrastructure adaptation to the needs of special customers
- Preferential products for vulnerable and special customers
- ESG risk management in retail lending and collection
- ESG solutions
- ESG investment products from Sber partners
- Analysis and modeling of ESG risk impact on the retail loan portfolio

ESG Transformation of Corporate Customers

ESG risk assessment and management

- Industry-specific ESG risks exposure maps
- Integrated ESG risk assessment tool
- Projected assessment of economic losses from physical climate risks materialization
- ES due diligence of large-scale projects
- Monitoring of ESG risks

Sustainable loan products

- ESG loans
- Green and adaptation loans
- Social loans

Regional ESG Agenda

- Agreements with the authorities of federal entities of the Russian Federation
- Complex regional projects (CRP) with an ESG component
- ESG index of Russian cities and regions

Non-loan ESG products

- Assessment of ESG risks and practices (ESG diagnostics, ESG assessment of suppliers, etc.)
- Establishment of the ESG transformation management system (ESG policy development, ESG strategy formulation, ESG report preparation, etc.)
- Development of ESG practices (ESG risk insurance, ESG training, corporate health support, etc.)

Investment products

- Arrangement of customers' ESG bond placements
- Experience in issuing own green bonds

Responsible Business Practices

Sber is a responsible party to business relations that maintains ethical standards, adheres to principles of the most possible openness and transparency of its business and strictly complies with tax legislation.

The Group does not tolerate any unfair business practices and expects its partners, counterparties, customers and suppliers to behave in accordance with the Bank's ethical standards. Sber is strongly focused on the security of its stakeholders' data, for this purpose it works continuously to enhance the level of information system security and cyber resilience.

Business Ethics, Compliance and Anti-Corruption

3,014 queries have been received by the Compliance Hotline

96% of the Bank's employees have completed training in anti-corruption and conflict of interest management

Ways of contacting the Sberbank Compliance Hotline:

on the website in the [Compliance Section](#)

via email ethics@sberbank.ru

by telephone number +7 495 665-86-09

by mail to: 117997, Moscow, Vavilova St., 19, Sberbank's Compliance Division, with a note on the envelope "Compliance Hotline"

Cybersecurity

Sberbank cybersecurity development priorities

Human-centricity helping people and protecting their interests

Technology-driven implementation of advanced cybersecurity technologies

Efficiency enhancing the efficiency of cybersecurity processes subject to AI implementation

- **zero downtime due** to DDoS attacks
- **RUB 0 losses** from accounts as a result of cyberattacks
- Sber has developed **own anti-fraud platform** integrated with more than 1.7 thsd business products of the Bank that is unparalleled in the world
- **RUB 300 bn of customer money saved** due to the anti-fraud system
- **99.8%** is the performance indicator of Sberbank's anti-fraud system
- **the number of unique users** of Sber's Cybrarium project (a unique cybersecurity knowledge library) has doubled as compared to 2023

Tax Strategy



Sber is the largest taxpayer in Russia

Sber is the winner in the Tax Project of the Year category

Sber's tax decisions have been recognized as AI-based in the Russian Software Register

>RUB 500_{bn} amount of paid contributions, including taxes, fees and social contributions

Tax Education Program at Sber's Corporate University

Tax Marathon for Employees

Free Course about Tax System and Personal Income Tax

Sustainable Supply Chain

100% of Sber's purchases comply with the ESG principles

37.8% share of purchases from SMEs of the total purchase volume

Government and Industry Relations

152 projects have been included in the Regulatory Initiatives Plan



For more details, refer to the [Responsible Business Practices](#) section

Climate Agenda

Sber's climate strategy consists of reducing negative climate impact as a result of greenhouse gas emissions, as well as effectively managing climate risks and participating in the formation and implementation of the national and international climate agenda.

Key Results for 2024

43%

the decrease of Scope 1 greenhouse gas emissions by Sberbank compared to the base year of 2019¹

Sber has participated in the UN Climate Change Conference COP29

31%

the decrease of Scope 2 greenhouse gas emissions by Sberbank compared to the base year of 2019²

Sber took part in the stress testing for assessment of potential effects of energy transition risks that had been initiated by the Bank of Russia

24%

the share of green energy in the electricity consumption structure of Sberbank

Sber's green certificate system enabled the issue of 450 thsd and redemption of 270 thsd certificates



For more details, please see the **Climate Agenda** section

¹ The decrease is caused among other things by a change in the methodology for accounting for fuel and energy resources in 2024. For more detail, please see Methodology and Quantitative Assessment of Carbon Footprint section.

² The calculation is made by the market method, including green energy.

Sber's Climate Agenda

Setting Climate Strategy goals

- Achieving carbon neutrality for Scope 1 and Scope 2 by 2030
- Decreasing emissions for Scope 1 and Scope 2 by 30% and 40%, respectively, by 2026
- Assessment and monitoring of the carbon footprint for Scope 3
- Climate risks management

Assessment of climate risks and opportunities within the integrated risk management system

- Development of own scenarios and models to assess potential effects of climate risks materialization for Sber
- Forecast estimation of climate risks effects at the transaction and customer levels
- Climate stress testing of the loan portfolio

Participation in the development of the climate agenda at the national and international levels

- Participation in global and national events to discuss current climate issues
- Provision of consulting, methodological and technological support for business and the state
- Developing international cooperation on climate

Quantifying the carbon footprint and taking the results into account to assess the efficiency of the measures taken

- Assessment and monitoring of the carbon footprint, including the carbon intensity of the loan portfolio
- Elaboration and development of own methodology for quantifying emissions, its improvement
- Assessment of Sber Group emissions by Scopes 1, 2 and 3

Taking actions to reduce carbon footprint

- Energy saving and increasing energy efficiency of facilities
- Purchasing green energy
- Purchasing and redeeming green certificates

Making use of the opportunities related to climate change

- Responsible financing (green and adaptation loan products, ESG bonds)
- Development of green technologies, including AI solutions, for decarbonization and climate change adaptation
- Development of the green certificates market

Environmental Aspects

Sber is taking a comprehensive approach to reducing its negative environmental impact. The measures taken by the Group are aimed at, among other things, resource saving, responsible waste management and improved energy efficiency. Sber implements environmentally efficient technologies both in its operations and in the operations of its partners, and contributes to increasing environmental responsibility of employees, customers and counterparties. The Group is also actively involved in environmental projects and initiatives.

Energy efficiency and green energy

Rational waste treatment

Rational water use

Reasonable use of paper

Conservation of nature

Measures to Minimize the Negative Impact

- Centralized monitoring and energy management system
- Energy efficient lighting and equipment applications
- Green construction and operation standards
- Increase in the share of green energy (from renewables)

- Separate waste collection
- Transferring waste for recycling

- Water saving through the use of special equipment and automated consumption accounting
- Conservation of the ecosystems of Russian water bodies

- Increased use of digital formats in document flow
- Increasing the volume of paper processing

- Support for reforestation initiatives
- Application of digital solutions in the field of ecology



For more details, please refer to the **Environmental Aspects** section

Key Results for 2024¹

24%

the share of renewable energy in the electric power consumption structure

28%

the share of waste sent for recycling in the total amount of waste

Holding of marathon

on the purification of Russia's rivers

3 thsd tons

of paper handed over for recycling in 2024 (2 times more than in 2023)

First place in BoomBattle campaign (in the Business category)

Developing and implementing proprietary AI models and digital solutions for conservation of nature

¹ Data on Sberbank.



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ESG Strategy and Sustainable Development Management System

Key Results for 2024

ESG strategic priorities were approved for all customer segments: B2B, B2C, B2G

High scores of Russian ESG ratings were assigned

AI for Sustainable Development

>40_{mn}
views of the AI4PLANET
podcast

15 Sber's AI solutions
are presented in the Artificial
Intelligence for Sustainable
Development casebook (40%
of all cases in the package)

Involvement in the ESG Agenda

2.4_{mn}
unique users of the Saving
Together platform

Implementation of the
Sustainable Development
track for university
professors as part of the fifth
anniversary of the Summer
Digital School

ESG Policy Compliance

- **Action line VI.** Improve practices of corporate governance, safety and ESG risks management, including along the supply chain:
 - **Target 29.** Improve the integrated risk management system, including ESG risks
 - **Target 32.** Assist with the development and distribution of ESG risks and sustainability management practices at the national and international level
- **Action line VII.** Develop sustainable finance practices:
 - **Target 35.** Increase the ESG appeal of Sber for investors
- **Action line VIII.** Facilitate economic well-being and prosperity for all:
 - **Target 40.** Ensure the fulfillment of economic obligations to shareholders and investors
 - **Target 45.** Contribute to the ESG transformation of the Russian economy

UN Sustainable Development Goals



National Development Goals of the Russian Federation

- Digital transformation of state and municipal administration, the economy, and social sphere
- Technological leadership
- Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person
- Stable and dynamic economy

Internal Regulatory Documents

- Environmental, Social, Governance and Sustainability Policy

Awards and Achievements



Sber won the **Our Contribution** national award for projects that contribute to the achievement of national goals and officially confirmed its **National Projects Partner** status



The **AI4PLANET podcast** took the third place in the **ESG Communications** nomination of the People Matter corporate project competition



Sberbank's **Saving Together** project won the first place in the **Best Eco-Awareness Project/Program** nomination



The **Summer Digital School** project was awarded in the **Innovation of the Year in Educational Institution Management** nomination, won the Effective Education award in the **Innovation of the Year in Educational Institution Management** nomination and won the Grand Prix of the **SMART Pyramid – 2024** award in the **Best Online Learning Program – 2024** nomination



Sber's project on automating ESG reporting using the COSMOS IT system won the **ISAR Honors UNCTAD** award in the national initiatives category



Sber's projects became the Best ESG Projects in Russia award holders:

- ★ The **AI4PLANET podcast** was the best in the **Climate Action. Awareness Projects** nomination
- ★ The **wild animal detection model** was the best in the **Sustainable Cities and Settlements. Preserving Cultural and Natural Heritage** nomination
- ★ **ESG Artificial Intelligence-based digital solutions** were the winners in the **Industrialization, Innovations and Infrastructure. ESG Best Digital AI-based Solutions** nomination



Pulse HR platform awards 2024:

- ★ **Best for Life Design Award 2024:** won in the **Platform of the Year** nomination in the **Technology for Business** category
- ★ **The Crystal Pyramid HR Award 2024:** the Grand Prix in the **Technological Solution of the Year** nomination and the Grand Prix in the **HR Solution of the Year** nomination
- ★ **Pulse Time for Innovations** award: winner in the **Import Substitution: Product of the Year** nomination as the best HR solution



The **Sber's ESG Transformation as a Driver of Changes in Sustainable Development of the Country** project was the second in the **ESG Transformation** nomination of the **People Matter** corporate project competition



Sberbank's ESG Senior Vice-President was named a **Sustainable Development Executive of the Year** and won the Grand Prix of the ESG Excellence Award, and became one of the TOP-20 best sustainable development directors of the **Top-1000 Managers Award**

ESG Strategy 2026

GRI 2-22

In 2024, Sber continued to implement its ESG Strategy 2026 as approved in 2023 under the bank-wide strategy focused on human-centricity. In the new strategic cycle, the ESG focus is on assisting people to unlock their potential and to achieve their goals. At the country level, it is a priority to contribute to the achievement of the national development goals of the Russian Federation.

The ESG strategy includes three areas:



Country: Searching for and developing technologies to achieve national goals and implement national projects (technological sovereignty)



Clients: Deeper understanding of customers' inducements and needs and development of solutions to help them achieve their goals



Sber: Leadership in ESG transformation and sustainable development

To achieve the Sber's ESG goals, a plan has been developed that involves all responsible units.



In 2024, Sber's ESG agenda was focused on researching and deepening the understanding of customers' ESG needs.

This analysis identified the following key areas:

- **People:** awareness of internal inducements and unlocking one's potential
- **Business:** minimizing risks, enhancing the efficiency and quality of management
- **Regions:** development of sustainable development technological solutions and projects to achieve the national development goals approved by the President of the Russian Federation in 2024

As a result, a number of initiatives aimed at developing products and solutions to meet the customers' ESG needs were added to the ESG strategy goals approved earlier. Sustainable technology, including artificial intelligence is an important tool for developing and implementing such solutions.

Key Targets of Sber's ESG Strategy 2026



Sber

Reducing our own impact

- 25% is the share of waste transferred for recycling
- 70 mn kWh of green energy supplied to the Bank's facilities (7% of the energy balance)

Climate Strategy¹:

- 30% is the reduction of emissions by Scope 1
- 40% is the reduction of emissions by Scope 2

Care for employees

- 50 thsd corporate volunteers
- 75% of employees are involved in the ESG agenda

Cybersecurity

- 0 embezzlement from the Bank's correspondent accounts due to cyberattacks
- 0 downtime due to cyberattacks



Clients

B2C Clients

- Development and evolution of ESG products that anticipate inducements and satisfy the needs of retail clients
- Developing inclusion and increasing the accessibility of services for clients

B2B Clients

- Growth of the responsible finance portfolio
- Product development, including on the basis of sustainable technologies, including green technologies

B2G Clients

- Developing sustainable technologies to achieve national goals and implement national projects
- Development of clients products which use contributes to the achievement of national goals
- >70 regions cooperate with Sber in the ESG transformation



Country

- Searching for and developing promising areas of sustainable technologies to strengthen technological sovereignty and achieve national priorities
- Development and evolution of products and solutions, including with the involvement of Sber R&D teams and laboratories

¹ Relative to base year 2019.

Sustainable Development Technologies

GRI 3-3

Modern technologies, in particular, artificial intelligence, are the most important tool for implementing the ESG strategy 2026 and the long-term priority of the Group. Sber pays considerable attention both to the deployment of digital technologies for the efficient ESG management and to the promotion of ESG technologies at the national level and among its clients.

Digital Technologies for Sber's ESG Transformation

Sber automates its regular business processes related to the ESG transformation by integrating new functionality into existing automated systems and developing its own software. Sber's high degree of digital maturity and competence in information technology and artificial intelligence enable to develop its internal IT infrastructure and use modern developments to implement the Group's ESG strategy.

Automating ESG Reporting in the COSMOS System

Since 2023, the internal COSMOS IT system has been used to work with ESG data, which enables to collect, adjust and approve ESG data more quickly and with higher quality, and the share of manual labor in the process of Sber's non-financial reporting has been decreased.

Automation enables to expand and clarify the set of ESG metrics collected and to include more Group companies in the consolidation perimeter. This enables Sber to expand the scope of reporting, increase its frequency and promptly respond to the requirements of new standards, including IFRS sustainable development reporting standards. In the long term, the process automation strengthens the transparency and reliability of the ESG reporting, which has a positive effect on Sber's reputation and position in ESG ratings. The COSMOS system is a key link in synchronization of various types of the Sber Group consolidated statements.



In 2024, Sber's project on automating ESG reporting using the COSMOS IT system won the ISAR Honours UNCTAD award in the national initiatives category. Thus, Sber's leadership in non-financial reporting was confirmed at the UN level.

ESG Dashboards on the BI Navigator Platform

BI Navigator, a business analytics and data visualization platform, is another tool of the digital ESG management at Sber. The system functionality enables to quickly create visual dashboards and online reporting, generate business analytics, monitor the efficiency of projects and processes.

Sber operates a set of regularly updated dashboards on key ESG strategy indicators: responsible financing portfolio, ESG product sales, etc. BI Navigator provides a source of information about the current state, dynamics and structure of significant ESG metrics that is unified for all Sber employees and available from various devices. Managers of various levels can use dashboard data to make prompt management decisions.

In 2024, the Navigator BI product team also analyzed the sustainable digital development effects as part of testing the IT products sustainability assessment methodology.

HR Processes Digitalization

Sber continues to develop its unified seamless digital HR system that includes all the necessary apps and technologies for organizing HR processes.

The Pulse HR platform automates all talent management processes: AI technologies and data analytics tools are used for this purpose. The Pulse platform functionality enables to more efficiently and promptly solve current and strategic HR tasks and carry out comprehensive analytics at all stages of employee interaction with Sber in real time.

The Pulse HR platform helps to build HR processes not only for the Sber Group companies, but also for other employers that use it in their work.

Pulse HR Platform Innovations

In 2024, Sber expanded the functionality of the Pulse platform with the Team Strength Index tool. The integral indicator includes 21 metrics and shows the resilience of the team that maintains its efficiency in the long term. One dashboard shows metrics of attractiveness, stability, flexibility, engagement, efficiency, adaptability and development ability of the team. Thanks to the new tool, more than 13,000 executives can identify team problems at early stages, determine focus areas of the team development and schedule medium- and long-term changes.

Pulse HR Platform Deliverables

>67%

of Sber HR operations are performed automatically without the involvement of HR specialists

50 +17 new customers in 2024
external customers of the HR platform

>400 thsd

active users of the platform by the end of 2024

Automated Energy Monitoring System

Sber has already deployed and successfully uses the Andromeda centralized artificial intelligence-based monitoring and management system in 3 thsd branches and 200 administrative buildings. The system automates technological processes, including energy resource accounting and management, optimizes power consumption at facilities, and searches for and identifies irregularities in the fuel and energy resources consumption. Using the automated system enabled the Bank to save about RUB 600 mn in three years. Savings of power consumption per facility amounted to about 25%.

In 2024, Sber launched the automation of environmental indicators accounting with the help of a new automated system. This will enable faster and better data, as well as quick and informed management decisions to reduce the negative impact on the environment.

In addition, Sber uses GigaChat when working with texts as part of creating an ESG report and Kandinsky to execute the Annual Report. The use of large language models contributes to preparing and publishing reports in record-breaking time after the end of the reporting period.

Promotion of Modern Technologies and Artificial Intelligence for Sustainable Development throughout the Country

Sber supports initiatives related to artificial intelligence and modern sustainable development technologies that are relevant for the country. E.g., environmentally and socially significant scientific developments were noted as part of Sber Science Award, and startups based on applied ESG technologies regularly participate in the Sber 500 IT Accelerator.

A promising area at the junction of modern technologies and the ESG agenda is GreenTech or green technologies that are aimed at achieving global climate and environmental goals. In 2024, Sber completed a special study in this area which resulted in an assessment of the GreenTech international market, identification of relevant trends and elaboration of priority initiatives for the development of green technologies in Russia.

Key Areas of the Global Green Technology Market



Digital solutions (digital GreenTech)

- Smart cities
- Agrotech
- Clean energy
- Circular economy
- Water resources
- Nature Tech
- CCUS



Engineering solutions (physical GreenTech)

- Hydrogen technologies
- New materials
- Remote sensing of the Earth
- Green data processing centres



For more information about Sber's technologies, refer to the Artificial Intelligence 2024 section of the Management Report

The core AI transformation event is the AI Journey annual conference which was held for the 9th time in 2024. The ESG topic was presented at the conference in various formats:

- The second season of the AI4Planet podcast, consisting of ten thematic tracks with the involvement of 27 experts, was released during the first day of the conference. The podcast was viewed by 40+ million persons
- Four foreign speakers from South Africa, India and Switzerland presented the ESG topic in the conference business day program
- Sber and the Republic of Kalmykia signed a green technologies and artificial intelligence cooperation agreement to prevent desertification and land degradation
- In addition, Sber signed an agreement on the development of green technologies to restore ecosystems and preserve natural capital with the Information and Analytical Center for Supporting Nature Reserve Management of the Ministry of Natural Resources and Environment of the Russian Federation
- The conference presented the first in Russia Artificial Intelligence for Sustainable Development casebook that has been drafted by the Artificial Intelligence Alliance and the National ESG Alliance and unites 39 best practices of using AI for environmental and social objectives. The collection includes 15 Sber solutions.

As part of its business products line, Sber offers its corporate customers practical AI solutions for the ESG transformation.



For more details, refer to the
Responsible Financing and Non-Financial ESG Products section

Participation in the Federal Agenda and International Cooperation

As part of the information support of the ESG strategy implementation, Sber is engaged in external and internal ESG communications with stakeholders and informs them on its contribution to sustainable development, takes part in discussions of significant environmental, social and governance issues related to the ESG transformation, and involves and educates target audiences on relevant topics on the agenda.

The Bank focuses its efforts on several key areas of promoting the agenda: promoting the principles and values of the sustainable development concept, informing of financial and non-credit ESG products for regions, business and retail customers, and developing international cooperation.

Sber makes a significant contribution to the discussion of various aspects of sustainable development at the national and international levels. In 2024, Sber's ESG agenda was presented at 15 international forums and a lot of national, regional and industry events. In particular, Sber took part in events under

the auspices of the UN Framework Convention on Climate Change, BRICS and CIS countries, the Shanghai Cooperation Organization (SCO), the Eurasian Economic Union (EAEU), the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP). The Bank organized thematic sessions and panel discussions on responsible finance, green technology development, smart cities, and international cooperation.

Sber systematically engages the bulk audience in the ESG agenda through Saving Together, its own media resource which enables to share useful information on a responsible and environmentally friendly lifestyle, and the AI4Planet scientific and educational video podcast, which two seasons were published as part of the international AI Journey conference.

The Annual Report which is drawn up annually and includes the ESG Report as its integral part is one of the key tools to increase transparency about Sber's own initiatives and results

in the implementation of the ESG strategy. In 2024, the Sber's Annual Report won the awards and contests of the Moscow Exchange, Expert RA and RAEX.

The Bank continues to be an active member of the National ESG Alliance established at Sber's initiative in January 2022. It is the only major business association in Russia that is dedicated to sustainable development. The Alliance comprises 25 founder companies that are leaders in the sustainable development transition of their sectors.

ESG Transformation Training

Sber shares knowledge, skills and best practices of sustainable development among its employees, clients, business partners and other market participants, as well as academic community, i.e. professors and students. For this purpose, Sber has developed a range of educational programs, implements educational projects and develops academic partnerships with universities.

Range of Sber's ESG Educational Programs

- Online course [ESG: introduction. How can business stay on top in 30 years](#) for executives and employees of companies implementing sustainable development projects
- ESG: Basic Course for First Line Employees to learn about the basic ESG principles
- ESG: Choosing the Future to shape and scale up the ESG culture and increase involvement of employees in the ESG agenda

In addition to training, Sber implements projects to educate its employees and the public in sustainable development. Thus, in 2024, the Bank developed an environmentally friendly fashion collection to attract people's attention to environmental issues and continued to develop the Saving Together platform.



For more details on Sber's initiatives, refer to the [Environmental Aspects](#) section

Saving Together

To share news, trends, practical tips on healthy lifestyle, volunteering, and caring for nature, Sber develops its [Saving Together platform](#).

Here, Sber talks about its own ESG initiatives and publishes a poster of green events which anyone can take part in. The Saving Together platform helps users participate in charitable, volunteer, environmental and social initiatives throughout the country.

The resource contains useful information on such relevant topics as health, nature, lifestyle, care for family and others, and the [Sber Acts](#) section contains detailed information about Sber's initiatives and other necessary and cognitive information.

The platform coverage increased and reached 2,350,000 unique and over 120 thsd registered users in 2024.

In 2024, the Saving Together project was highly appreciated by experts of the Our Contribution National Award.

The First Eco-Friendly Fashion Collection

In 2024, SberShop launched its first eco-friendly fashion collection made from 100% cotton, half-recycled and half-organic. The collection supports Sber's sustainable development strategy, which, among other things, is aimed at more efficient use of materials and recycling of things. The designers decorated the items of clothing with minimalistic prints bearing quotes about nature. The eco-friendly fashion collection can be bought in SberShop online store and at the brand's retail stores in various cities across the country.

Summer Digital School Season 5

In 2024, Sber held its fifth anniversary Summer Digital School for university and college professors.

The Summer School annually brings together thousands of professors from all over the country to share modern developments, the latest data and current trends. Professors share the lessons learnt with their students, communicating innovative ideas and modern approaches in various areas, including the sustainable development and ESG transformation.

In 2024, record-breaking 7.5 thsd applications were submitted for participation in the project. Over 2 thsd professors from 550 educational institutions in 80 regions and cities of the country took part in ten educational tracks. By results of the training, over 98% of participants stated their readiness to apply new knowledge to update the curricula at their universities.

As part of the Sustainable Development track, 200 participants learnt about a wide range of sustainable development issues: from managing ESG risks and building low-carbon development strategies, to inclusive business and the use of AI. School participants became aware as well how to integrate sustainable development principles into curricula and prepare the new generation of responsible leaders.

The project won the Effective Education award in the Innovation of the Year in Educational Institution Management nomination and won the Grand Prix of the SMART Pyramid — 2024 award in the Best Online Learning Program — 2024 nomination.

Sber's Positions in ESG Ratings

MED-39

In 2024, Sber's achievements in sustainable development were highly appreciated by experts as part of ESG ratings. Sber has confirmed or even enhanced its 2023 level in many ratings and rankings, having taken into account comments of external experts regarding the presentation of Sber's ESG data and initiatives.

AKPA

Sberbank score

ESG-AA, ESG-2 level

a very high score in the environmental protection, social responsibility and governance

2023 level confirmed

BIK Ratings

Sber Group Companies score

AA+.esg ESG rating

a very high level of compliance with the sustainable development principles

РБК HKP

Sberbank score

Level I, high

2023 level confirmed

Sber Group Companies score

Level I, high

- Sberbank Life Insurance

Level II, above average

- Sberbank Private Pension Fund
- SberInsurance

CLIMATE X

Sberbank score

Top 5

best banks in the world in terms of climate risk adaptation

AK&M

Sberbank score

Non-financial statements rating of RESG 1

the highest level of sustainable development disclosure

2023 level confirmed

EXPERT

Sberbank score

AAA ESG rating

a very high level of management of ESG risks and opportunities

2023 level increased

HPA

Sberbank score

AAA.esg ESG rating

the highest level of integration of sustainable agenda into the Group's operations

2023 level increased

Sber Group Companies score
Sberbank Life Insurance

AAA.esg ESG rating

the highest level of ESG agenda integration into the company's operations and quality of compliance with relevant practices

SberInsurance

the AA.esg ESG rating

a very high level of ESG agenda integration into the company's operations and quality of compliance with relevant practices

HKP

Sberbank score

AAA ESG rating

the highest level of compliance with environmental, social and governance standards

2023 level confirmed

Expert

Sberbank score

ESG-II(a)

a very high level of compliance with sustainable development principles in the process of key decision-making

2023 level confirmed

Sustainable Development Management System

Organizational Management Structure in the Field of ESG and Sustainable Development

The sustainable development as the Sber's strategic choice requires a comprehensive approach and a well-thought-through management system at all levels. It is this multi-level structure that was built in the Sber Group to achieve the sustainable development goals, while ensuring clear assignment of responsibility among various management levels and branches. Thanks to the coordinated work of all the system elements, Sber is more efficient in achieving progress in its journey towards strategic goals, strengthening its positions as a responsible market participant and remaining the sustainable development leader in all regions of footprint.

MED-35

[The Environmental, Social, Governance and Sustainability Policy](#) is Sber's key document that establishes the Group's approach to sustainable development management.

Role of the Senior Management Bodies

GRI 2-12, GRI 2-13, GRI 2-14

The senior management bodies of Sber, the Group's Supervisory Board and Executive Board, play a key role in managing ESG issues. ESG agenda items are an important part of their regular meetings. This approach ensures coherence and consistency of processes and enables to timely response to current challenges.

The Supervisory Board determines strategic priorities and long-term sustainable development areas, including goals to reduce the carbon footprint, promote the principles of responsible financing and development of an inclusive environment, and approves top-level documents.

The Executive Board, in turn, oversees the ESG strategy implementation by making management decisions on key projects and initiatives.

Sustainable Development Issues on the Agenda of Sber's Management Bodies Meetings in 2024

Supervisory Board

- Development of the ESG direction at Sberbank
- Sberbank Climate Strategy until 2026

Executive Board

- ESG strategic priorities and targets

ESG Committee

- Setting and reporting on the achievement of Sber's ESG goals
- Approval of documents governing Sber's ESG transformation and sustainable development
- Approval of the ESG report concept
- Launch of new ESG products
- Discussion of concepts and results of major and cross-unit ESG projects

Operational Management: ESG Committee and ESG Directorate

At the operational level, there is the ESG committee that plays a coordinating role. Its core task is to synchronize the actions of all Sber branches, regional banks and companies of the Group to achieve the goals of the unified ESG strategy. At its meetings, the committee discusses current results, emerging risks and future plans. Thus, the ESG Committee helps to promptly adjust actions of and to enhance interaction among branches.

The ESG Directorate is an important element of the organizational structure which is responsible for implementing a systemic approach to the ESG transformation and sustainable development on a Group-wide basis. The Directorate shapes the methodology of work, ensures monitoring of indicators and interacts with branches that supervise particular thematic areas.

Management of Material ESG Topics and Risks

In 2024, there were no material changes in the organizational structure of ESG transformation and sustainable development management.



For more details, refer to the chart in the [Organizational Management Structure for the ESG and Sustainable Development](#) section of the [Sber Group Annual Report for 2022](#)

Management of key ESG aspects expressed as material topics did not change either.



For more details, refer to the [Organizational Management Structure for the ESG and Sustainable Development](#) Section of the [Sber Group Annual Report for 2023](#)

As part of its integrated risk management, Sber classifies its ESG risks (environment and social risks) on the risk map.



For more details, refer to the [Risk Report](#) section

The Bank defines ESG risks as the risks of loss, decrease in profit, capital adequacy, and other negative financial effects for the Bank due to the impact of ESG factors on clients and on the Bank through the occurrence of credit, operational, market, reputational, model, conduct, regulatory and other risks. The ESG risks include environmental, social and governance risks.

The impact of ESG factors on credit risk is the most material for the Bank. The amount and probability of loss due to ESG factors are assessed as part of scenario analysis and stress testing, and are controlled by responsible units as part of the Bank's operating activities. The assessment results are submitted for consideration to the Bank's collegial bodies responsible for risk management and are taken into account in making management decisions.

In 2024, as part of the annual procedure for identification and assessment of materiality of the Sberbank Group risks, environmental and social risks were classified as independent risks:

- **Environmental risk** is the risk of loss, decrease in profit, failure to comply with the regulator's requirements (including in terms of capital adequacy), loss of business reputation due to the negative impact of risk factors arising out of direct or indirect human influence on the environment, and out of the impact of natural changes in the environment on economic agents.
- **Social risk** is the risk of loss, decrease in profit, failure to comply with the regulator's requirements (including in terms of capital adequacy), loss of business reputation due to the negative impact of risk factors related to violation of human rights, threats to well-being and health of people.

ESG risks are dealt with at all management levels. The Supervisory Board reviews issues related to the ESG risk management. The Executive Board and its committees accountable to approve and monitor the implementation of the Responsible Finance Policy, approve internal documents governing the ESG risk management procedures. The Risk Management Function of the Risks Unit develops and updates methodologies for managing and evaluating ESG risks, implements ESG risk management procedures in the credit process and own operating activities, and carries out independent ESG risk assessment in the corporate credit and investment processes. The ESG Directorate provides expert support to the Bank's units involved in developing the ESG risk management system. The Corporate and Investment Business Unit identifies and assesses ESG risks in the corporate credit and investment processes.

Stakeholder Engagement and Identification of Material Topics

Stakeholder Engagement

GRI 2-26, GRI 2-29

Sber regularly communicates with a wide range of stakeholders, identifying 11 key groups thereof. Sber has defined interaction channels and responsible units to maintain continuous communication with all the stakeholder groups. Sber's approach to stakeholder engagement is based on the requirements of international and national standards and guidelines, including GRI, UNEP PRB, guidelines of the Bank of Russia, ISSB standards of the IFRS Foundation.

Stakeholder Engagement 2024

Stakeholder Group	Interaction Mechanisms	Stakeholders' Expectations
Customers	- Sale of services through physical and digital channels - Dealing with complaints and negative feedback - Customer behavior research to develop a value proposition - Monitoring customer relationships through the Net Promoter Score (NPS) and the Customer Satisfaction Index (CSI) - Monitoring customer feedback in social media	- Affordable quality financial products and services - Convenient sales and service channels - Support in the ESG transformation - Loan and other ESG products - Customer data protection
Shareholders and investors	- Holding of the General Meeting of Shareholders - Annual study of the Bank perception by investors - Discussion of topics relevant to private shareholders at meetings of the Committee for Minority Shareholder Relations - Holding meetings with investment funds and analysts to discuss current trends and issues about the Bank's activities - Disclosure of activities and results in the Annual Report	- Transparent disclosure of information - Development of responsible financing practices - Compliance with high standards of corporate governance and business ethics - Value creation and dividend payment
Regulatory bodies	- Interaction with regional authorities as part of preparing and entering into cooperation agreements, preparing and implementing ESG projects - Participation in meetings of public authorities and the Bank of Russia on draft laws	- Compliance with all legal requirements - Participation in shaping the legal regulation of the ESG agenda
Regional and federal authorities of the Russian Federation	- Sending proposals on improving legal regulation to federal authorities and the Bank of Russia - Participation in the Bank of Russia's surveys - Participation in public discussions of draft laws - Monitoring of the normative activity of the state, the Bank of Russia, the formation of the Bank's position on the upcoming changes - Participation in meetings of government agencies regulating transition to a green economy - Participation in the meeting of the Expert Council of the State Duma Committee on the Financial Market regarding the development of responsible green financing	- Joint implementation of ESG projects - Sber's expertise in sustainable development

□ Group of stakeholders significantly influenced by Sber.

Stakeholder Group	Interaction Mechanisms	Stakeholders' Expectations
Mass media	- Media activity: releases, speaker interviews, press tours - Regular disclosure of information and reporting on the Bank's impact on the economy, environment, and society	- Transparency of operations and results - Availability of information on Sber
Financial market participants	- Participation in events and consultations for the development of industry solutions - Monitoring of the best industry and global practices for subsequent implementation in Sber business processes	- Sustainable loan products - Non-loan ESG products - Transparency of information on Sber's ESG products
International organizations in the field of ESG and sustainable development	- Participation in the initiatives of international organizations - Assignment of ESG rating scores - Partnership in the implementation of ESG projects - Taking into account the standards and recommendations of international organizations in the ESG	- Participation in the international ESG agenda - Sharing best ESG practices
Professional community	Participation in the development and implementation of sustainable development programs and projects	- Sber's expertise in sustainable development - Sber's participation in shaping the national ESG agenda - Information on Sber's sustainable development activities
Suppliers and contractors	Applying the principles of corporate social responsibility in procurement activities	Transparent communication of corporate social responsibility requirements when entering into contracts
Local communities and NPOs	- Implementation of sponsorship and charity projects - Support and implementation of education and healthcare projects - Implementation of social products	- Support for social groups of the population - Contribution to the improvement of local well-being, quality of life and financial literacy level
Employees	- Corporate newsletters - SberFriend and Pulse corporate apps - Corporate TV for employees — SberTV - Screens and media facades in offices - Corporate events - Involvement surveys - Work at Sber career portal, career events and special projects - Social media	- Comfortable and competitive working conditions - Workplace safety - Career and professional development opportunities

Materiality Assessment

GRI 2-25, GRI 3-1, GRI 3-2

The materiality principle underlies Sber's sustainable development management system. While preparing the Group's non-financial statements, materiality is assessed and the material topics are identified that are of the greatest importance to various stakeholder groups and reflect the key impacts and risks in Sber's sustainable development.

Stages of the Materiality Assessment

1

Analysis of sources of information for materiality assessment

2

Identifying impacts with the help of experts and stakeholders

3

Assessing the identified impacts with the involvement of experts

4

Processing the assessment results, ranking and determining the materiality threshold

5

Approving the final list of material topics



For more details, refer to the **Determining Material Topics** subsection of the [Sber Group Annual Report for 2022](#)

Stakeholders Survey

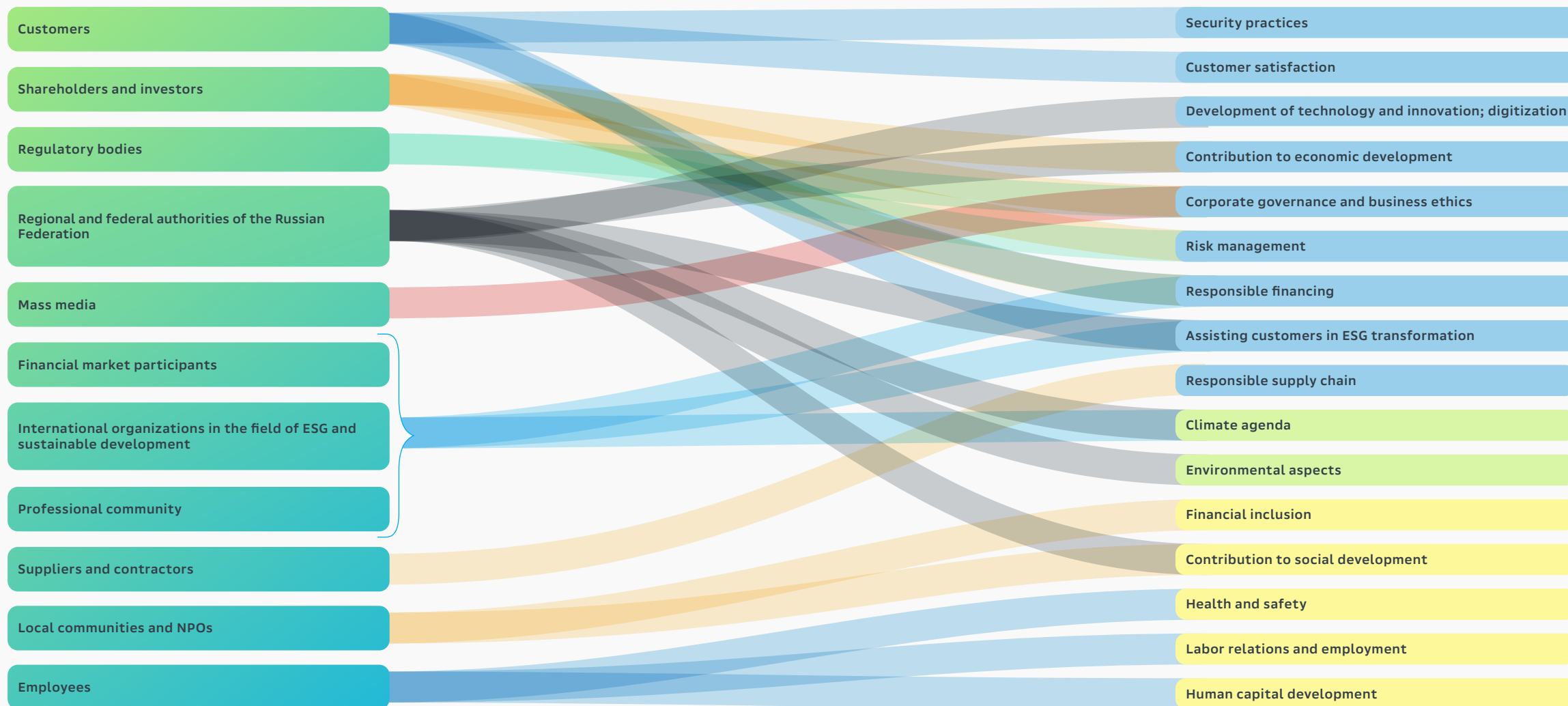
While preparing the 2024 Report, stakeholders, including employees, customers and representatives of the professional community were surveyed. This enabled to confirm the relevance of the chosen material topics: according to the survey, all ESG topics disclosed in the Report are relevant for the stakeholders. Respondents focused on topics such as labor relations and employment; technology and innovation development, digitalization; responsible financing; security practices; and contribution to economic development.

In 2024, the methodology for determining material topics and the list of material topics remained unchanged relative to 2023. When analyzing and confirming the relevance of topics, the expert task force updated the assessment of Sber's impact on the economy, community and the environment in the reporting year, and held surveys to validate the results.

Core Sber Stakeholder Groups and Material Topics Relevant to Them

Stakeholder Group

Material Topics



Respect for Human Rights

GRI 2-23, GRI 2-24

When building relationships with its stakeholders, Sber undertakes to ensure respect for human rights. The Group operates in accordance with the following fundamental human rights instruments:

- UN Universal Declaration on Human Rights
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- International Labor Organization (ILO) Declarations and Conventions
- Legislative acts of the Russian Federation

The principles of respect for and protection of human rights are set forth in the [Code of Corporate Ethics and Business Conduct](#), while the key values and approach to the stakeholder engagement are contained in the [ESG Policy](#). Internal regulatory documents also record those human rights aspects that are especially important for engagement with Sber's key stakeholder groups

Sber uses feedback channels for human rights queries that are available to all the stakeholders.



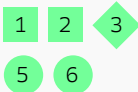
For more details, refer to the [Business Ethics, Compliance, and Anti-Corruption](#) subsection

Stakeholders	Stakeholder Rights	Sber's Approach to Stakeholder Rights
 Customers	• Right to personal data protection • Right to favorable environment of local communities • Rights of indigenous peoples • Right to equality and non-discrimination	Sber implements comprehensive initiatives to develop an inclusive environment and increase the accessibility of socially important financial and non-financial products and services for vulnerable citizens
 Counterparties	• Right to personal data protection • Labour rights of counterparties' employees: – right to a safe workplace – right to freedom from slavery, forced and child labor – right to decent working conditions – right to freedom of association and collective bargaining • Right to favorable environment of local communities • Rights of indigenous peoples	Sber requires its suppliers and business partners to respect human rights and freedoms, monitors compliance with the requirements and raises human rights awareness
 Employees	• Right to freedom from slavery, forced and child labor • Right to equality and non-discrimination • Right to health and a safe workplace • Right to fair remuneration • Right to vacation • Right to privacy and personal data protection • Right to education • Right to freedom of association and collective bargaining	Sber ensures equal rights and opportunities and creates a supporting environment for unlocking the potential of each employee

ESG Compass

The ESG compass clearly shows the interrelation of the material topics underlying the Report and the UN Sustainable Development Goals, the national development goals of the Russian Federation until 2030 and 2036, and the provisions of the ESG Policy.

→ For more details on the Report compliance with the standards and indicators disclosed for each material topic, refer to the [Table of GRI, SASB and MED Indicators Appendix](#)

Material Topics	UN Sustainable Development Goals	National Development Goals of Russia until 2030 and for the Long Term until 2036 ¹	Sber's ESG Policy Action Lines	Sber's ESG Policy Targets	Disclosure in the Sber's Report
Environmental					
Climate agenda	 	- Stable and dynamic economy - Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person	Action Line II. Develop climate-related risk and opportunity management practices		Climate Agenda
Environmental aspects	  	- Ecological well-being - Comfortable and safe living environment	Action Line I. Minimize the environmental impact		Environmental Aspects

¹ Hereinafter, national development goals of the Russian Federation.

Material Topics	UN Sustainable Development Goals	National Development Goals of Russia until 2030 and for the Long Term until 2036	Sber's ESG Policy Action Lines	Sber's ESG Policy Targets	Disclosure in the Sber's Report
Social					
Public Health and Safety		- Preservation of the population, strengthening health and improving the wellbeing of people, supporting families - Comfortable and safe living environment	Action Line III. Create decent working conditions and ensure development of human potential	13	People and Culture
Labor Relations and Employment		- Preservation of the population, strengthening health and improving the wellbeing of people, supporting families - Comfortable and safe living environment - Stable and dynamic economy	Action line VIII. Facilitate economic well-being and prosperity for all	38	People and Culture
Human Capital Development		- Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person - Stable and dynamic economy - Digital transformation of state and municipal administration, the economy, and social sphere	Action line III. Create decent working conditions and ensure development of human potential	14 15	People and Culture
Financial Inclusion		- Preservation of the population, strengthening health and improving the well-being of people, supporting families - Stable and dynamic economy	Action line IV. Ensure respect for and protection of human rights, provide an inclusive environment and equal access to products and services	17 18 19 20	Responsible Financing and Non-Financial ESG Products B2B Segment

Material Topics	UN Sustainable Development Goals	National Development Goals of Russia until 2030 and for the Long Term until 2036	Sber's ESG Policy Action Lines	Sber's ESG Policy Targets	Disclosure in the Sber's Report
Contribution to Social Development		- Preservation of the population, strengthening health and improving the well-being of people, supporting families - Stable and dynamic economy - Digital transformation of state and municipal administration, the economy, and social sphere - Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person	Action Line V. Support local communities and assist social development	22 23 24	Social Responsibility and Population Support
Governance and Prosperity					
Responsible Financing		Stable and dynamic economy	Action Line VII. Develop sustainable finance practices	33 37	Responsible Financing and Non-Financial ESG Products
Assisting Customers in ESG Transformation		Stable and dynamic economy	Action Line VII. Develop sustainable finance practices Action Line VIII. Facilitate economic well-being and prosperity for all	35 45	Responsible Financing and Non-Financial ESG Products
Sustainable supply chain		Stable and dynamic economy	Action Line VIII. Facilitate economic well-being and prosperity for all	42	Responsible Business Practices
Security Practices		- Digital transformation of state and municipal administration, the economy, and social sphere - Technological leadership	Action Line VI. Improve practices of corporate governance, safety and ESG risks management, including along the supply chain	30	Responsible Business Practices

Material Topics	UN Sustainable Development Goals	National Development Goals of Russia until 2030 and for the Long Term until 2036	Sber's ESG Policy Action Lines	Sber's ESG Policy Targets	Disclosure in the Sber's Report
Customer satisfaction		Stable and dynamic economy	Action Line VIII. Facilitate economic well-being and prosperity for all	41	Responsible Financing and Non-Financial ESG Products
Contribution to economic development		- Stable and dynamic economy - Digital transformation of state and municipal administration, the economy, and social sphere - Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person - Comfortable and safe living environment	Action Line VI. Improve practices of corporate governance, safety and ESG risks management, including along the supply chain Action Line VIII. Facilitate economic well-being and prosperity for all	28 42 44	Social Responsibility and Population Support Responsible Business Practices
Corporate governance and business ethics		Stable and dynamic economy	Action Line VI. Improve practices of corporate governance, safety and ESG risks management, including along the supply chain Action Line VIII. Facilitate economic well-being and prosperity for all	27 31 40	Responsible Business Practices Corporate Governance
Development of technology and innovation; digitization		- Digital transformation of state and municipal administration, the economy, and social sphere - Technological leadership	Action Line VIII. Facilitate economic well-being and prosperity for all	39 43	Social Responsibility and Population Support
Risk management		Stable and dynamic economy	Action Line VI. Improve practices of corporate governance, safety and ESG risks management, including along the supply chain	29 32	Responsible Financing and Non-Financial ESG Products



Social Responsibility and Population Support

- 288 Sber's Approach to Social Responsibility and Support of Local Communities
- 293 Charitable Activity
- 302 Educational Projects and Financial Literacy Development
- 310 Promoting Inclusion
- 312 Healthcare Initiatives
- 313 Supporting Culture-Related Projects

Sber's Approach to Social Responsibility and Support of Local Communities

UN Sustainable Development Goals



Key Results for 2024

RUB **20** bn
total amount of Sberbank's charitable expenses

RUB **194** bn
financing portfolio of Sber's public-private partnership projects

Sber's volunteer movement is already
15 years' old

>RUB **400** mn donations
fundraised for various funds through the SberVmeste charity platform

455 mn
Sber Spasibo bonuses were donated to charitable foundations (1 bonus = 1 RUB)

ESG Policy Compliance

- **Action line V.** Support local communities and assist social development:
 - **Target 22.** Support the systemic development of social and environmental projects with social importance
 - **Target 23.** Develop corporate volunteering
 - **Target 24.** Develop social partnership initiatives, including with clients
 - **Target 25.** Assist growth in the accessibility of health care and educational services through the development of infrastructure and use of cutting-edge technology
 - **Target 26.** Promote a healthy lifestyle, the health and longevity of the general population
- **Action line VIII.** Facilitate economic well-being and prosperity for all:
 - **Target 44.** Promote sustainable economic development in the regions of presence

Launch of the “Colibri” program: support for social industry leaders in digitization and implementation of cutting-edge and progressive solutions

National Development Goals of the Russian Federation

- Comfortable and safe living environment
- Digital transformation of state and municipal government, the economy and social sphere
- Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person
- Preservation of the population, strengthening health and improving the well-being of people, supporting families
- Technological leadership
- Stable and dynamic economy

Internal Regulatory Documents

- Sberbank Charitable Activities Policy
- Internal documents that govern major sponsorship projects

Material Topics

- Contribution to Social Development
- Contribution to Economic Development
- Development of Technology and Innovation; Digitalization

Awards and Achievements



Sber is a **winner of the “Our Contribution”** national award for projects contributing to the achievement of national goals, with the official confirmation of the **“National Projects Partner” status**. The experts noted ten projects of the Bank aimed at supporting five national projects: “Demographics”, “Healthcare”, “Culture”, “Education”, “Travel and Hospitality Industry”, “Digital Economy” and “Ecology”



Sber is the **winner in “Leaders in Support of Maternity and Childhood” nomination** of the all-Russian contest “Leaders for the benefit of Women” at the Eurasian Women’s Forum



Sber was assigned the highest level A+ in the Corporate Charity Leaders rating

Sber has won seven awards in the “Best Social Projects of Russia” contest:

- Sber’s school and student accelerators won in “Small and Medium Business Support” category
- Comprehensive program to improve financial literacy for schoolchildren and parents, — winner in the “Education and Science” category
- Projects “School Services on a Bank Card” and “Children’s Benefits Calculator” are winners in the “Social Services” category
- The project “Sber is own for everyone” is the winner in the “Social Marketing” category
- The “Club of Life Lovers” project is a winner of the prize in “Support for Gifted Children and Youth” category

GRI 3–3, GRI 413–1, GRI 413–2

Social responsibility is one of the key priorities of Sber’s strategic development that determine its contribution to sustainable development of society and economy. The principles, areas and approaches of Sber’s socially oriented activities are established in the **Environmental, Social, Governance and Sustainability Policy** and the Charitable Activities Policy. They set strategic guidelines for the implementation of the Group’s numerous public interest projects.

The strategic objective of Sber’s social and charitable activities is to flexibly and promptly respond to the dynamic changes in the modern world that affect the social and public life of society and the state.

Sber pays considerable attention to taking care of the society with a focus on comprehensive improvement of the quality of life of the population and positive social and environmental impact on local communities. By supporting the implementation of federal and regional projects, Sber is also successfully implementing its own initiatives designed to meet the current needs of the population, including:

Expanding access to quality education and healthcare services

Supporting vulnerable populations

Financing infrastructure upgrades

Implementing innovative technological solutions, including artificial intelligence systems

Supporting National and Regional Socially Important Projects

GRI 3–3, GRI 203–1, GRI 203–2

Sber acts as one of the drivers of social and economic development in federal entities of the Russian Federation, supports federal and regional projects. Implementation of such projects is the Group's significant contribution to the national development goals of the Russian Federation until 2030 and further until 2036.

>15 mn people

have used the Digital Citizen Profile service at Sberbank

Sber provides support in a number of critical areas, such as:

- Supporting entrepreneurial activity
- Stimulating regional ESG transformation
- Developing settlements infrastructure
- Creating new jobs.

The ultimate goal of supporting federal and regional projects is to ensure the harmonious development of society, nature and economy through innovative solutions. As part of this strategy, Sber cooperates with relevant agencies and regional executives on the creation and operation of infrastructure and transport facilities.

In parallel with the infrastructure initiatives, Sber is also involved in the ESG transformation of the country in the field of digital technologies. The Group is the government's leading partner in implementing AI solutions and digital transformation in the public sector. Currently, Sber is cooperating with

81 federal entities of the Russian Federation in terms of improvement and successful application of AI-based digital technologies for further social and economic development.

Sber was the first to connect to the Digital Citizen Profile service¹, which simplifies the customer journey, for example by switching to a data update notification system. Thus, if a customer has changed his/her passport details and consents to the transfer of such information, then when receiving a new passport, he/she will not need to go to the bank specifically to avoid Sberbank Online blocking because of an invalid document. Data replacement will occur seamlessly for him/her thanks to the automatic update of information in the system.



For details, refer to the **Artificial Intelligence in 2024** section

¹ The Digital Citizen Profile is a set of information about a person in state information systems. With the help of this platform, the Government of the Russian Federation and the Ministry of Digital Development, Communications and Mass Media of the Russian Federation systematize data on Russian citizens.

Sustainable Development in the Regions of Presence

Sber consistently implements a comprehensive approach to sustainable development in its regions of presence with a focus on the ESG principles. The Group's work in this area is focused on:

- Assessing regions to make effective management decisions. To do so, we use ESG ranking, create ESG profiles for the regions, and develop an integrated ESG model in cooperation with Russian federal entities;
- Implementing environmental projects, for example, ecotourism promoting activities, promoting responsible consumption principles (energy saving, separate collection and recycling of waste), as well as recycling and disposal of waste and conservation of green zones;
- Supporting social development by improving the inclusive environment, increasing the population's financial and cyber literacy, and supporting volunteer and inclusive projects;
- Developing import-substituting production — financing of supplies of digital products included in the register of domestic software, and providing credit financing for the implementation of technological sovereignty projects.



For more details, refer to the **Responsible Financing and Non-Financial ESG Products** section



For more details, please refer to the **Environmental Aspects** section

Development of ecotourism of the future

Sber's year-round Manzherok resort in Altai Krai

Manzherok is an example of a comprehensive approach to sustainable development in the tourism industry. In the territories adjacent to the resort, Sber conducts reforestation works and fish stocking of rivers. Over the past two years, Sber has planted 1.8 mn softwood trees in various regions of the Altai Republic. The total area of the land that is treated by the resort is 600 hectares.

In 2024, the resort continued to fish stocking rivers and released **more than 70 thsd juvenile nelma fish in the Tom River**.

In the same year, Sber opened a new eco-direction in Manzherok — to create corporate merchandise from recycled materials. The Group now presents accessories recycled from old advertising banners to the resort visitors, thereby demonstrating a balance between tourist comfort and environmental responsibility.

Development of the Public-Private Partnership Institution

As a participant of the public-private partnership market (PPP), Sberbank actively contributes to the creation of socially important facilities in various sectors of economy, including utilities, transport, medicine, education, and sports. The Bank offers simple financial instruments for the implementation of complex infrastructure projects.

GRI 203-1

Financing of public-private partnership projects amounted to

RUB **194** bn in 2024

GRI 203-1

Improvement of energy consumption efficiency

As part of the comprehensive partnership between Sber and Moscow, a large-scale project of urban infrastructure modernization was implemented. The Group financed the installation of energy-saving equipment in 2 thsd Moscow apartment buildings, which reduced heat losses by 25%. Sberbank also supported the development of sustainable urban transport, such as river trams and electric ships.

The cooperation between the Moscow Government and Sber demonstrates how joint efforts can transform the urban space in a qualitative way, making it energy efficient and eco-friendly.

Thansport infrastructure development

High-speed highway Moscow — St. Petersburg: the road to the future

Sber is one of the key partners in financing the high-speed highway Moscow — St. Petersburg project. This infrastructure project contributes to economic growth and social changes in several regions of the country.

The project will lay the foundation for the development of technology, industry, talent potential of the country, education and science, creating new jobs and production sites.

In addition, in the reporting year, with the participation of Sber, eight regions — Murmansk, Novokuznetsk, Samara, Yelabuga, Kazan, Novosibirsk, Saransk and the Republic of Tuva — updated their transport fleet. Sber expects that signing leasing agreements worth about RUB 20 bn will ensure upgrades of 311 units of ground transport and 15 metro carriages.

Solutions for PPP projects

Financing of concession projects	Concession agreements designer	Investment structuring of concession projects
Sber as a mediator between the state and business	The possibility to prepare projects on given conditions, attract debt financing and ensure the legal correctness of agreements. The service covers 12 industries, including tourism and recreation, healthcare, sports, transport, roads, agriculture and other socially important areas	Turnkey concession project with debt financing

Charitable Activity

GRI 413-1

Sber's charitable activities are aimed at supporting positive changes in society, systematic solution of social problems, and improvement of the quality of life in the regions of its presence.

To achieve this, the Bank builds systemic partnerships with non-profit organizations that hold leading positions in education and science, culture, healthcare, support for children and young people, and the development of an inclusive environment. Key partners include the Bolshoi and Mariinsky Theatres, the Hermitage and Tretyakov Gallery, Moscow and St. Petersburg Universities, Vladimir & Suzdal

and Alupka Museums-Reserves, the Russian Red Cross, the Center for Curative Pedagogics, "Memory of Generations", "Con-nection", "Gift of Life", "Rusfond" charitable foundations, and other specialized organizations.

The scale of the Bank's charitable activities has been increasing for many years, and in 2024 it reached almost RUB 20 bn.

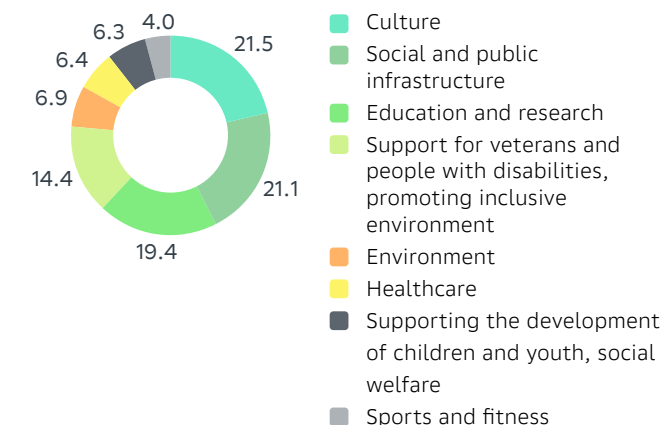
GRI 203-1, MED-34

Charity support from Sberbank, thsd RUB

Area	2021	2022	2023	2024
Supporting activities related to culture and preserving cultural heritage objects	1,176,466	769,305	3,595,368	4,280,111
Supporting educational and scientific development activities	1,061,544	1,064,441	1,647,208	3,869,141
Supporting social and public infrastructure projects	1,786,356	1,082,100	2,866,034	4,207,503
Supporting healthcare activities	1,378,544	726,797	1,154,539	1,281,623
Supporting children's institutions, activities aimed at intellectual and creative abilities of children and teenagers, social support and protection of citizens	936,863	598,261	816,397	1,256,304
Support for veterans and disabled organizations, inclusive development	453,954	2,306,219	1,606,409	2,866,630
Supporting environmental protection	104,220	33,500	96,581	1,362,160
Supporting activities related to physical education and sports	353,259	222,858	509,845	795,713
Total	7,251,205	6,803,481	12,292,381	19,919,185

MED-34

Key areas of Sberbank's charitable support in 2024, %



Sber focuses — on promoting the development of breakthrough technologies and their use for solving publicly important tasks. Large infrastructure projects that contribute to improving the quality of life for a large number of people take a special place in the Bank's social investment portfolio. The Bank is sensitive to crisis events and promptly helps where assistance is specially needed at the moment.

The Bank does not only finance initiatives, but creates a comprehensive ecosystem of social support, combining expertise, resources and technologies to achieve the maximum possible social results.

Areas of Sberbank's Charitable Activities

UN SDG	Russian national goals	Area of Sberbank's charitable activities	Description of programs and key results for 2024
	Preservation of the population, strengthening health and improving the wellbeing of people, supporting families	Supporting healthcare activities Complying with the ESG Policy: promoting healthy lifestyle, health and longevity	Sber supports the development of advanced medical technologies and implementation of digital solutions and telemedicine tools in the practice of healthcare institutions. - The Bank's assistance covers more than 500 projects, which made it possible to purchase high-tech equipment, diagnostic complexes and consumables for healthcare institutions - The Bank supports the Rogachev Center for Children's Haematology, Oncology and Immunology in conducting research in the field of CAR-T therapy for children with acute leucosis forms, a modern method of treatment based on modification of patients' immune cells with a view to destroy tumor cells by them
	Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person	Support for veterans and disabled organizations, inclusive development Complying with the ESG Policy: ensuring respect for and protection of human rights, an inclusive environment and equal access to products and services	Sber supports social, medical, cultural and rehabilitation programs focusing on the development and implementation of innovative solutions in the area of support for veterans and people with disabilities. - The Bank has supported over 500 projects aimed at improving the quality of veterans' lives, social and medical assistance, abilitation, rehabilitation, adaptation of people with disabilities - Sber acts as a strategic partner of the Con-nection charity foundation, a leading developer of technologies and technical means for full integration into the society of people with concurrent hearing and vision impairment - Memory of Generations charity foundation is a key partner of the Bank that specializes in supporting veterans and people with disabilities
	Preservation of the population, strengthening health and improving the wellbeing of people, supporting families	Supporting activities related to physical education and sports Pursuing the ESG Policy: supporting local communities and promoting social development	Sber promotes the development of children and youth, mass and amateur sports, and strengthens the healthy lifestyle as a universal human value. - The Bank supported more than 200 projects of leading sports federations, schools and specialized NPOs aimed at holding sports trainings, competitions, promoting physical culture and a healthy lifestyle - Sber contributes to the implementation of large-scale projects for the development of regional sports infrastructure: reconstruction and improvement of stadiums and sports arenas
	Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person	Supporting educational and scientific activities Pursuing the ESG Policy: promoting the accessibility of healthcare and education services by developing infrastructure and using advanced technologies	Sber's purpose is to create the country's talent pool, focusing on searching for and supporting talented youth. Using targeted educational programs in the field of modern technologies, the Bank has been creating comprehensive instruments to develop the intellectual resource of Russia - The Bank has financed over 800 educational and scientific projects launched by leading federal and regional universities, secondary and specialized secondary educational institutions - Within its key area of activity, Modern Education, the Bank has been supporting projects launched by Contribution to the Future Charity Foundation

UN SDG	Russian national goals	Area of Sberbank's charitable activities	Description of programs and key results for 2024
	Preservation of the population, strengthening health and improving the wellbeing of people, supporting families	Supporting children's institutions, activities aimed at intellectual and creative abilities of children and teenagers, social support Pursuing the ESG Policy: supporting local communities and promoting social development	The Bank has been implementing a comprehensive strategy aimed at supporting children and young people, focusing on children in difficult life situations and children with special needs. - The Bank has financed over 200 projects aimed at the support and development of children and young people, social protection of citizens - Contribution to the Future Charity Foundation is a key partner of the Bank specializing in developing the personal potential of young people, helping abandoned children and children with mental disorders
	Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person	Supporting activities related to culture and preserving cultural heritage objects Pursuing the ESG Policy: development of partner initiatives in the social field, including in cooperation with clients	The Bank has provided charitable support to significant sociocultural projects: both at the level of leading Russian theaters and museums, and with the involvement of regional teams and creative associations. Special attention has been paid to the preservation of cultural heritage objects, restoration and regeneration of unique cultural monuments. - More than 200 initiatives proposed by cultural institutions and NPOs were supported, including the Bolshoi Theatre, Mariinsky Theater, Tretyakov Gallery, Hermitage, Pushkin Museum, creative projects by V. Gergiev, B. Eifman, Yu. Bashmet - The Bank has supported the restoration and beautification of the Grand Prince's Vault of the Petropavlovsk Fortress, the Alupka Palace and Park Museum Preserve, and the Arkhangelskoye Mansion Museum
	Comfortable and safe living environment	Supporting social and public infrastructure projects Pursuing the ESG Policy: promoting the development and ethical use of research and the recent development, including the artificial intelligence, to solve important ESG and sustainable development issues	Sber has been consistently implementing urban development programs focusing on creating modern public spaces and innovative urban solutions. - The Bank has supported over 90 projects aimed at developing social and public infrastructure, including park and fountain complexes - After having been reconstructed, a city garden with a smart musical fountain named after M.I. Glinka was opened in Smolensk with the support of Sber. In Chelyabinsk, there was opened an interactive water complex on the Miass River - The Bank has supported the renovation and beautification of parks in Vladikavkaz, Maykop, Alupka, Izhevsk, the construction of smart musical fountains in Novy Urengoy, Kirov, and the reconstruction of Star of Mordovia fountain complex in Saransk
	Ecological well-being	Supporting environmental protection Pursuing the ESG Policy: minimizing the environmental impact	The Bank has been supporting environmental protection and restoration projects, as well as the activities of national parks. - The Bank has provided support to 30 projects aimed at safeguarding and regenerating the Russian ecosystem and territories, including safeguarding preserved areas. Among other things, the support has been provided to the Leopard Land National Park, Saylugemsky National Park, and the Steppe Wildlife Association - The Bank has been supporting the reconstruction of the Botanical Garden of St. Petersburg State University

SberSpasibo Project Charity Program

SberSpasibo — is a bonus program of Sberbank that provides an opportunity to make a good deed using the bonuses from everyday purchases. Making payments with their cards, the Bank's customers accumulate bonuses that can be used to pay for any goods or services provided by the program partners or sent to non-profit organizations.

This allows to support important social initiatives in the field of healthcare, rehabilitation and social support for veterans, disabled people and children with special needs. Thus, each purchase can become a small but significant contribution to the solution of socially important tasks.

Results for 2024:

454,658,232

SberSpasibo bonuses

were donated to charitable foundations (1 bonus = 1 RUB)

164 sick children

were helped within a long-term rehabilitation project

The donor project of the Gift of Life charitable foundation was provided for, including payment of salaries to 30 employees and manufacture of souvenirs and information materials for donors

Treatment was paid for and assistance was rendered to

97 children and young adults suffering from rare and severe diseases

48,031 calls

were answered and processed by the Hotline

3,886 families in need

received the necessary support in kind, which helped them through a difficult period of their lives

25 thsd consultations

were provided of psychological, legal, medical and social care and of help for adult cancer patients and their loved ones

Flights were paid for

687 people in need,

taxi fares for — 8,406 people, nurse services for — 272 people

771 food basket

was provided to those in need

Partner foundations of the SberSpasibo for Good Deeds campaign



Русфонд

Rusfond



Galchyonok



Gift of Life

ОНКОЛОГИКА

Oncologics



Вклад в будущее

СБЕР

Investment to the Future



Memory of Generations



Creation



Science for Children

SberVmeste

SberVmeste is a unique digital platform transforming charity into a transparent and convenient process. The service unites more than 270 carefully selected charitable foundations verified by Sber.

SberVmeste is not just a platform, but a bridge between indifferent people and those who need support. Sber annually expands its assistance capabilities.

Sber's experience shows that charity can be made comfortable and accessible for everyone. To help, you don't even have to go out. All you need is a smartphone.

Key advantages of the platform:

Guaranteed intended use of funds

Possibility of one-time and regular donations

Full transparency of the help: for each crowdfunding, SberVmeste shows the recipient, the amount of funds raised, the target amount and the number of days left to collect

In 2024:

>RUB **400**_{mn}
donations were collected

277 NPO partners

The platform is integrated into SberDeposit, and you may now make a donation without visiting SberVmeste

11 types of deposits now have a possibility to send a fixed part of income (previously, such an option was available only for Give the Life deposit) to various foundations such as Konstantin Habensky's Charity Fund, Fragile People, Old Age for Joy, the Russian Red Cross and others



For more information about the good deeds of SberVmeste, visit the [website](#)

Examples of charitable crowdfunding on the SberVmeste platform

Kind New Year's Gift

The purpose of this charitable campaign is to expand access to enrichment activities for orphans and/or children with intellectual disabilities. The Kind New Year's Gift helps children to receive continuous assistance from teachers, psychologists and speech therapists to develop social and everyday skills, become independent and socially adapted.

Project results in 2024:

Funds raised: **RUB 60.2 mn**

Funds were provided to **63 non-profit organizations**

34 regions of Russia were covered

85,836 group and individual trainings were held

Anyone can make a donation via the SberVmeste platform or the Sberbank Online app. The key advantage of every crowdfunding is that Sber doubles every donation, which significantly increases the support possibilities. The "Investment to the Future" Charitable Foundation applies the funds raised only to the projects of strictly selected NPOs.

Support for volunteers of the Mentors for Children Campaign

Volunteers help orphan children to find support and a mentor who will accompany them in the way to adulthood. Mentors are qualified volunteers who have been subjected to rigorous psychological selection and training. They help orphan children to adapt and live independently. They teach them how to cook, navigate in the city, use transport, interact with various institutions. Each mentor assumes a long-term obligation to support the child by creating an atmosphere of trust and care.



On behalf of all orphans, I want to say that the children are waiting! They are waiting to be visited, given attention, taught something. I've been friends with my mentor Kirill for ten years, and this is very important for me."

Nikita,

a graduate of an orphan home and a ward of the Senior Brothers Senior Sisters organization

Care for the veterans of the Great Patriotic War

The Memory of Generations Foundation collects funds on the SberVmeste platform to help the veterans of the Great Patriotic War, who are more than 100 years old today. They need this help not only on the Victory Day, on May 9, but daily. The Foundation allocates funds to purchase medicines, hearing devices, walkers, wheelchairs and to pay for the work of nurses.

>28 thsd caring people
took part in the crowdfunding

>RUB 15 mn
were raised

“Investment to the Future” Charitable Foundation

Sber’s “Investment to the Future” Charitable Foundation has set an ambitious goal to create an integrated human support system in the climate of ongoing global changes. The Foundation’s mission is to help people to gain self-confidence, stability and ability to effectively adapt to the challenges of today’s world.

The Foundation defines three key strategic objectives:

- To shape new roads to success in the modern society for children, teachers, leaders and parents;
- To develop approaches to improve education and improve life prospects;
- To become a partner for the government in achieving the targets of national projects.

The **Foundation’s website** contains materials aimed at unlocking everyone’s potential, the skills for the 21st century and new literacies among students and teachers of our country. These will be useful for teachers, researchers and volunteers, students and pupils, education leaders, and parents.

Key results and achievements for 2024:

5.9 mn children and young covered by the Foundation’s programs annually

>95 thsd teachers are involved in the Foundation’s activities

>85 regions of Russia are covered

>300 NPOs received support

- ★ The Foundation is one of the three leaders of the Our Contribution National Award
- ★ The Foundation was included in the Top 10 organizations working in the field of assistance in the area “Science, Education and Enlightenment” of the ranking by the Social Navigator Charity Foundation
- ★ The Foundation received its fifth Golden Standard diploma at the end of the 14th All-Russian contest of public annual reports “Point of Reference”
- ★ Personality Potential Development Methods of the Foundation were included in the TOP-list of UNESCO and UNICEF Recommendations
- ★ The Foundation ranked among top 5 of the main RAEX rating of Charity Organizations
- ★ Contribution to the Future Charity Foundation was awarded the highest quality grade in the RAEX rating of annual reports

Human potential growth in scientific terms

In 2024, the “Investment to the Future” Charitable Foundation entered into a strategic partnership agreement in the field of human potential research with one of the country’s largest universities.

This cooperation will enable to implement advanced educational methods in the Foundation’s practice and provide children, teachers and parents with the most effective science-based technologies for personal and professional development. This will help them to succeed in overcoming professional and life barriers, unlock their talents, and create new opportunities for self-realization in a rapidly changing world.

A video broadcast on television and digital channels with the main message “Opportunities are Always Nearby” became a manifesto supporting the realization of everyone’s’ potential. The video coverage exceeded 180 million views.

Volunteering

Volunteering forms a significant part of Sber’s broad social responsibility towards the society. “Smart” assistance is the key principle of Sber’s volunteer social projects. Based on their professional and life experience, Sber employees have been working to socialize and assist orphan and disabled people and children to build their careers, to create comprehensive environmental projects and develop territories.

Sber has been improving employees’ knowledge and principles of social responsibility, increasing their awareness of the sustainable development agenda and the Group’s role in this area. Thus, in 2024, 78% of employees were involved in the ESG agenda, which indicates that Sber’s ESG strategy goal of 75% by 2026 has been achieved ahead of time.

In 2024, Sber’s volunteer movement turned

15 years

78%

of employees were involved in the ESG agenda in 2024

35 + 35% by 2023

thsd Sber volunteers have been working all over the country

Large-scale and diverse volunteer projects are appearing in every region of the Bank’s presence. In 2024, immediately after the Bank’s branches were opened in new regions, volunteer teams started to solve social problems:

- in the DPR and the LPR, volunteers have been collecting books and humanitarian assistance;
- a project for the socialization of people with amputations “Inclusive Environment” has been launched in Crimea, helping people with disabilities to start doing sports and take part in the paralympic competitions;

- in Simferopol, the Bank’s employees have renovated a hospice and joined the Financial Literacy for Children from Orphanages federal project.

Every year, some Sber volunteers organize various activities to clean forests and rivers, others — increase interest in Russian cultural values, and still others — help people with disabilities to do sports, improve financial literacy and develop other important skills.

Event	Description
The first All-Russian meeting of Sber volunteers	The All-Russian meeting of Sber volunteers held on Baikal brought together over 400 social leaders from Russia and other countries of the Bank’s presence. The main topic of the meeting was to rethink the value of volunteering as a new leadership format for human-centered organizations. The participants discussed entrepreneurial approaches to social projects, presented their initiatives in the form of social franchises and selected the best ideas to be scaled all over the country. In addition, volunteers spent a field day in nature, where: • 1.5 tons of waste were lifted from the bottom of Baikal • 3 thsd pine trees were planted in areas affected by forest fires • Two picnic zones on the ecological path were constructed, and Baikal waterfront and wild beach were cleaned
Charity campaign to support children of the Kind Home Foundation	On the eve of the World Campaign against Cancer, volunteers from Sber insurance company organized a scientific and educational event with master classes and games. It helped children and their parents to gather strength to continue the treatment. The Kind Home is the first free social hotel in Russia opened by the Kind Home Charity Foundation in Moscow. Children with cancer and their parents from various regions of the country may live there
Art event in Irkutsk State Regional Children's Clinical Hospital	Sber’s Baikal Bank organized creative master classes for children undergoing treatment at Irkutsk State Regional Children’s Clinical Hospital. Over 40 young patients created New Year paintings under the guidance of specialists from the regional art museum and the Mir Art Gallery

Sber employees actively participate in intellectual volunteering projects, which enables them to apply their professional knowledge and skills not only in their daily work, but also to help others. In this context volunteers perform various tasks, including:

- Organizing educational classes on various issues such as financial literacy, cybersecurity, environmental agenda and health protection;
- Creating digital solutions for NPOs (sites, bots, configuration of CRM systems);
- Design, writing and other creative tasks;
- Assisting philanthropic foundations in strategic planning and marketing.

50%

of volunteers note their interest in intellectual volunteering

30%

of all volunteer projects are intellectual in nature

Examples of winner projects

The annual Social Projects Competition allows to select the best teams, which are provided the opportunity to promote their initiatives across the country.

In 2024, the Competition was organized by the “Investment to the Future” Charitable Foundation. The Competition winners included the projects aimed at employment assistance and individual mentoring for orphanage graduates and young people with disabilities, socialization of boarding school pupils, arrangement of leisure for patients of cancer and haematological departments in a children’s hospital, creation of a non-monetary donation platform, and projects aimed at helping animals and elderly persons.

Results for 2024:

- 167 applications were submitted;
- 37 volunteer projects were declared winners of the Competition;
- 9 nominations;
- RUB 7.5 mn was the Competition grant fund.

Project aimed at assisting people in employment “You will succeed!”

The organizers conduct career consultations, training interviews, communication trainings, as well as individual mentorship for orphanage graduates and young people with disabilities

“Non-boring weekdays”: leisure time for patients of cancer and haematological departments in the Nizhny Novgorod Regional Children’s Clinical Hospital

The project is aimed at organizing entertainment, cognitive and educational events for children under treatment in oncological and haematological departments

“Warmth of Hands”: pottery aimed at the socialization of boarding school pupils together with VDOH volunteers

Volunteers organize pottery classes for pupils in social institutions with subsequent sale of the products made at charity fairs

SberDobro is a platform for non-monetary donations from legal entities

Creation of a charity platform, where socially oriented non-profit organizations (beneficiaries) and legal entities (charity providers) may register. Charity providers may publish a list of property to be donated, and beneficiaries may respond to offers and arrange for free delivery of goods.

Educational Projects and Financial Literacy Development

Sber has been implementing a comprehensive education strategy that covers various population groups, from children to professional managers. Sber's strategic focus is to create a comprehensive environment and innovative tools that allow the educational process participants to successfully unlock their potential, acquire relevant skills and flexibly respond to the challenges of the modern reality.

Key areas of Sber's educational initiatives include:

- AI projects, professions of the future;
- Projects aimed at improving financial literacy;
- Educational trajectories for schoolchildren, students, entrepreneurs and corporate leaders.



Key educational events of Sber in 2024

Moscow International Education Fair (MIEF)

In the reporting year, Sber became a strategic partner for MIEF, the largest exhibition and forum of educational technologies, infrastructure and intelligent solutions. Sber experts took part in many panel discussions focusing on the development of human potential for the benefit of Russian economy.

Children's Day

On 1-2 June, at the VDNH in Moscow, Sber organized an educational and entertaining program for children as part of the Movement of the First Festival. Sber held master classes and enrichment activities in its pavilion at the Russia Exhibition, and in its mount, children and parents could get acquainted with Sber Group companies.

>5^{thsd} children
took part in the event

Youth Day

On 29-30 June, 38 Russian cities hosted the Youth Day Festival organized by Rosmolodyezh. In 2024, the Group company, which creates and implements digital solutions based on a personalized education model, became the festival's general partner, bringing together more than 3.6 mn people all over the country. The event became a real family fest.

Guests at the festival were given an opportunity to take a career guidance quiz, submit an application to School 21, take part in financial literacy quizzes, listen to lectures, issue a Sber debit card on attractive terms, as well as take online courses and receive a career guide from Sber partners.

Big Change

For the fifth year in a row, Sber has supported participants and mentors of Big Change, the all-Russian contest for schoolchildren and students of professional educational organizations.

Final stages of the contest comprised lectures, master classes and financial games from Sber Group companies for the participants. All finalists and winners received useful and commemorative prizes from the educational projects of Sber and its partners.

3.5^{mn}
people
took part in the
competition in 2024

Sber prepared
15^{training}
cases for the
participants

1,856
solutions were developed by the participants

Sber internship

During summer holidays in 2024, schoolchildren from Moscow, St. Petersburg, Nizhny Novgorod, Vladivostok, Voronezh, Yekaterinburg, Irkutsk, Kazan, Krasnodar, Novosibirsk, Rostov-on-Don, Samara and Khabarovsk got an opportunity to work at Sber to create products for young people.

Boys and girls received offers from SberEducation, and as part of the excursion, visited Sber offices. The interns published their record books, and based on the results of their work, received prizes for the best ideas. The images of three best interns appeared on posters in major cities.

The number of candidates
competing for each place
amounted to

40^{people}

Developing Environment Program at the “Investment to the Future” Charitable Foundation

Its aim is to create a mentally comfortable educational environment to unlock the potential of children aged 5 to 18. Teachers undergo specialized professional development courses under the programs of one of Moscow universities.

The Foundation is experienced in dealing with schools and preschool institutions with the aim to transform the educational environment and to create conditions for developing the personal potential of learners. Those practices are included in the UNESCO Knowledge Center for Sustainable Education Development, an online depository of successful projects. In addition, the Foundation work was presented at an international UNESCO and UNICEF development of basic education for health and well-being symposium in May 2024 and was included in the TOP 10 international UNESCO health and well-being of children practices.

Support for the Best Practices for Personal Potential Development, the interregional pedagogical festival, is an annual project aimed at identifying and distributing effective proprietary methodologies.

The Growth Workshops, all-Russian educational project, is aimed at the development and self-realization of teachers and the creation of a development environment for educational organizations, where they will respect the culture of choice and will be able to share optimism and show their resilience.

Students and teachers from 80 educational organizations in 32 regions of the country took part in the Growth Workshops in 2024

The Personal Potential Development Center Network (PPDC) is a community of like-minded people who share the values of the program and implement them in their activities.

As of the end of 2024, the status of a PPDC was granted to 177 most active schools and kindergartens in 33 regions of the country comprising over 5 thsd involved specialists, who received an opportunity to undergo 16.8 thsd hours of training. Two of them (from the Kaluga and Kaliningrad regions) became finalists in the 2024 Teacher of the Year in Russia, the all-Russian contest.

11.3 thsd teachers,

including 183 foreign representatives, were involved in the program implementation in 2024

The community of program participants covered

47 regions of Russia

Sber projects aimed at educating digital skills and working with artificial intelligence

International AI Challenge Contest for young people

In 2024, Sber and the AI Alliance held the international AI Challenge for the third time among young people under 18. The contest helps to unlock the participants' potential in the area of modern technology and to prepare the future specialists for working with AI.

This event brought together young researchers from 65 countries and 89 regions across Russia. They worked on 16 real-life technology business cases from a variety of industries, ranging from agriculture to creative industries.

Each participant with any level of AI knowledge and skills could immerse themselves in AI technology in their respective level of proficiency, i.e. Starter, Researcher or Creator. The total prize fund was RUB 17 mn.

Digital Lesson

The Digital Lesson is a nation-wide initiative aiming to promote digital literacy among schoolchildren. The project combines educational materials from top Russian IT companies, creating a unique platform for tech training among the young people.

Its key partner is the “Investment to the Future” Charitable Foundation, with expertise support provided by Sber, GigaChat and Kandinsky teams.

In 2024, more than

3.4 mn children

from Russia and other countries took the Digital Lesson class on the topic “Artificial Intelligence: Prompt Engineering”

Sber's employees offered more than

1 thsd open lessons

in various regions of Russia

Lesson: “Artificial Intelligence and Humans. Interaction Strategy” from the Conversations about Important Things lesson cycle

In the reporting year, Sber's experts together with SberCat presented to the students the key areas of the AI development and the benefits it can bring to humans in handling everyday tasks.

The schoolchildren learned about the applications of AI in healthcare, business and creative industries. The practical part of the lesson included creating a “school of the future” concept using GigaChat and Kandinsky's AI tools. The students could learn about the AI technology not only in theory, but also in practice.

AI helps teachers analyse their lessons

Sber has presented its Teacher Assistant, an AI solution for mentors which helps teachers analyze classes, generate notes and transcripts of their classes, recognize, measure and demonstrate effective methods of teacher-student interaction.

The pilot AI project was run in the Yamalo-Nenets Autonomous Area and became a significant contribution to the development of the AI-based educational technologies. The Teacher Assistant not only helps to maintain and grow the professional competencies of teachers, but also to identify a model of the educational process existing in a given region and to share best practices between teachers and schools across the entire country.

School 21

School 21 is one of Sber's projects offering free IT training for people over 18 who want to get an in-demand digital profession. The project opens wide access to technology education, train skilled workforce and promote digital transformation across the country.

In 2024, the School 21 project was scaled up to the entire country as Sber opened new campuses in Magas, Yaroslavl, Belgorod, Chelyabinsk, Nizhny Novgorod, Yuzhno-Sahalinsk, Anadir, and Magadan. In addition, School 21 together with the major medical university and Sber's health industry developed a training program specifically adapted for medical doctors and opened a campus within a Moscow university.

School 21 holds intensive training courses for corporate clients. As part of cooperation between the Moscow Government and Sber, teachers from capital colleges who train specialists for the IT industry completed an AI education program at School 21's Moscow campus.

School 21 forms communities of members and graduates, develops a peer-to-peer methodology where training is offered without lectures, instructors or assessments but as part of individual and collective work on practical projects.

School 21's

15 campuses
are running across Russia

Digital Skills and Competences Program of the “Investment to the Future” Charitable Foundation

The goal of the program is to develop technological competencies among schoolchildren

The AI Academy, a flagship project of the Program, brought together over 5.3 mn children from 85 regions of Russia, 50 thsd teachers and 65 thsd parents in 2024.

The Academy holds bootcamps, marathons and hackathons with its prize fund and regularly supports participants at all levels of preparation for such events:

- **RUB 1 mn** — was the prize fund at the winter hackathon in December 2024
- **2,500 bootcamp** participants
- **>500 participants** in the summer hackathon
- **>2,000 participants** in the winter hackathon
- **>2,500 marathon** participants

The Academy was awarded the title The Most Significant Social Project in the Mummy's Choice 2024 annual contest

The Artificial Intelligence profile of the National Technology Olympiad has been the most popular for the third year in a row, having collected a record 7,500 participants in 2024. The prize fund of the Olympiad was **RUB 4 mn**. 94 schoolchildren took part in the in-person final stage.

During the reporting year, 930 applications from 81 Russian regions, Belarus and Kazakhstan were received for participation in the AI Start project which is aimed at teachers seeking to create local AI clubs in their educational organization. 216 teachers took the training, with 150 of them receiving grants for a total of RUB 7.5 mn.

Thanks to this project, 104 technology clubs were opened in 2024 for training 1,500 children. More than 230 AI clubs have been opened since 2022 in total, their 200 teachers obtained grants worth RUB 50,000 each in the total amount of RUB 10 mn.

3,000 people listened to the Artificial Intelligence Academy podcast that was launched in 2024 for parents who wish to understand and gain insight of what artificial intelligence is and how their children can find their bent to this area.

Grants for executive talents

In the reporting year, Sber's Corporate University held a grant competition for talented managers under the Digital Strategy, Mini MBA and Digital Finance for Executives programs. The total funding was RUB 12.4 mn. Sber received over 2,000 applications for participation, and the competition included 225 persons per place.

The winners were managers from various industries, including government institutions, commercial companies and educational organizations from Moscow, St. Petersburg, Tyumen, Chelyabinsk and other Russian cities.

The selection process took place in six stages, including submitting applications, collecting documents, self-presentation, testing, playing a business game, and speaking in front of the expert panel.

Colibri

In 2024, Sber initiated a program to support social industry leaders in digitization and implementation of cutting-edge and progressive solutions. “Investment to the Future” Charitable Foundation launched the Colibri program.

To achieve its goal, Sber has organized the Social Industry Leaders contest to support organizations and their leaders who implement projects to solve social problems and have ideas or develop digital products that help strengthen the useful effect of their activities. The contest is co-organized by the “Investment to the Future” Charitable Foundation and the Social Projects Support Foundation.

Results for 2024:

- 192 applications were submitted;
- 57 projects were admitted to expert assessment;
- 21 project was demonstrated in the final stage of the contest;
- Ten winners will undergo training in the Digital Business Transformation program from Sber Corporate University.

The mission of the Colibri program is to make digital technologies affordable and useful to everyone.

Financial Literacy Programs

SASB FN-CB-240a.4

Sber is actively developing educational products to improve the population’s financial literacy. As part of the Special Bank, Sber offers specialized educational materials for people with disabilities.

The Active Age portal is now available to pensioners, and Sber also offers interactive apps and podcasts for children and teenagers teaching the basics of financial culture in an easy-to-understand format. Other Sber portals, such as SberSova, Cybrarium and Save Together, also contribute to improving the level of financial literacy among the population.

The Financial Literacy program for orphaned children

The “Investment to the Future” Charitable Foundation helps build finance-savvy behavior skills in orphan children over 12 years old.

The program is based on interactive simulations and modeling of real life situations. Children learn to make budgets, plan purchases, communicate with Bank employees and protect themselves from fraud. The initiative was conceived after some identified cases of financial fraud against orphan home graduates.

>570
volunteers

63
cities across
Russia

73
family
education help
centers

Sber’s Financial Literacy Centers

Sber’s Financial Literacy Centers are educational venues where the Bank’s employees offer lectures, seminars, games, quizzes and round tables for children and adults. The events cover various aspects of financial literacy, including financial planning, use of banking products, insurance, investment, pension savings, cybersecurity, and much more.

The mission of the centers is to promote smart financial behavior in people by hosting events which offer up-to-date and reliable information on financial literacy.

In 2024, Sber opened financial literacy centers in Nizhny Novgorod, Ufa and Vladivostok

SberKids Educational Program

The children's account in the SberKids mobile app has a special section where children can access video materials and educational tips. These teach young users how to use a bank card correctly and safely, how to earn and spend money, and how to save on their own, without the help of their parents. Knowledge can be consolidated and tested through tests and assignments.

In 2024, SberKids doubled its active user base to 2 million. The 2024 app updates include changes to the interface, adding new topics and avatars, and structuring sections. The tool received high recognition among experts in the children's banking market.

Russian Ministry of Finance, Sber and a major university unite to provide financial education for the population

In 2024, the Ministry of Finance of the Russian Federation, Sber and a major Russian university signed an agreement on joint promotion of financial literacy among the population. The project aims to teach Russians of any age and income level how to effectively manage their personal finances.

Experts plan to develop educational programs on investments, insurance, personal financial planning and cyber literacy.

Silver Club for the Elderly

In 2024, Sber established the Silver Club, a social project for Russians over 55 years old, offering educational and leisure environment for the older generation. The project was piloted in 26 cities of the country, including Novosibirsk, Omsk, Nizhny Novgorod and other regional hubs.

At 55 specially selected sites, the club members can receive information on financial literacy, security of their savings and effective budget planning, as well as find hobbies, maintain an active lifestyle, plan leisure activities and meet new people.

The Deposit Financial Simulator Game

This financial simulation is readily available for download on one's phone from the "Investment to the Future" Charitable Foundation. The game simulates 10 years of life for when one must earn as much money as possible by leveraging various financial instruments. The player learns new financial instruments, understands the operation mechanisms of banks, insurers, brokerage companies, and stock exchanges. In the simulator, one has to build own financial strategy.

30^{thsd} app users
in 2024

Financial Literacy Vacation Course

In 2024, the "Investment to the Future" Charitable Foundation together with its partners developed a special project that enabled developing financial literacy skills among children in a practical and game format while the children were on summer holidays.

>5.5^{thsd} teachers
downloaded the course materials for summer camps

Cooperation with Universities

Sber emphasizes its active partnership with the country's major providers of higher education. Through joint initiatives, the Bank focuses on strategic objectives by creating conditions for unlocking the potential of young talents, stimulating research and technological progress, and forming a talent pool of highly qualified potential employees.

In addition, Sber cooperates with universities to promote and develop students' applied skills in the field of AI for Social Good. Under Sber's leadership, 40 student teams from different universities have participated in a project workshop where they were engaged in solving social problems using AI.

Bachelor's program for AI super talents

In 2024, Sber and a Russian IT company, together with Russian top universities, launched AI360, Russia's first BA program for AI super talents, and approved the criteria for joining the alliance for other partners.

The program aims to train researchers who will later be involved in creating technologies that allow solving a variety of socially important problems.

Sber's partnerships together with Universities in 2024

Event	Description
Lectures by Sber's Science Award winners in top Russian universities	In 2024, Russian researchers-winners of the 2023 Sber's Science Award gave a series of scientific lectures at top Russian universities in eight cities across the country. In this lecture course, listeners learned about the breakthroughs in different areas of science, including AI applications in chemistry, algorithms for providing multidimensional data, etc.
Business Lessons with Sber and entrepreneurs	Sber held a series of meetings with the Bank's experts and successful local entrepreneurs for the students of Primorsky Krai and Ivanovo Region universities. The experts explained to the participants how to start a business, how to register as a self-employed person, and what financial support from the Bank is available for startup entrepreneurs. In addition, the students learned about Sber's financial and non-financial services that are useful for entrepreneurs and the self-employed, as well as how to leverage them effectively. The events were attended by over 660 students
Smart Telegram bot based on GigaChat for university students and professors	In 2024, Sber presented its smart Telegram bot created on the basis of the GigaChat Max neural network model. The tool helps students and applicants learn about college admissions, learning experiences, sessions and other educational topics, and teachers – automate the search for information on their institution's website and find the necessary documents

Scholarship Program

Sber and the "Investment to the Future" Charitable Foundation support gifted students, graduate students and professors, including pursuant to orders of the President and the Government of the Russian Federation regarding the assignment of individual scholarships.

138 people
received scholarships
in 2024

RUB 76.2 mn
is the total budget for
2024–2025

Summer Digital School

Free professional development for university and college professors
1,811 professors completed the training

Career of the Future

The project is aimed not only at completing the course, but also at gaining knowledge and skills with the use of educational library on the project platform.
4,129 people connected to the platform and completed the training

First Line School

Free educational program for college students that is aimed at its participants becoming aware of Sber's activities and mastering the skills required to work at the bank
3,486 students were enrolled

Promoting Inclusion

Sber is building an inclusive environment by adapting its products, services and infrastructure for people with disabilities. The goal of creating and promoting inclusion is to create an effective system of social adaptation practices and support for people with special needs and orphans to ensure their independent and decent life.

Promoting inclusion in education

The World of Open Opportunities is an annual charity campaign for promoting inclusive education.

Based on the outcomes of the fundraising in 2023, the total fund of the program amounted to RUB 14,380,954, three times more than in 2022. In 2024, the funds were used to support projects in 11 non-profit organizations from the Novgorod, Irkutsk, Bryansk, Novosibirsk, Nizhny Novgorod, Orlovsky, Voronezh and Kostroma regions, as well as the Khabarovsk Territory, the republics of Crimea and Tatarstan.

As a result of the projects, 195 children with mental disorders will take 9,766 pre-school classes with the help of qualified specialists and using proven effective methods.

Supporting new educational practices — consistently supporting educational projects that promote the development of professional competencies of people working with children with special needs and orphans.

In 2024, as part of the project “Creation of a scientific and methodological center on the basis of the Center for Curative Pedagogics”, more than 6,300 unique specialists were trained under vocational programs.

In March to April 2024, the 4th All-Russian Scientific and Practical Conference with international participation “The value of everyone: Living of People with Mental Disabilities” was held as part of charitable activities and implementation of the Inclusive Environment charitable program by the

“Investment to the Future” Charitable Foundation. Live broadcasts of discussions and roundtables and workshops attracted over 5.6 mn views.

Promoting supported employment

“You will succeed!”, a project of supported employment for orphan graduates and teenagers with special needs, implemented in 14 regions across Russia.

In 2024, as many as 348 young people received their first work experience in the open labor market, and more than 1,200 were supported.

Supporting people with special needs

The Kind New Year Gift charity campaign was designed to increase the availability of developmental classes for children with special mental developmental needs and/or children with an orphanage experience.

In 2024, Sber established a grant fund in the amount of RUB 60.2 mn to implement 63 projects offering social, psychological, pedagogical and inclusion assistance in 34 regions across the country.

The Inclusive Festival #PeopleAsPeople is a large-scale event dedicated to supporting people with autism spectrum disorders.

In 2024, the festival brought together over 300,000 participants at four sites in 55 regions of the country. The general partner was the “Investment to the Future” Charitable Foundation.

In 2024, the “You will succeed!” project was recognized as the best practice in the area “We are together” of the project “Social Course: Ideas of the New Time”, which is conducted by the Council for the Development of Social Innovations in the Federal Entities of the Russian Federation under the auspices of the Council of the Russian Federation.



Healthcare Initiatives

Sber pays significant attention to the development of its medical services and creates AI-powered innovative solutions in this area. The Group's projects are aimed at supporting patients and doctors and facilitating the diagnostics and health monitoring processes.

The new tools and solutions help people take better care of themselves and their loved ones, and for medical professionals – do their job more effectively.

Sber's Smart Health Ring

At the AI Journey international conference in 2024, Sber presented its innovative device capable of comprehensively controlling the user's health.

The main feature of the ring is the integration of the GigaChat MAX network, which can engage in personal dialogues and give expert recommendations. The technical capabilities and built-in algorithms of the device allow monitoring physiological indicators (heart rate, body temperature, oxygen saturation, etc.), analyzing one's physical activity, assessing the quality of sleep, identifying a stress level, and offering personalized recommendations based on the collected data.

Sber's AI model was accredited for GPs

The large GigaChat MAX language model developed by Sber passed the tests in the reporting year and gave correct answers to 83% of questions in the test, which is required for obtaining initial accreditation for the application by local GPs, while also correctly solved 20 situational medical problems.

AI technologies in Moscow healthcare: 17 million diagnoses

Sber and the Government of Moscow piloted innovative AI solutions in the capital's clinics which will significantly simplify doctors' work.

The key advantages of our solution:

- Analysis of data from electronic medical records;
- Assistance in making diagnoses;
- Time saving for medical personnel;
- Improving the diagnostics accuracy.

Special features of the tool:

- Training experience based on 30 mn patient visits;
- Over 80% accuracy of the medical diagnosis;
- Applying parallel analysis principle;
- Assistance in the diagnosis of chronic diseases.

During the period of its application, more than 17 million diagnoses were made, including 3 million final diagnoses and 14.4 million preliminary ones. Experts note the high effectiveness of the AI solutions in primary healthcare.

Sports and fitness

The Great Vyatka Trail

In 2024, Sber joined the Great Vyatka Trail project. This is a new 28 km hiking eco-route which goes along the riverside of Kirov city. Sber helped to build 18 km of the route, install information signs and build two bridges over rivers.

The Green Marathon

The latest Sber's Green Marathon race was attended by 130,000 runners with roughly the same number of fans in 60 cities across the country, from Yuzhno-Sahalinsk to Kaliningrad.

All collected funds (over RUB 28.4 mn in 2024) were given to the "Investment to the Future" Charitable Foundation and further allocated for organizing specialized classes for school preparation of children with special needs and orphanage experience.



Supporting Culture-Related Projects

Sber's involvement in community is realized through charity and sponsorship initiatives in the culture field. Sber supports major Russian theaters and museums, music events and teams on an annual basis, while also participating in the creation of cultural products and the restoration of historical monuments.

Events as part of Sber's sponsorship in 2024, by area

Culture

O₂, the First All-Russian Festival of Sustainable Gastronomy

Sber was the general partner of the O2 First All-Russian Festival of Sustainable Grocery whose participants and guests received interesting and comprehensive information about the establishments that share the ideas of responsible consumption and zero waste.

The event was attended by restaurants and bars in Moscow, St. Petersburg, Nizhny Novgorod, Sochi, Krasnoyarsk, Arkhangelsk, and the Altai Republic. The festival's assistant in eco-enlightenment was Save Together, Sber's navigator in the green lifestyle.

Exhibition "Viktor Tsoi. The Legend"

Sber was the general partner of the exhibition "Viktor Tsoi. The Legend" in St. Petersburg. On the occasion of the opening the exhibition, the Bank issued SberCards in the form of an audio tape with a star or the sun — symbols of the Kino rock band in its heyday.

Viktor Tsoi's admirers had a chance to see digital paintings inspired by his painting works and created by modern artists using Sber's neural network, the Kandinsky.

"Skaz" (Tale) Festival of Modern Art

Manzherok, Sber's all-season resort, in partnership with a creative agency held the first festival of contemporary art — "Skaz" (or the Tale) — in the Altai Republic. From 27 April to 12 May 2024, more than 100 young artists, sculptors and designers from Russia presented their works.

Ice rink at the Manezhnaya Square in St. Petersburg

With Sber's support, a free ice-skating facility was opened at the heart of St. Petersburg. It has become an important part of the annual Christmas fair, where Sber offers lectures on environmental protection and master classes on waste sorting.

Where technology meets culture

The exhibition: “The Vasnetsovs. A Bridge Between Generations. From the 19th to the 21st century”

Sber was a general partner of one of the most expected projects of the Tretyakov Gallery – exhibition titled “The Vasnetsovs. A Bridge Between Generations. From the 19th to the 21st century”, dedicated to the art dynasty of Vasnetsovs. Together with our IT marketing partner, Sber team revived five artworks through the AI – as visitors focused their smartphone on the painting, they could see animated paintings in augmented reality. Connoisseurs of the Vasnetsovs’ artwork got the opportunity to order bank cards with a limited design – paintings by Victor Kuznetsov on the card face.

Project: “A Revived Collection”

In 2024, Sber’s Kandinsky neural network restored nine paintings from the collection of the Mashkov Volgograd Museum of Fine Arts based on black and white photographs.

By scanning the QR code, museum visitors were able to see in augmented reality the images of Abram Arkhipov’s painting “The Old Man”, Dessapt’s “The Abduction of Europe”, a sketch to the painting “The Appearance of Christ Before the People” by Alexander Ivanov and many others.

Exhibition: “Frans Snyders and the 17th Century Flemish Still Lives”

Sber was a general partner of the exhibition which it turned it into a multi-sensory experience. Augmented reality at the Pushkin Museum revived Flemish still lifes of the 17th century, immersing visitors in the artistic world with augmented reality. All you had to do is to focus your smartphone on a painting, and a static picture became a dynamic story: the paintings went beyond the bounds, revealing hidden symbols and meanings.

The AR technology arsenal included:

- Kandinsky neural network to revive the paintings;
- 3D graphics and motion design technology;
- Interactive navigation in the exhibition;
- Immersive effects on the museum’s facade.

The exhibition: “From mould to Pixel. Art through the Data Prism”

Sber and the team of the Pushkin Museum presented AI for art research, demonstrating unique opportunities for digital reconstruction of the cultural heritage.

Sber Metaverse Tech’s 3D scanning technologies allowed to create volumetric models of artifacts – from Medici miniature printing to fragments of ancient Syrian ceramic. AI has helped to restore lost shapes of objects and visualize hard-to-reach details.

Project: “The Curiosities”

For the People’s Unity Day, Sber prepared a project called “The Curiosities” – based on archive materials of the Russian State Library, Sber’s GigaChat recreated the image of unseen animals from folklore and fairy tales of the peoples of Russia.

Digitalization of culture together with Sber

In addition, Sber is also involved in projects aimed at bringing AI to culture institutions in various regions of the country.

E.g., in 2024, Sber signed an agreement with the Department of Culture in the Tyumen Region which will foster the digitalization of the culture domain in the region and train employees in how to use AI solutions.

The partnership agreement was signed at the Russia Exhibition in Moscow.



04

People and Culture

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Sber's Approach to Team Management

Key Results for 2024

77%

satisfaction level of Sberbank employees

12.4%

employee attrition ratio at Sberbank

45 hours

average annual training time per employee at Sberbank

RUB 15 bn

invested in social programs for Sber Group employees and their families

~250 thsd

employees were trained in various areas at Sberbank

100%

of the Bank employees are covered by a collective bargaining agreement

17%

growth of average wages and salaries at Sberbank

ESG Policy Compliance

- **Action line III.** Create decent working conditions and ensure development of human potential:
 - **Target 13.** Ensure decent working conditions, professional and personal growth, support the health and promote the healthy lifestyle among employees
 - **Target 14.** Contribute to the development of high standards in the area of decent working conditions and human potential development among clients and partners
 - **Target 15.** Assist with the development and promotion of national standards and best practices in the area of labor relations and human potential development
- **Action line IV.** Ensure respect for and protection of human rights, provide an inclusive environment and equal access to products and services:
 - **Target 16.** Guarantee and protect human rights, ensure inclusivity and equal opportunities, including gender equality, for all the employees
- **Action line VIII.** Facilitate economic well-being and prosperity for all:
 - **Target 38.** Create and support jobs

UN Sustainable Development Goals



National Development Goals of the Russian Federation

- Preservation of the population, strengthening health and improving the well-being of people, supporting families
- Comfortable and safe living environment
- Stable and dynamic economy
- Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person

Internal Regulatory Documents

- HR policy
- Remuneration policy
- Code of Corporate Ethics and Business Conduct

Material Topics

- Labor Relations and Employment
- Health and Safety
- Human Capital Development

Awards and Achievements



Sber won the Platinum Award (the first place) in the Ranking of Best Russian Employers by Forbes



Sber was in the first group of the Best Employers Ranking by RBC, having got the highest results on the assessment of the key criteria. RBC built a rating without awarding places, classifying participants into three groups



Sber was assigned the highest A+ rating in the study held by the 17th Annual All-Russian Contest of Socially Responsible Business **“Corporate Charity Leaders”**



Sber became the winner of the All-Russian contest “Leaders for the benefit of Women” in the “Leaders in Support of Maternity and Childhood” nomination, which was held on the platform of the Eurasian Women’s Forum



Corporate University of Sber won two of **CDO/CDTO Awards — 2024:**

- ★ Grand Prix in the “Best CDO/CDTO professional development program — 2024” nomination for digital transformation manager program
- ★ 3rd place in the “Digital Solution of the Year — 2024” nomination with the “Digital Strategy Training Program”



Sber won six awards at once at **Employer Branding Awards 2024**, including:

- ★ Grand Prix — Sberbank in the “Employer of the Year Brand” nomination in the financial services industry
- ★ 2nd place — “Systemic Work with Student Audience at Sber” project in the nomination “Successful employer brand promotion among university and college students and graduates”



Sber’s Department for Human Potential Development won the **“Effective Education”** award in three nominations:

- ★ “Product of the Year” in the Digital Education category,
- ★ “The Best Competition Program” in the Corporate Training and Development category
- ★ “Solution of the Year” in the Corporate Training and Development category



In conjunction with Corporate University, Sber received three awards of the **SMART Pyramid — 2024:**

- ★ Grand Prix: Summer Digital School project in the “Best Online Learning Program — 2024” nomination
- ★ Grand Prix: the “Academy of ambassadors” project in the nomination “Best Corporate Education Project — 2024” in the category of educational service providers
- ★ 2nd place: the “Reliability Code” game in the Best Corporate Education Project — 2024 nomination in the category of employer organizations



In 2024, Sber won eight awards in the field of HR and UX for its digital HR management product, the Pulse platform

On the Path to Becoming a Human-Centric Bank

It is customary at Sber: to be always by your side when you need support, to build long-term relationships based on trust and deep understanding of the person, and to use the latest technologies to create an environment where everyone can unlock their potential.

82^{thsd} employees

participated in the Cultural Code study

A strong corporate culture influences the image, increases the involvement and motivation of the team, creates an environment for unlocking potential and promotes innovation development. Recent research suggests that culture influences the economy: every ten percentage points of enhancement of trust among people result in a 21% increase in GDP per capita. In 2024, the Sber's cultural code was studied according to the methodology developed by the Dean of the Economics Faculty of the Moscow State University. The study identified the key vectors of personal transformation for the team, i.e. trust, ability to find common grounds and long-term views. It is precisely these factors that determine the strategic priorities for the development of Sber's corporate culture and help achieve ambitious goals on the way to human-centricity.

GRI 3-3, GRI 2-23, GRI 2-24, GRI 407-1, GRI 408-1, GRI 409-1

Sber operates in strict compliance with labor legislation and is guided by the fundamental Russian and international documents: the Labor Code of the Russian Federation, the Universal Declaration of Human Rights, the Guiding Principles of the Organization for Economic Cooperation and Development (OECD) for Enterprises, the Declaration of the International Labour Organization (ILO) on Fundamental Principles and Rights at Work, the United Nations Global Compact.

The Group's commitments to prevent any form of discrimination and exclude child and forced labour, as well as guaranteeing the right to freedom of association, are set out in the [Environmental, Social, Governance and Sustainability Policy](#) and the [Code of Corporate Ethics and Business Conduct](#).



For more details, refer to the [Business Ethics, Compliance, and Anti-Corruption](#) section

Sber annually assesses risks related to human capital development. Based on the results, the Group's Operational Risk Committee (GRC) sets limits of acceptable losses from risk materialization for the next year for each functional block.

Culture of Openness and Equal Opportunities

Sber's Team Profile

GRI 2-7, GRI 405-1

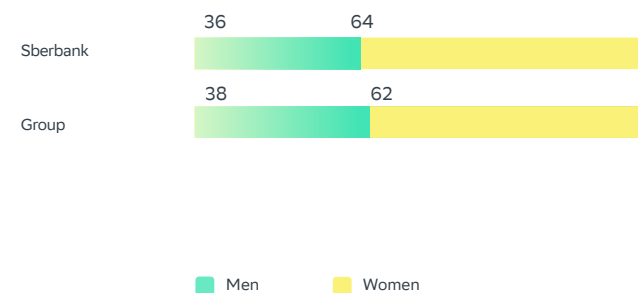
Sber creates an environment of openness where diverse experience is encouraged and the needs and interests of employees and candidates are taken into account. This approach makes every team member equally fulfilling his or her potential, regardless of gender, age, health or other characteristics.

The majority of employees work under an indefinite contract of employment (89%) and full-time employment (99.5%). At the same time, the majority of Sberbank team is made up of women (64%), and the largest age group is represented by employees aged from 30 to 50 (65%).

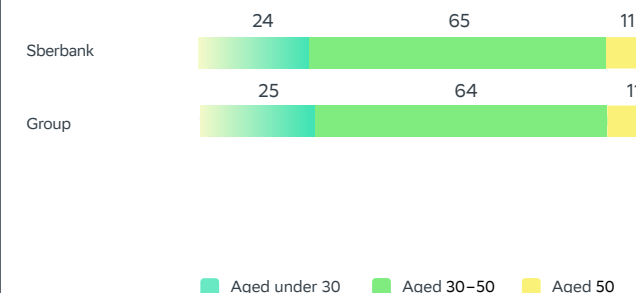
The Bank's IT team continues to grow dynamically: in 2024, over 34 thsd employees occupied IT positions, which is 11% higher than the previous year, and their share in the total number of employees is more than 15%. In addition, more than 2.7 thsd employees specialize in science, technology, engineering and mathematics, supporting Sberbank's innovative development.

Sber's team structure

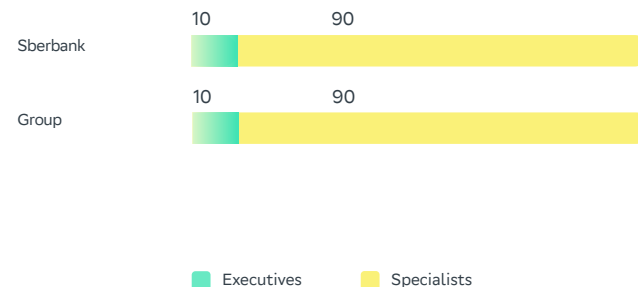
Gender, %



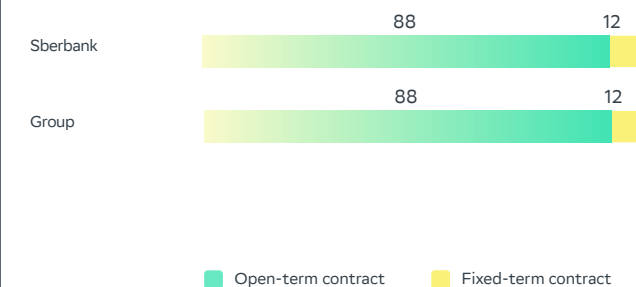
Age, %



Categories of employees, %

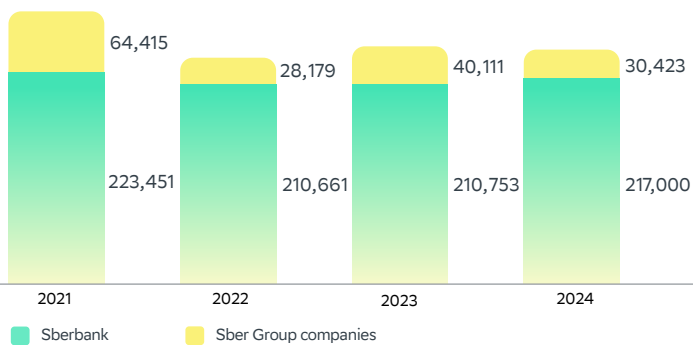


Type of employment contract, %

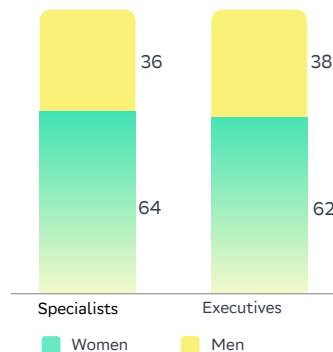


GRI 405-1, MED-44

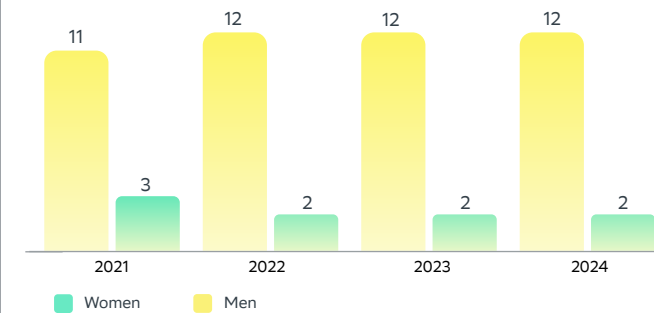
Actual number of employees, people



Gender composition of Sberbank by category, %



Composition of the Supervisory Board by gender, people

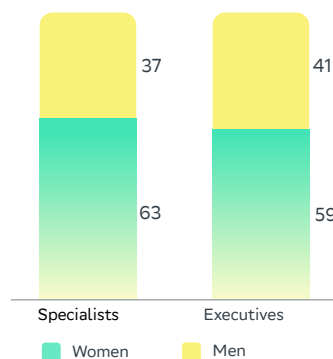


Equal career opportunities are guaranteed for all employees, from starting to leading positions, with professionalism rather than gender at the core of promotion. To achieve this, Sber is developing employee support programs designed to help women and men equally and efficiently combine their career and family and personal life.

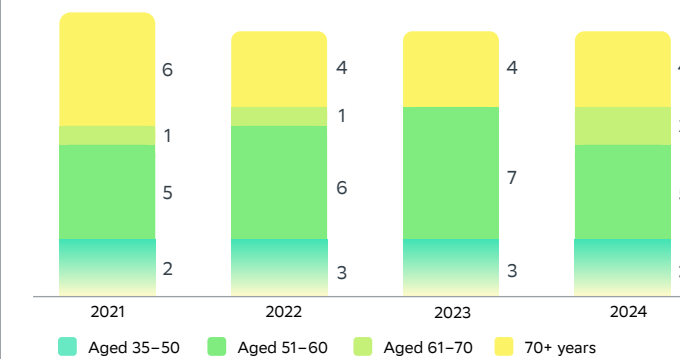


For more information, refer to the **ESG Data Book: Personnel Appendix**

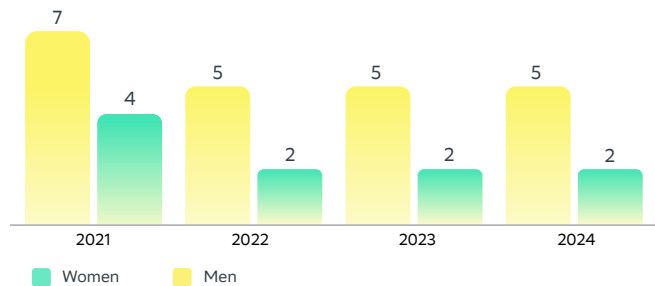
Gender composition of the Group by, %



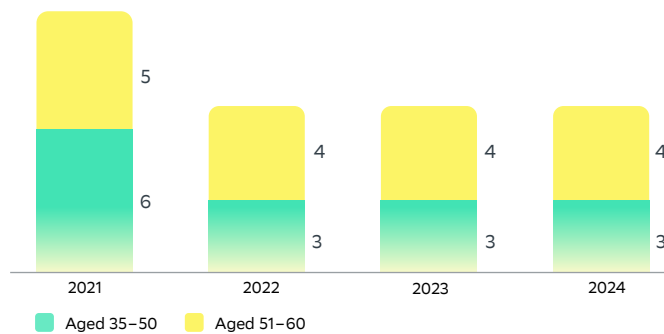
Composition of the Supervisory Board by age group, people



Composition of the Executive Board by gender, people



Composition of the Executive Board by age group, people



GRI 405-2

In accordance with the provisions of the Employee Remuneration Policy and the Collective Agreement, Sber adheres to the principle of gender equality in the remuneration of employees in similar positions. In 2024, the average wage ratio of women to men was 0.95, the average wage gap of women to men does not exceed 5%. The difference in remuneration is due to the various Group footprint in the regions.

Transparency and Equal Opportunity

Sber is building a culture of openness and equal opportunities by following these principles at all stages of HR cycle, i.e. selection, onboarding, training and development, remuneration and encouragement. This enables the Group to maintain mutual respect and trust of team members and to create an environment where each person can unlock his or her potential. Sber's approach to ensuring equality and an inclusive environment is reflected in the [Code of Corporate Ethics and Business Conduct](#).

GRI 406-1

In accordance with national legislation and international standards, the Group guarantees protection against any form of discrimination to its employees. No cases of discrimination on any grounds were recorded in 2024.

Sber consistently develops programs aimed at fostering a culture of openness and equal opportunities. For this purpose, the inclusive index is being assessed for the second year in a row. In 2024, the index improved by 3 p.p.

Inclusive work environment

Sber's experience in implementing the principles of inclusion at the company helps executives and professionals in the field of accessibility. Anyone who strives to make their business inclusive can use step-by-step theoretical and practical guidelines posted on the [Bank's website](#).

Sber is continuously improving the working conditions, creating an inclusive work environment and implementing programs to support people facing job challenges: people with disabilities and health limitations, youth without work experience, elderly people and employees with children. Sber directly promotes inclusion in society through the implementation of internal initiatives, social and charity projects.



For more details, refer to **Social Responsibility and Population Support** and **Responsible Financing and Non-Financial ESG Products** sections

In 2024, Sber continued to develop its initiatives focusing on the needs of disadvantaged people



Sber's practice of hiring persons with disabilities to the Soft Debt Collection Center won in the The Best Approach to Diversity, Fairness, Inclusion and Cohesion nomination of the Crystal Headset CCGuru Awards international professional competition



Sber won the Silver Award in the Best Inclusion Development Program (Project) nomination of the Corporate Charity Leaders contest



To promote inclusive culture, Sber implements the following educational and outreach events in the team:

- Regular publication of stories of employees with disabilities;
- Information campaigns dedicated to inclusivity dates;
- Live broadcasts with experts and managers in whose teams the employees with disabilities work, to exchange knowledge and experience in building effective inclusive teams;
- The “Sber for All” course on how to work with disabled people and create an inclusive environment;
- “On the way to inclusion” podcast series on everyday life of people with disabilities;
- A special training for recruiters on how to lower barriers to inclusive employment, developed in 2024). ● new

2.7 thsd employees

learned the principles of barrier-free communication at the “Sber for All” course

Sber organizes an accessible work environment in all its offices and takes into account the special needs (for example, for additional equipment) of vulnerable groups of employees. To monitor the level of workspace availability, in 2024 Sberbank developed a special checklist with inclusive workplace criteria. Using a checklist helps identify and remove constraints in a timely manner, thereby expanding the space for effective work and development of all employees.

Organizing workplaces for people with special needs

Sber implements initiatives to develop inclusive employment in various areas. As part of this work, the Bank leases workplaces for people with disabilities from other employers.

Thus, the Baikal Bank in cooperation with an industrial company in the Irkutsk Region and the All-Russian Society of the Blind organized 56 specialized workplaces for the visually impaired. Sberbank continues to develop similar initiatives in other regions, creating additional opportunities for people having difficulties with professional integration.

Inclusive initiatives of employees: voice assistant

The inclusive environment is promoted not only by projects implemented by Sber, but also by the individual efforts of our employees: they are actively involved in promoting inclusive values and implementing initiatives within and outside the team.

In 2024, an employee of Sberbank developed a bot called Kostya based on his own AI model, which helps people who are no longer able to communicate by voice. It is enough to print the text, and the bot will voice it with the recreated voice of the person himself or with some other voice pre-installed in the program.

A month after the launch, the bot helped five people to communicate more freely with the world around them.

The Bank’s employees were actively involved in the project development and helped to record public voices for the bot. These voice clones work, on average, twice as fast as those developed by other companies. In addition, the feedback from employees has significantly expanded the bot functionality: now users have multiple voices for communication in different languages, they can create their own video avatars and talk to various characters in their style.

GRI 404-2

Key areas of support for an inclusive work environment

Disabled people

- Website adaptation for offering vacancies with the option of filtering open positions available to people with health limitations
- Cooperation with employment centers and community organizations for employment of people with disabilities
- Accompanied employment programs, including as part of the “You Will Succeed!” project, that facilitate the search for the first job and onboarding at the workplace



For more details, refer to the
“Contribution to the Future” Charity Foundation section

+49%

growth in hiring employees with disabilities

250 employees

with disabilities were hired by Sber

Employees with disabled children

Launch of the “Childhood Without Borders” community to support employees with disabled children:

- exchanging useful information between the participants
- psychological assistance to participants
- consultations of the Bank’s experts

Additional financial support: monthly disbursements

>3.4 thsd employees

raising a child/children with disabilities receive benefits from Sber

Seniors

- Awareness raising events and awareness landing on overcoming age-related stereotypes
- Attention to the needs of elderly employees, turning to their experience for mentorship and succession
- Sber volunteers implement 225 projects aimed at helping seniors, the majority of which are aimed at financial or legal literacy
- The Dementia.net project aimed at maintaining the cognitive health of seniors, involves 250 volunteers who have been trained by the Autonomous Nonprofit Organization Research Medical Center “Gerontology” and the Russian Geriatric Research and Clinical Center. In 2024, the project volunteers held 400+ classes on cognitive health with the participation of 14 thsd people in 62 cities. Dementia.net is a partner of the National Demography Project, the Older Generation program

Youth without work experience

- Internship and practice programs, career fairs, conferences
- “Career of the Future” youth educational program
- Updated career portal SberStudent, groups in social media
- Launch of the “Generation Sber” youth community to support self-fulfillment



For more details, refer to the
Supporting Young Talents section

>1.3 thsd people

joined the youth community

Decent and Comfortable Working Conditions

When organizing work with the team, Sber focuses on improving the well-being of employees and their family members, as well as creating conditions for unlocking the potential of each of them. The Group strives to make the entire process of its interaction with employees as comfortable as possible — from using modern methods of selection and adaptation, developing professional skills of employees to providing a safe work environment. This allows us to increase the productivity of the team and direct its focus and efforts towards the achievement of Sber’s goals and development of innovative solutions.

Attraction and Retention

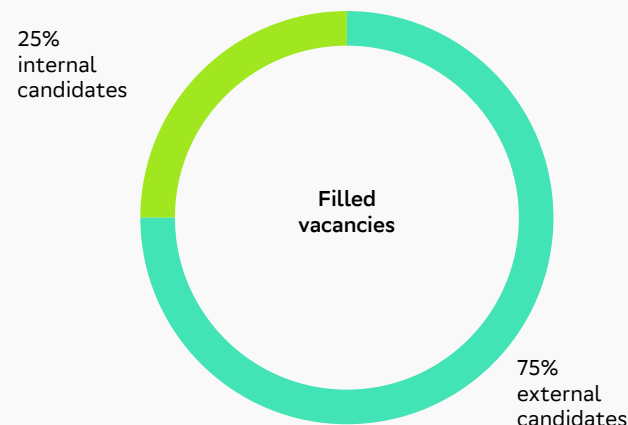
Sber builds relations with employees based on the principles of long-term partnership, which promotes continuous business development. The Group applies a systematic approach to attracting people with similar values to its team. To efficiently search and select employees, Sber uses a set of various tools and develops its own network of ambassadors.

Key Recruiting Methods and 2024 Results

Own internal tools

“My Career” and “Talent Search” internal hiring services

- by 1.4 times increased the number of internal transitions
- 219 thsd responses from internal candidates



External tools

Own career portals

rabota.sber.ru — for experienced workers

- 3.5 mn unique users
- 160 thsd responses

sberstudent.ru — for students and graduates

- 1.6 mn unique users
- 31.4 thsd responses to an internship at Sber

“Career at Sber” social media communities

- >128 thsd community members

Referral program

- 14,570 new employees engaged
- 196 thsd referrals received

One Day Offer — a program for recruiting IT specialists in one day

External websites for job search¹

- 3.6 mn responses

¹ External search tool.

Sberbank Ambassador's Academy

Since 2023, Sber has been developing an updated ambassador's Academy, an exclusive program to teach speaker arts, rules for social media and developing a personal brand for employees. Invited speakers talk about public speeches, content creation, presentation of themselves and their profile in social media as an expert. The Academy participants learn to promote their personal brand and the Sber brand, engage in internal projects of cross-functional teams and participate in various media activities: filming in videos, writing articles, recording podcasts, testing new devices.

The Ambassador's Academy won two awards at once in 2024:



Winner of Team Awards in the “HR Ambassadors of the Year” nomination



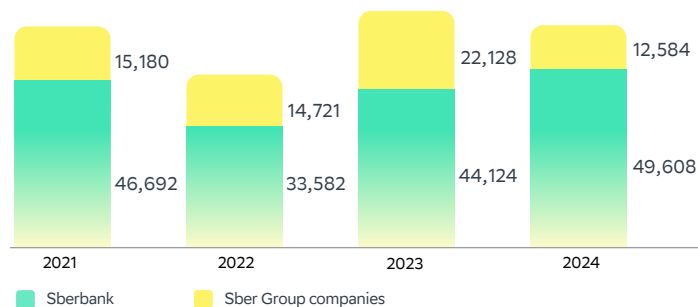
3rd degree laureate of the Employer Brand Award in the “Best Brand Ambassadors Program” nomination of Employer Brand Summit & Awards

>100

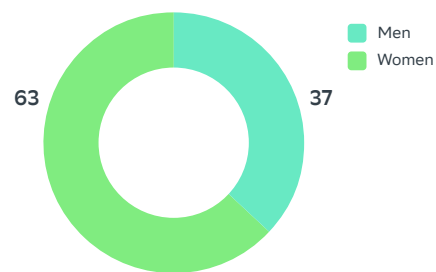
thsd graduates
of the ambassador's Academy across the country

GRI 401-1

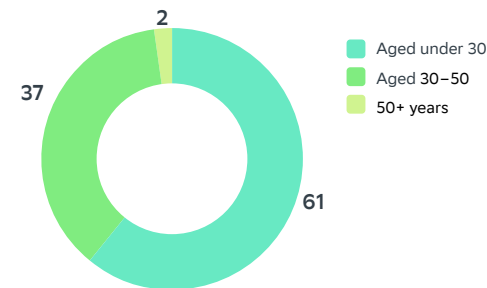
Number of newly hired employees, people



New Bank employees by gender in 2024, %



New Bank employees by age in 2024, %



Sber creates jobs in regions throughout the country, including in new territories. This contributes to reducing unemployment and improving the quality of life of the local population, and provides residents with more opportunities for professional growth and access to stable income and social security.

9 years and 8 months

is the average work experience of an employee in Sber

Sber's onboarding program is the winner of the Bravo Awards

Sber won the gold in the “Key to Start” nomination of the all-Russian Bravo Awards 2024 with the “Digital Adaptation” project. The newcomer onboarding system has been recognized for its comprehensive approach and the application of modern tools, such as seamless automated process support for the newcomer and manager, ongoing support for mentors and buddies, VR and AR technologies, as well as its own HR metaverse.

95% + 2 p. p.

the level of satisfaction with the onboarding process

80% + x2

targeted customization of onboarding materials

83% + 53 p. p.

of employees are covered by a centralized onboarding system

Onboarding of employees

To start a career path at Sber in a comfortable manner, each new employee undergoes a centralized onboarding program on HR platform Pulse, where he/she gets acquainted with the peculiarities of working in the Group and immerses himself/herself in working processes using various tools.

New employees from the first day are accompanied by experienced colleagues (buddies), who help newcomers adapt to the work environment and answer the questions of concern in an informal setting. In 2024, over 13 thsd employees as Buddys were supported by more than 16 thsd new hires.

Retention and leaving

MED-33

In 2024, the voluntary employee turnover ratio decreased compared to 2023 and amounted to 12.4% in the Bank and 16.2 % in the Group. To improve retention rates and increase employee satisfaction, Sber regularly analyzes the factors and causes of dismissals.

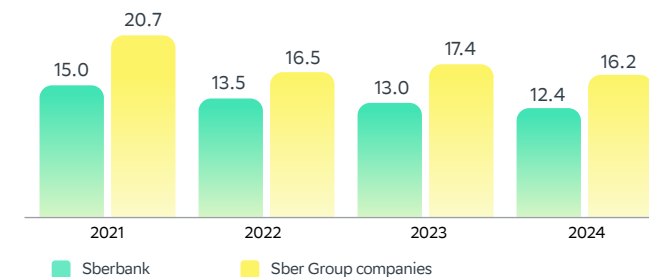
As one of the tools for such analysis, Sber conducts exit interviews with employees completing their careers in the Group. The results obtained allow Sber to model staff outflow, forecast possible losses and improve employee retention mechanisms.

Professionals who leave the Sber team, but want to maintain contact with it, have access to the Alumni community. Its participants continue to be aware of key events in the Group and have an opportunity to re-enter the job at Sber on a simplified basis with the help of community HR experts and special selections of vacancies.

>7 thsd people

joined Sber Alumni community in 2024

Voluntary employee turnover ratio, %

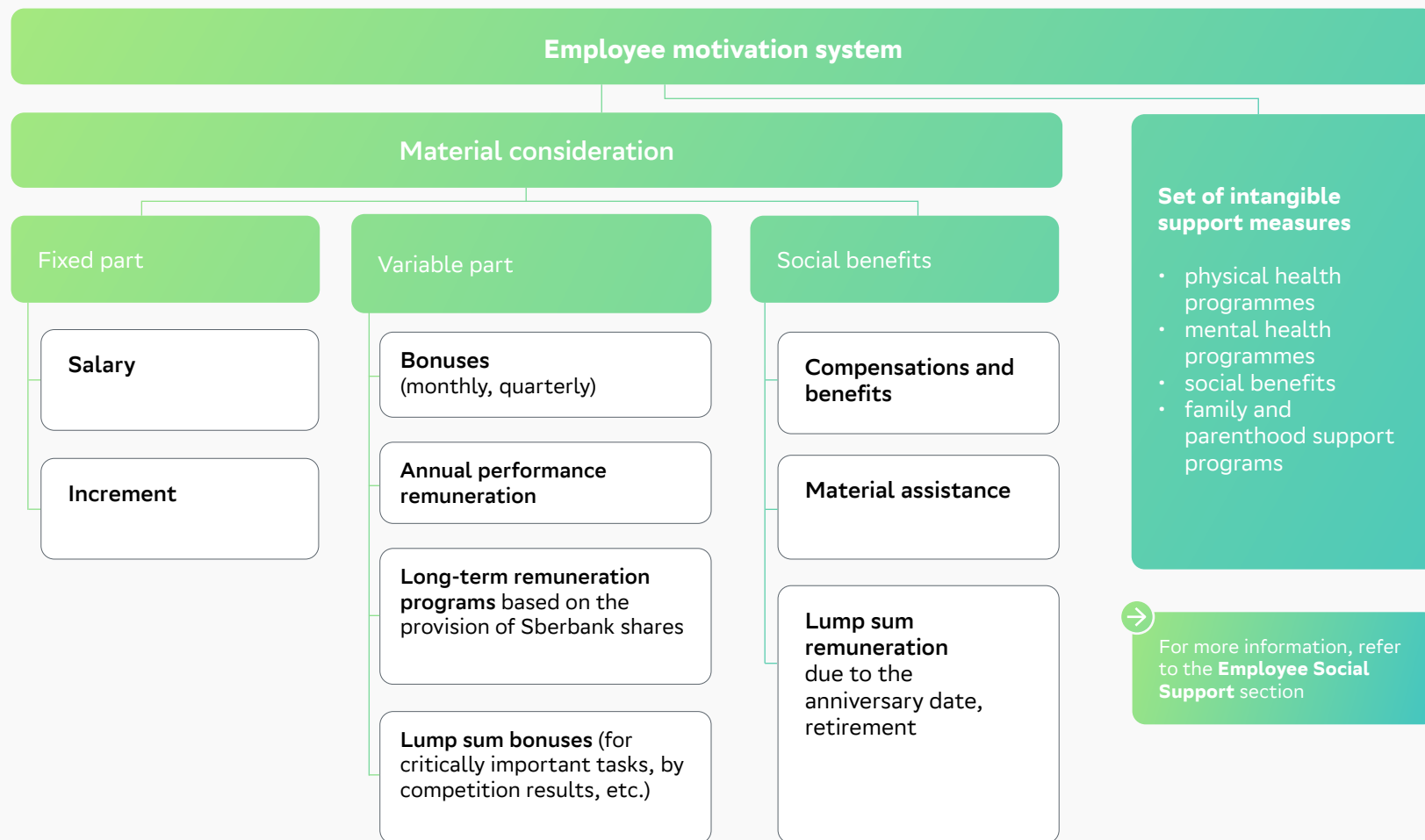


For more information about the employee turnover, refer to the **ESG Data Book: Personnel** Appendix

Motivation and Reward

Sber is continuously developing the material and non-material motivation system, listening to the interests and needs of its employees and expanding the list of support measures and their variability. To maintain a comfortable and development stimulating environment, Sber provides competitive remuneration, flexible formats and work schedules, a wide package of social benefits and programs for employees and their family members.

Motivation system applied to employees at Sber



When determining employee remuneration, Sber is guided by the principles of fairness and transparency, setting the amount of remuneration and bonuses based on the indicators of employee performance and his/her commitment to corporate values.

Sber regularly reviews remuneration based on the market situation. In 2024, Sberbank employees' salaries were revised by +11.5% on average. The salary review campaign covered 92% of the Bank's employees.

GRI 202-1, MED-24, MED-26

>RUB **207.6** thsd
is the average monthly salary of Sberbank employees

the average salary at Sber is
2.4 times
higher than the average salary in Russia

5.11 +7%
is the ratio of women's standard¹ salary to the minimum wage² in Russia

5.35 +7%
is the ratio of men's standard salary to the minimum wage in Russia

RUB **522** bn +18%
is payments to Sberbank employees in 2024³

71%
of employees
consider their compensation to be fair

¹ The ratio of average salary to federal minimum wage in 2024 for Line 1 Specialists (mass personnel).

² MROT means minimum monthly wage.

³ Payroll fund accrued to Bank employees during the reporting period.

The Best in Profession annual competition

Sberbank holds an annual internal professional skills competition, where employees can demonstrate their talents and get recognition as professionals. In 2024, the contest held for the 15th time got a new scale: the extended list of nominations included 44 categories, of which 43 were individual and one was team. The winners of the contest receive a cash bonus, certificates of education at Corporate university of Sber, badges of honor, and additional opportunities for development, as well as participation in events with the Bank's top management.

170 thsd employees
are the contest audience

>**65** thsd employees
started to take tests

97 thsd employees
have been selected and invited to participate in the main stage tests

684 employees
reached the final

48 employees
became the best in their profession

Social Support System for Employees

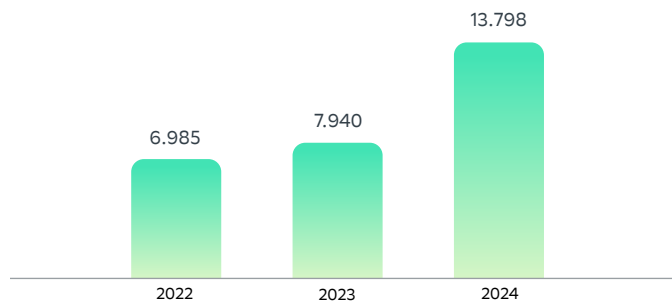
GRI 401-2

Sber builds its relations with the team on the principles of long-term cooperation and strives to be an assistant in all life situations. To this end, the Group builds and continuously improves a system of social programs and benefits for employees and their family members.

Based on analytics and deep understanding of people based on big data, as well as employee feedback, Sber implements the most popular support programs for team members.

MED-28

Financing of social programs for Sberbank employees, RUB bn



Sber's social support system (the most popular options)

Physical health

Extended VHI program for employees and their family members, and accident insurance

RUB **9.98** bn +99%
Coverage: 98.2% of employees

Health resort treatment for employees of pre-retirement age

RUB **9.3** mn +25%

Compensation for health resort treatment for the employees of the Far North regions and equivalent areas

RUB **9.3** mn +20%

Corporate Sports, Green Marathon, Sberbankiada, the GTO standards qualifying motivation program new

Supporting smoking cessation program (pilot project)

new

56%

of the pilot project participants ceased smoking

41%

maintained consistent track record

20%

started smoking less



For more details on social program spending categories, refer to the **ESG Data Book: Personnel** Appendix

Sber's social support system (the most popular options) (continued)

Mental health

- Psychological support and advice service

56^{thsd}
consultations

78^{psychologist's}
offices
in 56 cities and towns

- Weekly publications on emotional well-being

45^{articles}
and posts

>615^{thsd}
views

- Educational courses on emotional health support, internal harmony and self-fulfilment

- A single landing page with tools for developing resilience and preventing burnout

- Over 1 thsd group events with psychologists

Material well-being

- Corporate pension program based on co-financing of employee contributions

RUB 1.39^{+66%}
bn
Coverage: 37.7% of employees¹

- Support upon relocation in case of career movement within the Bank

RUB 732.8^{+29%}
mn

- Preferential mortgage
 - Preferential loan limits were increased new
 - The benefit amounts to 1/3 of the Russian Central Bank key rate of the market credit rate new

9,381
new mortgage loans for employees in 2024

- Reimbursement of summer vacation and child care costs
- Financial assistance in difficult life situations

¹ The approach to calculating the indicator was revised: the share of employees covered by the Parity and Social Pension Programs was disclosed, while in previous years the share of participants was only disclosed for one program (parity).

Sber's social support system (the most popular options) (continued)

Family and parenthood support

- Sber's educational multimedia course "Mindful Parenting"

24 lessons
on the key topics of parent-child relations

>45 thsd
employee listeners

- "Sber for Children and Parents" comprehensive program
 - Support for employees (both women and men) during and after maternity leave
 - Teaching and developing parenting skills: the Mindful Parenting course, workshops in mini-groups with teachers
 - Developing parent communities
 - Providing educational opportunities for children
 - Help in choosing a profession for teenagers: career guidance activities and services
- One-time and regular financial payments for parent employees, including additional payments to parents of disabled children
- Professional guidance events, educational projects and smart gifts for children
- Events for employees' parents

GRI 403-6

Health insurance for employees and their family members

Since the first day of work, including the probation period, employees have access to free health and accident insurance programs, as well as preferential insurance for their family members. Sber strives to constantly improve the quality of insurance programs: in 2024, the Bank's HR Block conducted a pilot line to collect feedback and answer questions from employees on the insurance terms.

Following the event, Sberbank expanded the list of additional VHI options:

- preventive screening
- psychological support service
- telemedical services
- preferential conditions for the purchase of medical certificates for children and close relatives
- Pregnancy and childbirth support programs (added in 2024) new
- Laser eye surgery (added in 2024) new
- Extended dental services (added in 2024) new

Key 2024 figures:

>59 thsd employees
have used the new VHI options

82 thsd insurance
certificates were issued for the
employee family members

49 thsd employees
enabled additional VHI options

Support for employees' families

Sber is comprehensively developing the area of support for women, motherhood and child-parent relations. The Bank takes care of its parent employees by expanding access to healthcare services and providing them with financial, educational and psychological support. In addition, Sber implements educational programs for children, as well as events for parents of employees.

>150 thsd parent
employees
are supported by Sber, of which
more than 14 thsd are parents of
multiple children and 3.4 thsd are
of children with special needs

Financial support for parent employees

- Lump sum payments of RUB 20 thsd per year upon birth/adoption of a child
- Monthly benefits for employees with a disabled child
- Compensations for children's medical expenses in the amount of RUB 20 thsd per year and recreation in children's health camps

11.5 thsd employees

3.4 thsd employees

17.4 thsd employees

Care for health

- Since 2024, pregnancy and maternity support options have been added to VHI
- VHI for employees' families, including parents and adult children

>800 female employees were reimbursed for their expenses related to pregnancy maintenance, IVF and maternity programs

★ By implementing comprehensive systemic women and motherhood care programs, in 2024 Sber won the Leaders in Women's Interests, the all-Russian contest, in the nomination "Leaders in Support of Maternity and Childhood"

Events and gifts for children

- **Doors Open Days** for employees' children (aged 6–12), when children get acquainted with the world of Sber professions at its offices and take part in a rich entertainment and enrichment program
- Employees having children (aged 13-17) take part in the **Creative Future contest**, where families are offered to fulfill creative tasks that help children to make an informed choice of the future profession, and parents to better understand themselves and their child. The contest finalists spend weekends together and play games, attend lectures and master classes on the campus of the corporate university that bring them together
- **The smart New Year gifts** developed by Sber for children are adapted for different age groups and designed to strengthen family relations while doing useful leisure activities
- A series of career guidance events for developing skills of the future held for employees with children (between 13 and 17 years of age) in cooperation with the Corporate University, the Contribution to the Future Foundation and partner universities

23 thsd children and parents

>200 parents and their teenage children participate in the Creative Future competition

>200 thsd children received gifts

The age for receiving gifts was increased to reach

0-18 years

20 thsd creative contest participants (teenagers of 13+ and their parents)

150 teenagers participated in partner programs

Maintaining a Favorable Climate Within the Team

Sber strives to hear each employee and, in response to requests, to implement solutions that will allow each employee to feel the employer's support and work more efficiently. To this end, Sber has been using a set of tools to perform general and narrow research of the atmosphere within working teams and to collect feedback from its employees. The research results and responds received form a basis for the daily work of the Bank's managers and HR specialists.

Engagement assessment

Since 2011, Sber has been annually assessing employee involvement. In 2024, 177 thsd (>80%) of Sberbank employees took part in the involvement survey. In 2024, the Involvement index was 77% (↑4 p.p.). Among the key engagement drivers, employees identified an attractive corporate culture, opportunities for their development at Sber, transparency of the executive team and confidence in its solutions.

Results of the engagement assessment, %

Indicators	2023	2024
Engagement index	73	77
Proud of working at Sber	82	84
Recommend Sber as an employer	73	79
Inspired by Sber's corporate culture	79	81
Highly appreciate development opportunities at Sberbank	83	81
Trust the executive team	74	80

The engagement survey results are analyzed both at Sber level and by individual teams. In 2024, about 20 thsd executives received data on the involvement of and recommendations on how to work with their teams in HR-Pulse.

In 2024,

152.8 thsd (71%) employees participated in the mood survey:

88% of employees reported a high level of calmness

79% of employees highly appreciated the conditions for effective work

For **76%** of employees, the energy level increases during the year

Team mood monitoring

To timely respond to employees' requests and maintain a favorable work climate, Sber has implemented a system monitoring the emotional state of teams in all of its units. This is possible thanks to pulse surveys and allows to quickly identify barriers to effective work and employees' needs. Based on the survey results, the areas are identified that require attention and executives obtain recommendations on how to improve the situation within teams.

In addition to general survey tools, Sber makes spot measurements of the atmosphere to diagnose problems within individual teams, being organized in case of low mood survey indicators, a change of a manager, changes in the team or other factors. The assessment results help managers and HR professionals to identify strong and weak traits of the team and develop a plan of corrective measures enabling to maintain a productive atmosphere within the team.

Feedback management

If there are any questions or complaints, including those related to the labor legislation, employees may anonymously contact one of the two main feedback channels:

- 24-hour online HR consulting system;
- HR contact center (available by phone and email).

Sber processes each request or complaint received, and then provides feedback to the applicant, while guaranteeing full confidentiality.

In 2024, 1,418 HR-related complaints were received through feedback channels. The main issue raised in the complaints concerned the managers' actions.

Corporate ombudsman service

If it is impossible to resolve a dispute through standard communication channels, an employee may apply for an independent expert review to the Corporate Ombudsman Service acting under the guidance of the CEO and the Chairman of the Bank's Executive Board.

Number of HR-related complaints

	2021	2022	2023	2024
Number of HR-related complaints filed through formal feedback mechanisms within the reporting period, including:	2,335	2,184	1,978	1,418
• number of complaints about labor practices submitted to the HR Unit in connection with the corporate culture	78 (3%)	69 (3%)	71 (4%)	38 (3%)
• processed and resolved within the reporting period	100%	100%	100%	100%

Workplace Safety and Comfort

Occupational health and safety management system

GRI 3-3, GRI 403-2, GRI 403-3, GRI 403-7

Maintaining a safe and comfortable work environment is an important part of Sber's responsibility as an employer. The workplace safety at the Group Companies falls within the responsibility of occupational health and safety specialists and related departments.

Sber regularly conducts a special assessment of work conditions at all workplaces, the results of which are taken into account when developing and taking measures to increase workplace safety and minimize professional risks.

GRI 403-1, GRI 403-8

Sberbank has implemented internal regulatory documents developed in accordance with international and national occupational safety standards and applying to all Bank employees:

- Regulation on occupational health and safety management system;
- Labor protection policy;
- Hazards and occupational risks determination standard.

GRI 403-9, MED-29

Sber regularly monitors key injury indicators. In total, 123 employee accidents were recorded in 2024. Unfortunately for us, there were two fatalities. Families of the victims were provided with material assistance for burial and insurance indemnities were paid to them. Their minor children were fixed an allowance by the Bank until they are adult.

The injury frequency rate increased by 41% due to an increase in the number of injuries in 2024. On the other hand, injury severity decreased by 10%, with the majority of injuries being minor, and the number of severe injuries did not increase. The LTIFR indicator increased to 0.33.

Injury rates at Sberbank

Rate	2021	2022	2023	2024
Injury frequency rate ¹	0.42	0.38	0.39	0.55
Injury severity rate ²	37.4	37.08	42.02	37.68
Total accident frequency rate ³	15.71	14.09	16	20.7
LTIFR ⁴	0.26	0.23	0.23	0.33

¹ $Afr = T * 1000 / C$, where T is the total number of accidents within the reporting period, and C is the headcount of employees.

² $Asr = D / T$, where D is the number of days in the temporary disability period, and T is the number of accidents.

³ $Rtotal = Afr * Asr$, where Afr is the accident frequency rate, and Asr is the accident severity rate.

⁴ $LTIFR = \text{number of LTIFR injuries, including fatal injuries} / \text{number of man-hours worked} \times 1 \text{ million man-hours}$.

48,4 thsd employees

completed introductory occupational safety trainings

>190 thsd employees

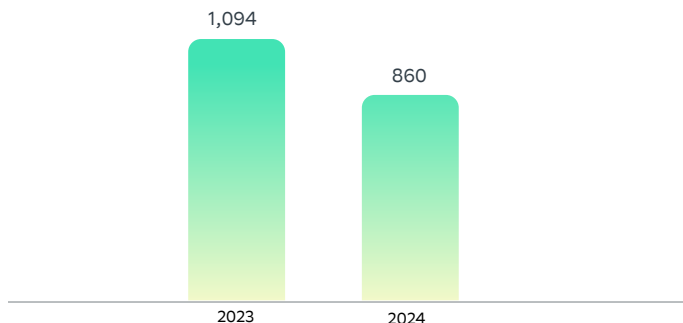
underwent introductory and repeated fire safety trainings

A special labor conditions assessment was conducted

for 38,8 thsd workplaces

MED-27

Expenses related to occupational health measures, RUB mn



GRI 403-4, GRI 403-5

To minimize the risks of injuries and develop a safety culture at Sber, employees undergo mandatory trainings on occupational health and fire safety. In addition, occupational health and safety professionals receive additional professional training: in 2024, 715 people underwent occupational health and safety training programs for responsible employees, while the fire safety additional training program was passed more than 6 thousand times. In addition, more than 190,000 people underwent initial and repeated fire safety trainings.

Each employee can seek advice or make suggestions how to improve occupational health and safety by applying to a local specialist or the trade union.

In 2024, the Bank allocated more than RUB 860 million for occupational safety measures, including special assessment of work conditions and in-process control, procurement of special clothes and PPE, outfitting and reconstruction of amenity spaces and adjacent areas to ensure employees' safety.

Comfortable working conditions

Sber offers its employees flexible and comfortable working conditions, which allows them to maintain the balance between their life and work without compromising work efficiency. This is possible due to:

- **Flexible work formats** – remote work, flexible schedule, shift work, etc.;
- **Modern multifunctional** offices having spaces for recreation and leisure;
- **Option to work** from other regions of Russia for up to three months a year.

80%

of employees work in a flexible format

Key awards of Sber offices



Crystal Pyramid 2024 Award

- ★ Grand Prix in the Happy Office nomination in the Big Office category



Forbes ranking of Russian companies' headquarters 2024

- ★ Sber Moscow headquarters were awarded "platinum" for a variety of workspaces, recreation, entertainment and refreshment zones, coffee points and cafes, as well as for the availability of non-work-related services – a medical center, a psychological office, a dry cleaning, a beauty salon, a sports center and a music school

Creating an Educational and Development Environment

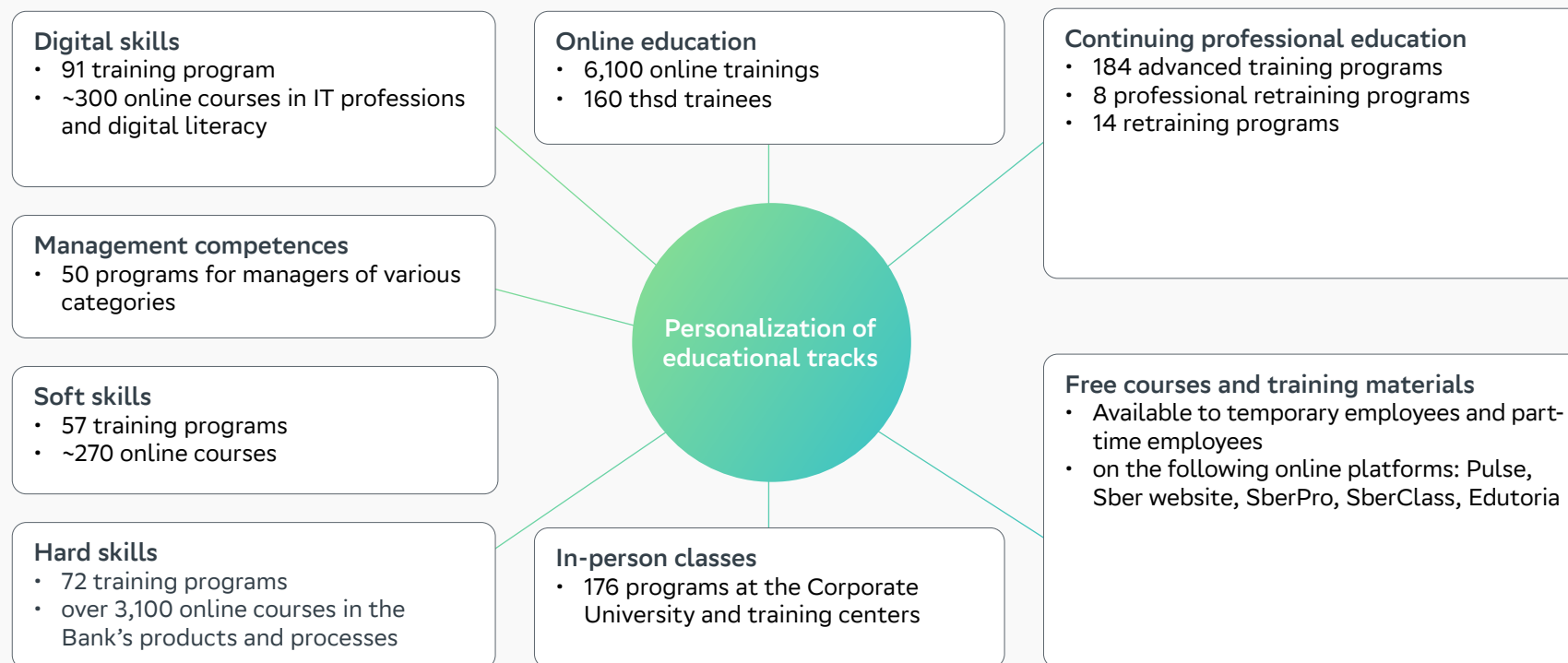
Education and development are the basis of Sber's continuous movement towards unlocking the potential of its employees. To increase the efficiency of the process, the Group provides its employees with a flexible corporate training and career development framework adaptable to the needs of everyone through a variety of resources and tools. Moreover, employees have an opportunity to undergo external training.

Corporate Training

GRI 3-3, GRI 404-2

Sber educational system focuses on adapting training tracks to the needs and demands of employees, including through the use of artificial intelligence, training in demanding digital competencies and digitization of training programs.

Corporate training

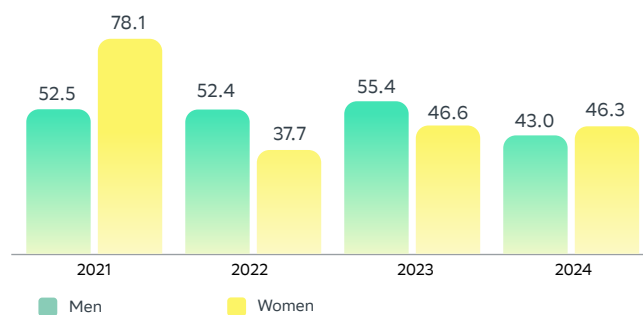


MED-31, GRI 404-1

Average number of training hours of Sberbank employees by employee categories, hours per employee

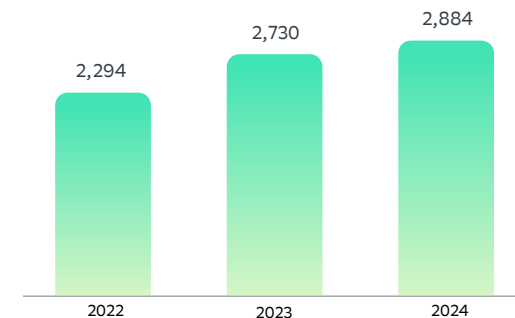


Average number of training hours of Sberbank employees by gender, hours per employee



MED-30

Sberbank employees training expenses, RUB mn



~250 thsd
employees underwent training

56
new courses were developed

45.1 hours
is the average annual training time per each Sberbank employee

1,210
training content units were developed

Key Sber awards in the field of corporate training



HR IT Awards 2024

The Interactive Mobile Game “Reliability Code” by Corporate university of Sber aimed at teaching the skills of solving errors and problems in ensuring technological reliability of IT services was awarded the 2nd place in the Employee Development and Training category.



Crystal Pyramid 2024 Award

- Two awards in the Corporate Training category:
 - Corporate university of Sber won the Grand Prix in the category of educational service providers
 - Sberbank became a 2nd degree winner in the category of employer organizations having demonstrated its project “Illusio: Interactive Simulator for Cognitive Distortions”

Sber received the 2nd degree diploma in the Technological Solution of the Year category for its HR metaverse

Career Opportunities

Sber aims to support its employees in unlocking their potential and provides opportunities that ensure their professional and personal growth.

The mutual development (peer-to-peer or P2P) system plays an important role in successful self-realization of each employee. The system unites over 19,000 employees as mentors, guides, buddies, coaches, facilitators, development consultants, and core community activists. They support their colleagues at all stages of their careers, inter alia, organize events to discuss the Bank's mission, participate in team goal-setting and share feedback based on the results of employee assessment.

In 2024, the PRO.Recognition program for P2P roles was implemented, as part of which the first conference was held for all mutual development roles:

>160 best representatives

in their P2P role were awarded for their valuable contribution to the formation of a culture of mutual development

GRI 404-3

Sber employees undergo an annual goal achievement assessment and a comprehensive performance assessment and receive feedback both from their executives, as well as from direct subordinates and other colleagues. This helps them to plan further development and pay attention to growth issues.

>246 thsd employees

underwent a performance assessment in 2024

72,448 people

made a new step in their careers with Sber in 2024

12,000 employees

opened career prospects in another city or region

39,700 employees

were promoted

15,900 employees

were transferred to another function

Career and professional development opportunities

1. Onboarding

Peer-to-peer system and communities

Buddy and mentoring system

13 thsd buddies

16 thsd newcomers had a buddy

>600 participants attended three mentor meetings, thereafter, the practice was extended

>3,200 mentors

952 members of the mentor community

2. Growth and development

Mentoring and coaching

>1,700 mentors and >5 thousand mentees

>250 coaches and 2,640 clients of individual, team and group coaching

Employee communities as part of the SberCommunity project

74 internal communities (professional and interest-related)

+ 30 if compared to 2023

>80 community leaders and managers were trained under a specialized program

>40 thsd community members

P2P space created to get acquainted with P2P roles and quickly respond to employee requests

new

10 events

>1 thsd participants

3. Career planning

Career consulting by HR/experts

>140 development consultants

5,800 high-quality consultations

+ 160% if compared to 2023

18 development and career webinars were attended by over 5 thsd listeners

+ 50% if compared to 2023

Career and professional development opportunities

1. Onboarding

Development tools

2. Growth and development

Shadowing (internships with a manager)
Participation in cross-functional business projects
Executive succession system

94.2%
of executives had successors

3. Career planning

98% of managers
maintain regular career dialogues with their employees

2.5 times
more consultations on development issues for the purpose of transition to new positions

Internal relocations

My Career service used by employees to select desired positions with Sber

Career tracks are available to
88% of Sber employees

The number of responses from internal candidates increased
by **22.8%**

Talent Search service used by recruiters and hiring managers to find internal candidates to their teams

400 users
of the service each month

25%
of internal hiring

10 thsd positions
were closed via the service in 2024

Supporting Young Talents

When forming its team, Sber pays special attention to attracting young specialists who can bring new ideas promoting the Group's innovative development. For this purpose, Sber offers educational programs and employment opportunities to students and professionals at the beginning of their career paths, and develops partnerships with higher and specialized secondary educational institutions.

Opportunities to start a career

Sber has been constantly expanding opportunities for interaction and cooperation with novice specialists. It has been implementing internship and practice programs, taking part in career and educational projects and organizing such independently, and has been developing communication channels.

13,700 students

have done internship at Sber all over the country

>62,000

future entrepreneurs from Russia and 20 foreign countries completed training at Sber's school and student accelerators

Cooperation with educational institutions

Over the years, Sber has been actively developing cooperation with 45 Russian universities. As of the end of 2024, within such partnership:

- more than 54 joint educational programs have been implemented (+20 % if compared to 2023);
- 10 basic Sberbank departments operate in the leading universities of the country;
- projects have been implemented in educational, scientific, career-oriented and educational areas.

13 new agreements

with universities were concluded in 2024



For more information about Sber's interaction with universities, refer to the **Social Responsibility and Population Support in the Regions of Presence** section.

Supporting innovation and technological entrepreneurship

Sber has been supporting innovative business ideas of its employees, providing development opportunities in the SberUp corporate accelerator. Thanks to the intensive training program in the field of technological entrepreneurship and support of a personal mentor, employees who have created selected promising ideas are able to implement their own IT-project, attract partners and raise third-party investments to further develop a startup.

>11 thsd employees

have completed the basics of technological entrepreneurship online course since its launch in 2018

50 teams

completed the Pre-Accelerator, and 20 of them moved to the MVP stage and above, signed agreements of intent, carried out pilots with customers by results of the 2024 wave

Work formats for early-career specialists

Internships

Sber's Internship Center has a paid internship program for students in business and IT areas and provides:

- support in HR issues;
- support from the center supervisor and unit mentor;
- support in building a flexible work schedule to enable combining it with studies.

In 2024, Sber launched testing of a new track — internship in customer offices for university and college students new

Results for 2024:

- 53 areas of internship
- 13,700 students completed internship (+24% if compared to 2023)
- Coverage: 15 cities

Career events

Sber annually holds thousands of career events throughout the country and organizes tours in Sber offices for students and schoolchildren

Results for 2024:

- 2,854 career events
- 644,685 event participants
- 190 excursions
- 4,100 excursion participants

Educational opportunities

The Career of the Future multi-functional educational program helps to develop the required skills and increase a chance to get successful employment. The training is free and can be accessed on the Corporate University platform, with content shared by leading market experts and Sber leaders

Sber's youth accelerators are free programs for creating and developing technological business solutions. Students, postgraduate students and researchers from universities of any region can participate in the student accelerator. Schoolchildren of 8–11 grades, students of technical schools and colleges are enrolled in the school accelerator

First-line school is a free educational program for college students where participants can become aware of the Sber's areas of activity and master the skills required to work at the Bank

Results for 2024:

- > 4,000 students completed the Career of the Future educational program (+32% if compared to 2023)
- 62,156 applications were submitted for the School and Student Accelerators programs (+14% if compared to 2023)
- The first Technological Entrepreneurship undergraduate program started based on the Student Accelerator at the Russian Technological University Moscow Institute of Radio Engineering, Electronics and Automation; 107 people were chosen for the first year of training out of more than 2,300 applicants for the program
- 3,486 students of the First Line School

Building communication

Sber has been developing channels for interaction with young professionals:

- SberStudent youth portal, which gathers all career resources for students (updated in 2024)
- SberStudent Telegram channel new
- a community of ambassadors representing Sber brand and telling about its career and educational projects at their universities new

Results for 2024:

- >1.5 mn unique
- users visited
- the youth portal
- 28 ambassadors from 18 cities identified and selected
- >4,300 readers of the Telegram channel

Corporate Volunteering Development

Sber has created conditions, which allow each employee to contribute to the achievement of Russia's national goals. Corporate volunteering is an important part of the Group's corporate culture, which unites thousands of employees around the initiatives aimed at improving social life and preserving nature.

For this purpose, Sber continues to develop the knowledge and principles of social responsibility among its employees, increasing their awareness of the sustainable development agenda and the Group's role in this area. Thus, in 2024, 78% of employees were involved in the ESG agenda, which indicates that Sber's ESG strategy goal of 75% by 2026 has been achieved ahead of time.



For more information about socially important projects, refer to the **Social Responsibility and Population Support** section

The first All-Russian meeting of Sber volunteers

The All-Russian meeting of Sber volunteers held on Baikal brought together over 400 social leaders from Russia and other countries of the Bank's presence. The main topic of the meeting was to rethink the value of volunteering as a new leadership format for human-centered organizations. The participants discussed entrepreneurial approaches to social projects, presented their initiatives in the form of social franchises and selected the best ideas to be scaled all over the country.

In addition, volunteers spent a field day in nature, where:

- 1.5 tons of waste were lifted from the bottom of Baikal
- 3 thsd pine trees were planted in areas affected by forest fires
- Two picnic zones on the ecological path were constructed, and Baikal waterfront and wild beach were cleaned

Employee volunteering results in 2024

Sber's volunteer movement is already

15 years' old

35 + 36% if compared to 2023 thsd volunteers

>1 thsd active social projects of Sber volunteers



Volunteer programs are awarded the National Award Our Contribution on an annual basis

- Dementia.net has been a **partner of the National Demography Project** for three times
- Financial Literacy for Orphans has been a **time partner of the National Education Project** three times
- A tour circuit in Ekaterinburg and the Green Line. Walk with Sber Guide School is a **partner of the National Tourism Project**
- The Dobrozelen project aimed at involving the senior in social entrepreneurship is a **partner of the National Demography Project**
- TheatreTherapy, a volunteer program for creative self-fulfillment of children with disabilities and their parents, is a **partner of the National Culture Project**
- The You will Succeed! volunteer project of supported employment is a **partner of the National Demography Project**



Responsible Financing and Non- Financial ESG Products

348 ESG Transformation of Corporate Customers

352 Regional ESG Agenda

356 ESG Products and Solutions for Retail Customers and
Private Investors

Responsible Financing and Non-Financial ESG Products

UN Sustainable Development Goals



Key Results for 2024

RUB 3.8^{tn}

responsible financing portfolio

24

complex regional projects (CRP) with an ESG component

>RUB 3.4^{tn}

revenue from non-loan ESG B2B products

71 regions

cooperating with Sber in the ESG transformation

>30

ESG products for B2B customers

89

ESG profiles of federal entities of the Russian Federation updated

First-in-market ESG products based on artificial intelligence in Sber's product range

40 thsd retail customers

that purchased investment ESG products with the help of Sber

ESG Policy Compliance

- **Action line I.** Minimize the environmental impact:
 - **Target 4.** Finance green projects and the implementation of best available technologies
- **Action line VII.** Developing sustainable finance practices
 - **Target 33.** Develop sustainable financing approaches, policies, methodologies and mechanisms
 - **Target 34.** Assist with the ESG transformation of the governance system and activities of clients, including through consultation
 - **Target 35.** Increase the ESG appeal of Sber for investors
 - **Target 36.** Provide highly sought ESG products and services in all business segments
 - **Target 37.** Assist with the establishment of national and international responsible finance standards, incentives and tools

National Development Goals of the Russian Federation

- Preservation of the population, strengthening health and improving the well-being of people, supporting families
- Stable and dynamic economy

Internal Regulatory Documents

- Responsible Finance Policy of Sberbank
- ESG and Sustainable Development Policy
- ESG Risk Management Policy
- Methodology for ES expert review of projects and independent assessment of project ES risks
- Lending Policy
- Business process criteria and features for sustainable loan products

Material Topics

- Responsible Financing
- Assisting Customers in ESG Transformation
- Risk Management
- Customer Satisfaction
- Financial Inclusion

AWARDS AND ACHIEVEMENTS



The Green Eurasia Contest: the third place in the “Green Financing” category



The Russia's Best ESG Projects program: the Sber – Leader of the ESG Transformation in the Country project won in the “ESG Business Transformation” category



The ESG Transformation of Regions project: first-degree diploma in the Russian nation-wide TextRES contest for mass media, Internet resources and bloggers in the field of renewable energy sources

GRI 3-3

Responsible financing is one of Sber's important strategic objectives in the field of sustainable development. Sber helps its customers with ESG transformation providing a wide range of financial and non-financial products compliant with the ESG principles and developing partnership relations. Sber is continuously improving and expanding the range of ESG products for various business segments and industries. While involved in developing industry-specific and national standards for responsible financing as well as related methodologies and strategies at the country level, the Bank also supports international initiatives in this area.

ESG Transformation of Corporate Customers

Sber uses a wide range of tools to promote the ESG transformation of Russian business, including procedures for assessing and managing ESG risks for projects and companies, a line of sustainable ESG loan and non-loan products.



The [Responsible Finance Policy](#) determines approaches to this business line, including the mission and principles of responsible financing at Sber

ESG transformation of corporate customers

ESG risk assessment and management

- Industry maps of ESG risk exposure
- Integrated ESG risk assessment tool
- Projected assessment of economic losses from physical climate risks materialization
- ES expert review of major projects
- Monitoring of ESG risks

ESG non-loan products

- Assessment of ESG risks and practices (ESG diagnostics, ESG assessment of suppliers, etc.)
- Establishment of the ESG transformation management system (ESG policy development, ESG strategy formulation, ESG report preparation, etc.)
- Development of ESG practices (ESG risk insurance, ESG training, corporate health support, etc.)

Sustainable loan products

- ESG loans
- Green and adaptation loans
- Social loans

Investment products

- Arrangement of customers' ESG bond placements
- Experience in issuing own green bonds

ESG Risk Management System in Corporate Lending and Investment Processes

SASB FN-CB-410a.2

The Bank takes a systematic approach to managing ESG risks in its corporate credit and investment business, as enshrined in its Responsible Finance Policy. To assess these risks, Sber applies a differentiated system of procedures and tools, taking into account such factors as the customer's industry, business risks and some other aspects. Based on assessment results, the Bank assigns one of five levels to ESG risks: unacceptable, very high, high, medium, low. Appropriate management methods are chosen depending on the assigned risk level. In 2024, the set of ESG risk assessment procedures was refined.

In 2024, the development of the ESG risk management system focused on automation, faster calculations and methodology improvement. Automation is an integral stage in the development of the ESG risk management

system, as it allows to expand its scope, avoid human errors, improve risk identification quality and risk assessment accuracy.

Sber is continuously optimizing its integrated ESG risk assessment tool used in the lending process by connecting new sources of information and improving the flexibility and adaptability of the tool with due regard to the characteristics of the customer being assessed. An important element required for automation is the corporate ESG data mart where key attributes characterizing the company's risks and practices in the field of sustainable development and ESG transformation are stored.

ESG Risk Management at Sber

Risk level	Unacceptable	Very high	High	Medium	Low
Risk factors	The type of borrower’s business is illegal or materially contrary to the sustainable development principles (pawnshops, microfinance organizations, political activity, sea fishing with drift nets, asbestos production, etc.)	• The borrower’s business has a negative and/or destructive impact on the functioning of natural ecosystems, and damage to the environment is not compensated • The borrower implements projects that may result in a decrease in the economic well-being of the population • Executives and/or beneficiaries of the borrower are convicted of large-scale and especially large-scale corruption • Executives and/or beneficiaries of the borrower are convicted of large-scale and especially large-scale tax evasion	It is to be determined by results of applicable ESG risk assessment procedures: • Industry exposure to ESG risk. As part of portfolio risk management, the Bank assesses the exposure of industries to ESG risks annually and consolidates the results in its Lending Policy • An integrated ESG risk assessment tool applies to customers with medium or high ESG risk exposure. The tool includes: – a module of territorial sustainable development risks that contains data on the current state of the environment in the region and its social development indicators – industry guidelines for assessing an individual level of customer risk and drawing up a list of recommended and mandatory ESG conditions required to mitigate the customer’s ESG risk – ESG scoring is a rating based on an analysis of 35 ESG characteristics and provides a comparative evaluation of companies in clusters of homogeneous industries by the ESG practice maturity level. ESG scoring enables assessing the quality of the customer’s ESG practices as compared to other industry participants • The expert review of major projects makes it possible to identify and assess the environmental and social risks and impacts inherent in the project being considered for the purpose of financing. By results of the expert review, a list of recommendations is drawn up to prevent and/or mitigate the ES risks and impacts identified		
Management tools	Limitation on financing	Decision-making escalation or inclusion of mitigating ESG conditions		Recommendations on including ESG conditions	
Transformation tools		Sustainable loan products			
		ESG non-loan products			

Sber continued to improve models for forecasting physical climate risks in order to more accurately assess potential effects of their occurrence on the loan portfolio.

In 2024, to improve the forecast accuracy, the Bank refined all models and piloted a tool for projected assessment of economic losses from physical climate risks materialization. The tool is a comprehensive solution that automatically analyzes customers' assets, assesses their exposure to physical climate risks, predicts potential damage from risk materialization in the future and ultimately reduces uncertainty related to physical climate risks when making a lending decision.

Climate models not only help Sber to manage physical climate risk in its loan portfolio, but also enable its customers to prevent risks associated with climate change and ensure the climate resilience of their business.



For details on the climate risk management and the disaster forecasting models, please see **the Climate Agenda** section

The Bank has implemented ESG risk monitoring, which allows to track customers' compliance with the set ESG provisions and identify potential threats through an automated news monitoring system. This system covers a wide range of ESG events (environmental violations, including oil product spills, work-related injuries, headcount reductions, etc.) and identifies companies appearing in news reports.

All this allows the Bank to respond to risks promptly and adapt its funding strategies subject to the data received.

Sustainable Loan Products

Having been in operation at the Bank since the end of 2020, sustainable loan products are a key tool to support the ESG transformation of corporate customers. Sber offers its customers loan products that encourage the transition to sustainable development models and the implementation of ESG practices in their business. In 2024, the Bank continued to offer loans in accordance with the national taxonomy and internal regulations, closely monitoring developments and participating in discussions on opportunities to support the development of responsible finance both at the national level and within international associations.

Types of Sber's Sustainable Loan Products

Sustainable loan product	Loan product type	Conformity criteria	Specific features of business
Green loan Adaptation loan Social loan	Project financing, investment and contract loans, refinancing	Financing the implementation of the sustainability project of the relevant type according to the national taxonomy (until December 31, 2021 — in accordance with the VEB.RF methodological recommendations on green financing in the Russian Federation; from January 1, 2022 — pursuant to Decree of the Government of the Russian Federation No. 1587 dated September 21, 2021) ¹	Verification by the Bank's experts of the compliance of transactions with the criteria of green, adaptation and social loans Labelling of sustainable loan products in the internal accounting systems
ESG loan	Project financing, investment and contract loans, working capital loans	Compliance with the internal criteria (based on the existence of an ESG condition in the transaction structure)	Verification of ESG loan compliance with internal regulations Labelling of sustainable loan products in the internal accounting systems Monitoring of ESG conditions implementation (for ESG loans)

RUB 3,810_{bn}

the total portfolio of sustainable loan products by outstanding loan at the end of 2024 amounted

Total Provided Sustainable Loan Products, RUB bn

MED-10

Loan type	2022	2023	2024
ESG loans	869.5	2,272.1	3,103.5
Green loan (VEB.RF recommendations)	449.5	456	333.2
Green and ESG loan (VEB.RF recommendations)	5.8	1.7	–
Green loan (Decree of the Government of the Russian Federation No. 1587)	6.5	106.2	231.0
Social loan (Decree of the Government of the Russian Federation No. 1587)	0.5	50.1	137.4
Adaptation loan (Decree of the Government of the Russian Federation No. 1587)	–	4.8	4.9
Total	1,331.8	2,891.0	3,810.1

¹ Subject to amendments. Sustainable loan products criteria have been introduced into the Bank's internal regulatory documents and are subject to updating in case any amendments are made by the Russian Government.

ESG Non-Loan Products

Sber offers a range of ESG products that complement sustainable loans and help corporate customers diagnose their current state, build an ESG transformation management system, and implement their own sustainable development strategy.



For details on the types of non-loan ESG products for Sber's corporate customers, please see the [Sber Group Annual Report for 2023](#)

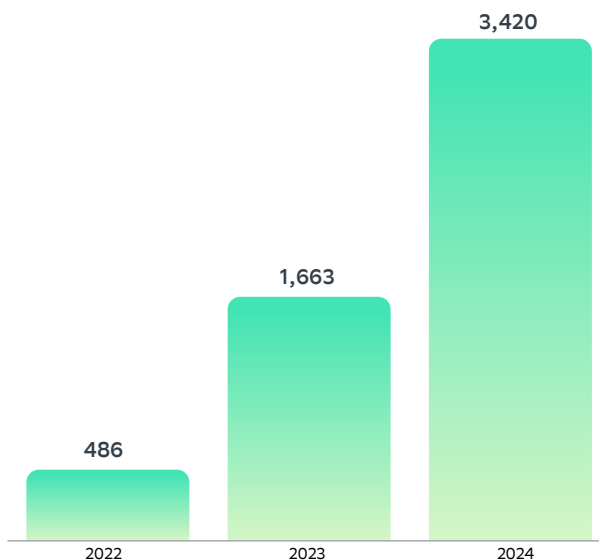
Sber's ESG products in the B2B segment include business services created as part of Sber's ESG strategy to support the consistent ESG transformation of customers; they are distinguished by their coverage of various sustainable development aspects or their comprehensiveness and problem-solving efficiency. Sber measures not only financial, but also non-financial effects from using ESG products.

In 2024, Sber expanded and improved its ESG product range for corporate business with due account for its customers' diverse needs. The revenue from the sales of over 30 ESG products for various business sectors in 2024 amounted to more than RUB 3.4 bn, which is twice as much as last year's results.

Sber's most popular ESG products for corporate business include:

- ESG risk insurance, including environmental risks, cyber incident risks, life and health risks for employees
- Services for developing ESG practices, such as employee health care and fire safety
- Consulting support in assessing the current state of ESG practices and forming a sustainable development management system in the company

Sales of ESG B2B products, RUB mn



ESG investment products

ESG bonds are an effective financial instrument for ESG transformation:

- Sber used it to issue its own green bonds in 2021 to finance loans for the construction of solar and wind power plants. The bonds were fully repaid in November 2023



For details on projects financed as part of the issue, please see the [Responsible Financing and Non-Financial ESG Products](#) section of the [Sber Group Annual Report for 2022](#)

- Sber helps its customers use investment tools for ESG transformation. In 2024, Sber continued to offer its customers ESG bond placement services, including green, adaptation, social and sustainability bonds, SDG-related bonds and climate transition bonds.

During the reporting period, Sber's product range also saw the first AI-based ESG products. Using advanced and digital technology in products makes it possible to achieve scalable ESG effects and create application solutions based on Sber's research and development efforts.



For details, please see the [Technology for Sustainable Development](#) subsection

Regional ESG Agenda

In the reporting year, Sber continued its ESG transformation efforts in Russian regions and, together with regional authorities, participated in significant projects to address pressing social and economic challenges. Such interaction allows for the exchange of best practices and experience in sustainable development, application and promotion of green technologies. At the same time, it helps to improve the quality of life and people's financial and digital literacy from year to year as well as to develop technology, including artificial intelligence.

In addition, Sber's ESG products and solutions as well as its non-profit and volunteer environmental and social initiatives contribute significantly to the implementation of Russia's national development objectives until 2030 and further until 2036 (hereinafter referred to as the national objectives), which set strategic priorities for regional development, including sustainable development.

To promote the ESG agenda in Russian cities and regions, Sber enters into relevant agreements with authorities of federal entities of the Russian Federation and develops road maps to perform such agreements. As of the end of 2024, Sber has concluded such agreements with government authorities of 71 federal entities and signed roadmaps with 50 Russian regions. These include the Novosibirsk and Kostroma regions, the Kamchatka and Perm Regions, and others.

The roadmaps address a wide range of issues of cooperation between Sber and regions and are aimed at implementing joint projects and initiatives in the field of sustainable development. Agreements aimed at solving a specific problem in a particular region are signed with individual federal entities of the Russian Federation. This approach can be exemplified by an agreement between the Bank and the government of the Republic of Kalmykia on the use of AI-based green technologies to monitor land degradation and the efficiency of measures to combat desertification in the Republic.

In 2024, in order to promote the sustainable development principles, Sber launched complex regional projects (CRPs) with an ESG component. These are profitable projects based on modern technologies and Sber products to address specific needs of regions in such areas as ecology, social development and governance. The ESG component in such projects is based on the compliance with national development objectives and green and social taxonomy areas.

24

projects with an ESG component in 19 regions of the country

Examples of complex regional projects with an ESG component

Environmental



Republic of Udmurtia

A project for early detection of forest fires using Sber's digital solutions.



Nizhny Novgorod Region

Volgorechye project: development of a comprehensive solution to increase investment in tourism and related industries by preparing and implementing an investment-driven development strategy for tourism using Sber's products and services. The Volgorechye ecological trail became an anchor object of the direction.

Social



Penza Region

The Together We Can Do More project to create an innovative space accessible for families with disabled children. Sber's AI-based products, such as Kandinsky and GigaChat, are used for training and adapting children with mental health problems.



Kurgan Region

The introduction of the Knee Joint X-ray AI-based service made it possible to improve the accuracy of osteoarthritis diagnosis based on knee joint radiography data at early stages.

Governance



Chelyabinsk Region

Sber's AI-based solutions help create the Archive Fund of the Russian Federation in the Chelyabinsk Region. They optimize the creation of inventory and file registers by organizations fueling the region's archive fund compilation.



Kaliningrad Region

Development of an AI-based model to forecast the region's income in terms of budget classification codes.

Update of the cities and regions ESG index

In 2024, Sber, together with the State Development Corporation VEB.RF, updated the ESG index of Russian cities and regions taking into account the current list of national development objectives of the Russian Federation until 2030 and further until 2036. In addition, the ESG index expanded its coverage to 85 federal entities (the Region level) and 250 cities (the City level) of the country. The ESG index is an analytical monitoring tool that allows assessing Russian regions and cities' progress towards sustainable development. Its implementation supported the exchange of experience in delivering successful ESG projects, creation of conditions for effective interaction between regional authorities and the financial and non-financial sectors, as well as the development of scientific, technological and innovative potentials for sustainable development of the regions.

In the reporting period, Sber and VEB.RF published indices for 2023–2024. In 2025, the Bank will continue to synchronize the ESG index indicators with the indicators of Russia's national development objectives.



For details on the interactive version of the ESG index, please visit the [web-site](#).

In 2024, Sber continued to develop a range of solutions to increase the ESG maturity level in regions and achieve national development objectives. For example, the Bank continued to update the ESG index of Russian cities and regions; it is a project that Sber is implementing together with the State Development Corporation VEB.RF. In 2024, with active cooperation with cities and regions, the index indicators were improved to take into account the metrics included in the national development objectives. In the reporting year, the ESG index already included 72 indicators at the city level and 60 indicators at the regional level. In turn, they are split on the basis of 16 factors according to three ESG aspects, with VEB.RF supervising the urban component and Sber supervising the regional one.

Regional ESG Index Structure

E

- Water resources
- Air protection
- Production and consumption waste
- Forest resources
- Green energy and energy efficiency
- Environmental protection management

S

- Demography
- Healthcare and healthy lifestyle
- Income level and employment of population
- Education and culture
- Comfortable living environment and safely
- Inclusiveness

G

- Digitalization
- Anti-corruption activities
- SME development level
- Investment climate

ESG Index Application Depending on Target Audience

Federal authorities

A tool to track systemic changes and achievements in the context of Russian cities and regions' ESG agenda and sustainable development

Local and regional authorities

- Comparison with other regions and cities to identify competitive advantages and areas for development
- A tool to monitor changes in the ESG agenda in Russian cities and regions

People

Ability to compare cities and regions by the availability of developed infrastructure and education system and the state of the environment to identify the most attractive place to live

Business

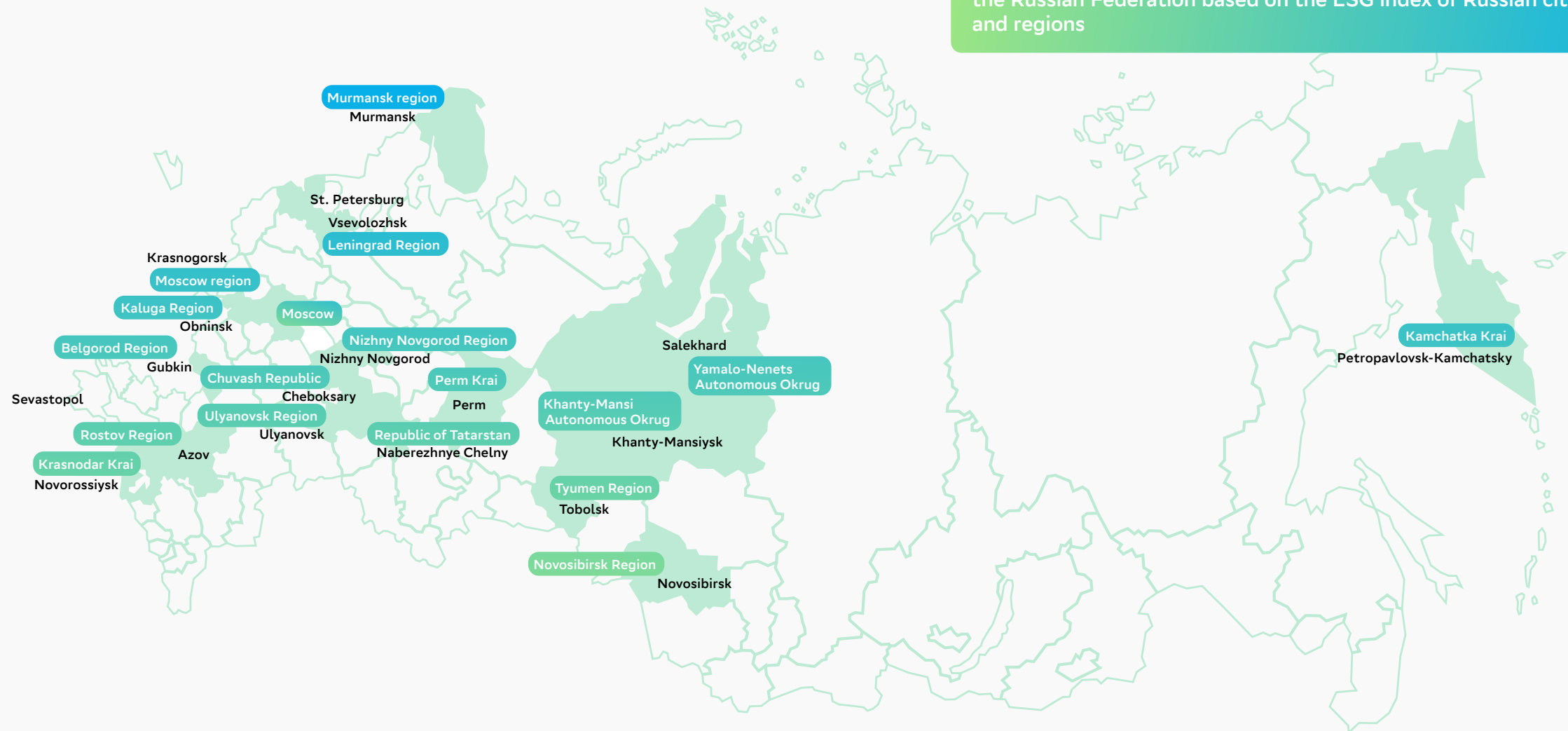
Analysis of cities and regions' investment attractiveness

Expert Community

Ability to use the ESG index of Russian cities and regions in various studies or projects related to sustainable development

Top 20 ESG Index Regions and Their Leading Cities

In 2024, Sber updated the ESG profiles of 89 federal entities of the Russian Federation based on the ESG index of Russian cities and regions



ESG Products and Solutions for Retail Customers and Private Investors

Sber consistently develops a special approach to working with retail customers through the prism of ESG needs, promotes healthy habits and responsible lifestyle, and strives to attract more people to ESG style life. Among other things, the Bank pays significant attention to financial inclusion and availability of services for people with special needs.

Equal Access to Financial Services

GRI 3-3

One of the social agenda priorities is to make financial services accessible for people with disabilities. The ability to manage money irrespective of your physical condition is the key to financial security and the basis for individual independence.

To promote accessibility and inclusive culture, the Bank interacts with the business community, the regulator and public organizations actively. All information on how to enable accessibility in Sber is [published in the public domain](#) on the Bank's official website. The knowledge base with inclusive solutions is intended to help other organizations start developing accessible services quickly and efficiently.

The Bank pays special attention to the accessibility of advanced technologies for people with disabilities so that they could provide additional opportunities rather than creating barriers.



Results for 2024

Target audience

Special needs of visually impaired people

Bank cards with tactile marking have been introduced and are available for order in the app. Raised symbols in Braille and Cyrillic distinguish a Sber card from cards issued by other banks and organizations and help to insert the card into an ATM correctly ([the devices are equipped with audio scripts](#) for deposits, cash withdrawals and balance requests).

For the first time in the world, a solution [has been developed for entering a PIN code on the glass surface of sensor POS terminals](#). Numbers are entered as points (as in Braille) by touching any part of the terminal screen. The solution is protected by a patent. The solution rollout has begun.

The Bank continued to support the [accessibility of SberBank Online for visually impaired users of screen access programs](#). New controls in the release process and auto tests have been implemented to ensure sustained availability of the application

Special needs of people with musculoskeletal conditions

Adaptation of the Bank's offices for people with mental disabilities is also in process.

Bank card delivery for people with disabilities operates in 240 cities.

Special needs of hearing/speech impairment

Sber continued to develop an AI-based model for interpreting from and into the Russian sign language. Thanks to the project, 150 deaf people were employed to generate the dataset and receive regular income.

Video calls have been transferred [to the target platform to ensure communication with Russian sign language interpreters](#). These are the Bank's employees who advise customers online using Russian sign language when they call from the mobile app and support service in branches when requested. This has improved the service stability.

Special needs of mentally impaired people

Based on the study of the needs and special concerns of people with age-related mental disabilities, [a joint service has been developed in cooperation with SberHealth for early diagnosis and treatment of dementia](#), and training materials were introduced for branch employees to interact, in an ethical and effective manner, with elderly people who appear to be neurodivergent.

The [skill of translating complex texts into plain language has been integrated into the GigaChat](#) neural network model. It is based on a cognitive accessibility methodology described in [Sber's public guide for plain and clear languages](#).

For details on managing certain customer segments, see the **B2C Ecosystem in 2024**

by **40%**

The portfolio of preferential products for vulnerable and special customers has increased compared to 2023

Sber infrastructure adaptation to the needs of special customers

	2021	2022	2023	2024
Number of points of service and ATMs adapted for people with impairments¹	5,780	5,653	5,797	5,749 ²
Number of ATMs (including with and without cash withdrawal function) adapted for people with impairments	31,989	43,083	43,390	43,365

An important area of focus is the development of financial literacy of people with disabilities, including through target channels and communication language. Sber achieved the following results in this area in 2024:

- A series of materials about financial services has been published in Russian sign language for the deaf
- A series of programs on finance and cybersecurity has been broadcast on the radio of the All-Russian Society of the Blind
- A series of podcasts on people with disabilities and Sber services that can help maintain independence has been released
- As part of the Cybrarium (Cybersecurity Knowledge Library) project, [materials for diagnosing and overcoming financial exploitation have been released](#) and translation of the Cybrarium materials into the Russian sign language has begun.
- Educational materials for the visually impaired have been developed to enable them to learn numbers in Braille and to learn how to use sensor POS terminals [POS-terminals](#)

¹ People whose personal life opportunities are limited due to physical, mental or sensory impairments. When disclosing this indicator, we are talking about people with disabilities who can independently manage their personal finances.

² The indicator within Sberbank's boundaries has been verified.

Preferential Products for Vulnerable and Special Customers

Name	Description	Project portfolio in 2024, RUB
Government Support 2020	Primary housing mortgage	2.3 tn
Family mortgage	Secondary housing mortgage	2.5 tn
Military mortgage	Mortgage for the military	58 bn
Far East and Arctic mortgages	Mortgage to purchase a home in the Far Eastern Federal District and the Arctic Zone	405 bn
Rural mortgage	Mortgage to purchase a home in rural areas	42.1 bn
IT mortgage	Mortgage for employees of IT companies	234 bn
“Retirement Plan Plus” deposit	Deposit for customers receiving pension and aged 55 (for women) and 60 (for men) and older	1.0 tn
“Social” deposit	Deposit for orphaned children, children without parental care, veterans and disabled of the Great Patriotic War	11.4 bn
Special conditions for such deposits as “Save+”, “Save Online”, “Add” and “Add Online”	Preferential deposit terms for customers aged 55 (for women) and 60 (for men) and older	201.1 bn
“Active Age” deposit	Deposit for customers aged 55 (for women) and 60 (for men) and older	0.3 bn
“Active Age” account	Savings account for women aged 55 and older and for men aged 60 and older	205.9 bn
“SberKids+” deposit	Deposit for minors, which may be opened by legal representatives	108 mn
Educational loan	Loan to pay university and secondary specialized institution fees	16.0 bn

ESG Solutions for Retail Customers and Private Investors

To meet the needs of its customers and improve their well-being, Sber is continuously developing and rethinking its banking and ecosystem products and services.

In 2024, Sber launched a number of solutions and options

Medical products and checkups — the package of health care offers with improved conditions for customers was extended

Option to transfer part of your interest income on all core lines of deposits to one of the partner charity funds (Russian Red Cross, Khabenskiy Foundation, Fragile People, Old Age in Joy, Second Breath, Nicka, and Gift of Life)



For details on charity activities at Sber, please see the **Social Responsibility and Population Support** section

Sber continued encourage its customers to adopt a responsible lifestyle. **Green Digest** is an e-mail campaign that talks about the importance of cultivating healthy habits and Sber's ESG activities. In addition, Sber launched a **training course on responsible investment for private investors**. It is available on the SberInvestments platform.

Sber partners' ESG products, including offerings for responsible and Sharia-compliant investments, are available to private investors on the platforms of SberInvestment, SberBank Online as well as in SberFirst offices. In 2024, Sber helped 40,000 customers to purchase ESG investment products.

As part of its ESG risk management system, Sber analyzes and models the impact of ESG risks on the retail loan portfolio. In 2024, stress testing was conducted to assess the impact of social risk factors on the retail loan portfolio across medium-term scenarios. Sber analyzed the macroeconomics-driven change in real disposable income and social benefits across time. Stress testing showed that balanced management of portfolio volumes allows for the best risk control.

Besides, in 2024 the Bank used an AI-based model to assess the possibility of social risk modeling and developed a prototype of a model for assessing social risks at the regional level. As part of the development, social risk was studied in terms of internal population migration (moving between regions) driven by socially significant factors. The control parameters influencing the target variable of the model include human capital factors: accessibility of healthcare and education, labor mobility, financial well-being, culture.

In 2024, the Bank continued to develop its ESG risk management system in retail lending and collection processes

A credit history correction service was implemented in Sberbank Online to enable customers to correct errors and inaccuracies in their credit history

A function of joint monitoring of credit history with relatives was launched to protect those vulnerable to social engineering from credit fraud and rolled out to Android

Additional reminders about the upcoming payment was launched taking into account the risk on loans of individual customers who previously had no overdue debts with the Bank (assistance to customers in maintaining payment discipline)

PFM (Personal Financial Management) recommendations on potential restructuring for customers with declining income were launched in Sberbank Online

Work continued to improve the loans availability for target groups of customers through creating new products or changing the terms of existing ones:

- Launch of **Credit SberCard** for Youth: the segment of customers aged 18 to 23
- Rollout of the **Youth Mortgage project**: housing loans to the Bank's customers aged 18 and over (previously, 21 and over)
- **Islamic Mortgage product** expansion throughout Russia — Sharia compliant housing instalment plans for customers
- **The Amending Terms and Conditions of a State-Supported Loan for Education service** is now available in the SberBank web version. Previously, this service was only provided during a personal visit to the office
- A fully digital online car loan became available



Responsible Business Practices

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Sber's Approach to Business Ethics, Compliance and Anti-Corruption

UN Sustainable Development Goals



Key Results for 2024

0 downtime
due to DDoS attacks

0 losses
from accounts due to cyberattacks

Sber has developed **own anti-fraud platform** integrated with more than 1,700 business products of the Bank that is unparalleled in the world

RUB 300 _{bn}
of customer money saved due to the anti-fraud system

3,014 queries
have been received by the Compliance Hotline

37.8%
is the share of purchases from SMEs of the total purchase volume

Over RUB 500 _{bn}
is the amount of paid contributions, including taxes, fees and social contributions

Sber is the **winner** in the Tax Project of the Year category

Sber's tax decisions have been recognized as AI-based in the **Russian Software Register**

ESG Policy Compliance

- **Action line VI.** Improve practices of corporate governance, safety and ESG risks management, including along the supply chain
 - **Target 27.** Ensure the compliance of all Sber Group companies with requirements and best practices of corporate governance and business ethics
 - **Target 28.** Facilitate the application among suppliers and contractors of high standards in the areas of human rights, labor relations, social responsibility and protection of the environment
 - **Target 29.** Improve the integrated risk management system, including ESG risks
 - **Target 30.** Guarantee the information security and protection of client data, among others, from fraud
 - **Target 31.** Ensure compliance with the legal requirements on combating corruption and preventing financial crimes
 - **Target 32.** Assist with the development and distribution of ESG risks and sustainability management practices at the national and international level

National Development Goals of the Russian Federation

- Stable and dynamic economy
- Technological leadership
- Digital transformation of state and municipal administration, the economy and social sphere

Internal Regulatory Documents

- Corporate Governance Code
- Code of Corporate Ethics and Business Conduct
- Anti-Corruption Policy of Sberbank Group
- Sberbank's Personal Data Processing Policy
- Sberbank Group's Policy for Conflict of Interest Management
- Sberbank's Code of Corporate Social Responsibility in Procurement Activities
- Tax Strategy

Material Topics

- Corporate governance and business ethics
- Sustainable supply chain
- Contribution to economic development
- Security Practices

Business Ethics, Compliance and Anti-Corruption

Compliance with Business Ethics Standards

GRI 3-3, GRI 2-23, GRI 2-24, GRI 2-25

Sber is a responsible company that adheres to the principles of the most possible openness and transparency of its business for the community and does not tolerate any unfair and unethical business practices. The Group strictly monitors compliance with legal requirements, prevents manifestations of corruption or unethical behavior and violations of its effective policies and regulations. In all its actions and decisions, Sber shows commitment to the highest standards of corporate ethics.

In its work, Sber is guided by behavior standards based on principles and values of business ethics, and builds any interaction, both with its team members and its customers, counterparties, business partners, public authorities, on mutual trust, which enables to continue long-term transparent and bona fide relations with all its stakeholders.

The Code of Corporate Ethics and Business Conduct sets forth the corporate values and business ethics standards adopted by Sber. The Code applies to all employees and members of the Supervisory Board. Sber's employees must know the provisions of the Code and follow them in their daily work, take training courses on corporate ethics and business

conduct, and assist the Bank in investigating and inspecting possible violations, if required. Third parties working for Sber shall have proper reputation and share standards and values enshrined in the Code. Sber also expects its customers, business partners, suppliers and counterparties to behave in accordance with ethical standards and business ethics principles. The Code also defines uniform standards and principles of corporate ethics for all Group members. The Group members operating in different locations may amend the Code in accordance with their local legislation and cultural specifics.

The issues of business ethics were also reflected in the Development Strategy, the Corporate Governance Code of Sberbank, the Sberbank Group's Policy for Conflict of Interest Management, the Compliance Risk Management Policy of Sberbank Group, the Anti-Corruption Policy of Sberbank Group and other documents.

Responsibility for issues related to business ethics and compliance violations is distributed among the units in accordance with the Code topics and is set out in relevant internal documents.

Compliance Division

reviewing issues related to corruption, conflict of interest, insider information, market manipulation, pseudo-trust management of customer assets, including through queries to the Compliance Hotline

HR Unit

control over ethical standards compliance, reviewing issues related to the team environment, unethical attitude of executives towards employees or as between teammates, participation in building trust between executives and staff

Intrabank Security Division

reviewing issues related to fraud, extortion, theft and leakage of banking information

Corporate Ombudsman directly subordinate to the CEO, Chairman of the Executive Board of the Bank

reviewing and resolving disputes

Compliance Risk Management

Compliance risk management at Sberbank is carried out in accordance with the provisions of the Compliance Risk Management Policy of Sberbank Group approved by the Supervisory Board of the Bank. The document defines the compliance risk term and describes the goals and objectives of the management system and the functions of the main participants thereof. The Policy also regulates the procedure for managing compliance functionality for the entire Sber ecosystem. The document complies with the recommendations of the Basel Committee on Banking Supervision, the provisions of the international standard ISO 37301:2021 – “Compliance Function Management”, the requirements of the Russian law, including regulations of the Bank of Russia, standards of self-regulatory organizations, and the best world practices.

Sber provides employee training on compliance issues. Both general training courses that explain the legal requirements and internal documents in the field of compliance risk management, as well as the special training courses, including “Acquaintance with the Code of Corporate Ethics and Business Conduct” have been developed for them. The course is included in the onboarding program for newly hired the Bank employees. At the same time, the Bank conducts the Compliance e-course that enables to obtain the fullest information on the key areas of compliance control and the compliance risk management system at Sber. The training course is available to all the Bank employees on the Pulse HR platform.

The annual educational session on compliance is held for members of the Supervisory Board of the Bank, which covers anti-corruption and conflict of interest management issues.

→ For more details, refer to the **Compliance and Internal Control at Sber in 2024** section of the Management Report

Total Amount of Fines in the Field of Compliance Risk Management, RUB thsd

Indicator	2021	2022	2023	2024
Penalty	0	0	0	0

Total Number of Non-Financial Sanctions (Instructions of Regulatory and Supervisory Authorities) in the Field of Compliance Risk Management, pcs

Indicator	2021	2022	2023	2024
Number of non-financial sanctions	0	0	1 ¹	0

¹ The Bank was brought to disciplinary responsibility by the Russian National Association of Securities Market Participants (NAUFOR) in the form of a written notice for violation of the requirements of the Baseline Standard for Investment Advisers' Transactions in the Financial Market and the Baseline Standard for the Protection of the Rights and Interests of Individual Receivers of Financial Services Provided by Members of SRO (Self-Regulatory Organization) in the Financial Market, combining brokers (the violations have been eliminated before the end of the inspection).

Anti-Corruption

SASB FN-CB-510a.2

Sber values its strong business reputation and adheres to the principle of zero tolerance to corruption in any forms and manifestations in its business. The Group has integrated anti-corruption principles into its strategic and operational management at all levels of its business, and the anti-corruption system has been built. This anti-corruption system is aimed at prevention, detection and minimization of corrupt practices among employees.

At the same time, Sber expects that its current and potential customers, counterparties, suppliers and business partners will strictly comply with the anti-corruption principles and restrictions. Sber uses different means to convey anti-corruption principles and standards for its current and future customers, counterparties and business partners.

For example, the Bank inserts an anti-corruption clause in the documents it executes, posts important information and anti-corruption documentation on its official [website](#).

The key anti-corruption document is **the Anti-Corruption Policy of Sberbank Group**. The Policy includes a description of the main goals, objectives, measures and sectors of the anti-corruption system, its participants, their functions and powers, as well as liability for corruption offenses. The document defines anti-corruption measures in the process of interaction with customers, counterparties and partners, the Bank's approach to managing conflicts of interest, handling gifts and business hospitality, charity, sponsorship, political and public activities. The provisions of the Policy shall apply to all employees of the Bank who are personally responsible

for their compliance, regardless of their position. Executives shall control the actions or omissions of their subordinates regarding the Policy compliance.



For more details on the Bank's anti-corruption and conflict of interest management steps taken in 2024, refer to **Compliance and Internal Control at Sber in 2024** section of the **Management Report**

In 2024, Sber's anti-corruption system obtained a positive independent appraisal. According to the Anti-Corruption Rating of Russian Business that is assigned annually by the Russian Union of Industrialists and Entrepreneurs (RSPP), the Bank was assigned the highest A+ grade in the form of an absentee appraisal.

Monitoring and Assessment of Corruption Risks

GRI 205-1

Sber regularly monitors and identifies potential corrupt practices and conducts inspections and investigations if necessary. The Bank regularly assesses corruption risks in accordance with the methodology for compliance management system assessment and determination of risk level in the Bank's processes. Based on the assessment results, a plan of measures to improve the processes is prepared, recommendations are communicated to process owners, and the results are submitted to the Compliance Committee.

In 2024, the Bank implemented an electronic service for assessing corruption risks in the Bank's processes with elements of automatic risk level assessment; a roadmap for the service development in 2025 was approved. There were no high corruption risks detected during the reporting period.

GRI 205-3

In 2024, the Bank noted 91 violation cases with signs of corruption.

Total Number of Confirmed Cases of Violations with Signs of Corruption Committed by Sberbank Employees, pcs

Indicator	2021	2022	2023	2024
Number of cases	60	62	57	91

Total Number of Employees Subject to Disciplinary Liability for Violations of the Bank's Anti-Corruption Documents, Persons

Indicator	2021	2022	2023	2024
Number of dismissals	46	51	23	82
Number of disciplinary actions	51	15	21	9

MED-41

In 2024, no criminal cases of corruption crimes were initiated against employees, and there were no fines for corruption actions.

GRI 2-27, GRI 205-3, MED-43

In 2024, no one was held administratively liable for corruption offenses. There were no incidents during the reporting year when contracts with business partners were terminated or not renewed due to corruption-related violations.

Employee Training and Communication in the Anti-Corruption Issues

GRI 205-2

The Bank believes that regular employee training and communication on anti-corruption issues is an important component of the corporate culture. Sberbank promotes the level of anti-corruption culture among its employees by holding educational seminars and trainings aimed at preventing corrupt practices and raising employee awareness.

In order to enhance the anti-corruption skills of the employees, the Anti-Corruption Professional Development Program (PDP) and various multimedia compliance training courses based on the Pulse HR platform and Sberbank Corporate University have been developed. The training courses and the program are updated in a timely manner to reflect changes in the legislation and the Bank's own documents and practices. For example, the Anti-Corruption PDP was updated in 2024 before a new employee group started the training.

In 2024, the PRO Gifts thematic training course was launched as well for employees of the Bank and members of Sber Group. This course was a winner of the best corporate video competition held by the Association of Communications and Corporate Media Directors of Russia (ACMR).

In the reporting year, 100% of employees, members of governing bodies and business partners were informed of the Sber's anti-corruption policies and methods

GRI 205-2, MED-42

Total Number and Percentage of Employees Who Received Mandatory Anti-Corruption and Conflict of Interest Management Training at Sberbank

Indicator	2021	2022	2023	2024
Number of employees who received anti-corruption and conflict of interest management training, thousand persons	>40,5	>83	>50	>59
Proportion of employees who received training in the total intended audience, %	97	97	96	96

Communication Channels for Employees and Third Parties

GRI 2-23, GRI 2-24, GRI 2-25, GRI 2-26, GRI 205-2

The Bank operates a Compliance Hotline to handle compliance violation queries from the Bank's employees and any third parties (including customers, counterparties, business partners). The Compliance Hotline is regulated by **the Anti-Corruption Policy of Sberbank Group** and the Process Chart for Setting Up the Compliance Hotline.

The applicant can contact the Compliance Hotline 24/7 anonymously or under their own name. The Bank guarantees that all queries, including anonymous ones, will be considered.

Ways of contacting the Sberbank Compliance Hotline:

- on the website in the **“Compliance”** section;
- by email ethics@sberbank.ru
- by telephone number +7 495 665-86-09;
- by mail to: 117997, Moscow, Vavilova St., 19, Sberbank's Compliance Division, with a note on the envelope **“Compliance Hotline”**.



The main provisions for setting up the Compliance Hotline can be found on the **website**

GRI 2-24, GRI 2-25, GRI 2-26

The Compliance Division employees handle queries received by the Compliance Hotline in the automated electronic service. Summary information on the compliance queries received by the Compliance Hotline is brought to the attention of the Supervisory Board and the Compliance Committee. If the fact of violation is confirmed, the disciplinary actions are taken against an offender in accordance with the personnel decision matrix.

The Bank warrants an applicant the confidentiality of information about the fact of his/her query and the absence of any sanctions against him/her. The applicant receives a reply based on results of the query consideration.

Total Number of Queries to the Sberbank Compliance Hotline, pcs

Indicator	2021	2022	2023	2024
Total number of the Compliance Hotline queries, including by topics:	1,544	2,145	2,432	3,014
• conflict of interest management; • anti-corruption; • protection of insider information; • countering market manipulation; • pseudo-trust management of customer assets	1,448	2,141	2,411	2,906
• business ethics violations	96	4	21	108

In order to improve efficiency, the Bank employees also have a number of additional internal communication channels which ensure transparency of processes and timely resolution of arising issues. Such channels contribute to improving internal communications and compliance with regulatory standards, as well as minimizing the risks of violation of employees' rights.

Communication channels	Issues under consideration	Communication contacts
24/7 Internal Security Whistleblowing Line	Fraud, extortion, theft, leakage of confidential information through the fault of the Bank's employees	hotlineuvb@sberbank.ru 8 800 555-13-35
HR Unit	Improper conduct	culture_code@sberbank.ru you can also contact the department head
Cybersecurity Support Center	Cybersecurity	SCST@sberbank.ru you can also use the "Your Cybersecurity" section on the official website or the "Report a Fraudster" form in the mobile app
Corporate Ombudsman (in cases when a query was not resolved via the abovementioned channels)	All the above-mentioned issues	corp_ombudsman@sberbank.ru

Participation in Professional Communities

The Bank actively participates in professional communities in order to exchange experience and establish relations with other participants of the banking industry. This provides it with an opportunity to act as an expert, share its experience, participate in the development of industry standards and formation of the regulatory policy.

At the meetings, professional communities discuss relevant issues of countering money laundering, financing of terrorism and proliferation of weapons of mass destruction; updating the legal requirements and regulations in the sphere of finance; improving anti-corruption practices to reduce the number of corrupt practices.



For more details, refer to the **Compliance and Internal Control at Sber in 2024** section of the Management Report

Cybersecurity

Cyberthreat Environment in 2024

GRI 3-3, SASB FN-CB-550a.2

In 2024, cyber abuse against the public sector of the Russian economy, business and citizens continued. At that, there were also new cyberattacks in addition to traditional ones, such as DDoS attacks, cryptoware attacks, hacking of IT infrastructure in order to commit identify theft and social engineering attacks:

- Targeted attacks on critical infrastructure entities (defense enterprises, power companies, communication providers);
- AI-powered attacks, i.e. deepfakes, AI viruses, personal phishing;
- Attacks on artificial intelligence systems.

Generative artificial intelligence augments the capabilities of cybercriminals: cyberattacks successful at one company are customized to be used in another one. E.g., while users of various companies were sent identical phishing letters a year earlier, in 2024 phishing letters were generated individually for each user subject to the knowledge of a particular company, its business and executives. This makes attacks targeted, increasing the likelihood of their successful implementation.

One of the obstacles to cyberfraud against citizens is the language barrier, which disappears as well by the use of artificial intelligence, and attacks implemented in one country are repeated in another one subject to language specifics.

Cybercriminals actively use AI technologies to identify vulnerabilities in IT infrastructure and services. Today, each attack can become a Zero-day attack¹, with the time to implement it reduced to minutes. In targeted attacks, wrongdoers use generative artificial intelligence technologies to create documents disguised as official orders of regulators, communications of public authorities and delivery services.

Cyberfraud against citizens has become a new pandemic. The annual growth of fraud cases in this area continues: the number of attempts increased by 1.5 times as compared to the previous year², social engineering remains the key tool of attacks against Russian citizens. At the same time, cyberfraud offenders are not only aimed at stealing money, but also impel to dropping³, violence and acts of vandalism.

Today, large Russian companies, including Sberbank, have a sufficiently high level of security and cyber resilience. Sberbank's Cybersecurity Service monitors the emergence of new threats, including attacks and fraudulent schemes using new technologies and AI, and takes all necessary steps to counter and mitigate the risks in a timely manner.

¹ Zero day means unresolved vulnerabilities, as well as malware against which no protective mechanisms have been developed yet.

² According to the Bank of Russia "Review of Reporting on Information Security Incidents Related to Funds Transfers".

³ Dropping is the process of withdrawing money from customers' bank cards and accounts through front persons called droppers (from English to drop). A drop is a person who provides fraudsters with their bank card or account for "laundering" stolen money or cashes it themselves. A drop is a person who provides fraudsters with their bank card or account for "laundering" stolen money or cashes it themselves.

Main Areas of System of Protection against Cyberthreats

Sberbank's cybersecurity development priorities are:

Human-centricity

i.e. helping people and protecting their interests

Processability

i.e. implementation of advanced cybersecurity technologies

Performance

i.e. enhancing the performance of cybersecurity processes subject to the AI deployment

Infrastructure Security. Security Operations Center

GRI 3-3, SASB FN-CB-230a.1, SASB FN-CB-230a.2

The Cybersecurity Center provides 24/7/365 protection of Sberbank's infrastructure and operates on the basis of the Security Operations Center (SOC) process core. The process core is built on the Bank's own products using artificial intelligence algorithms: cybersecurity platform (CSP), cybersecurity event processing system (RTCE), endpoint detection and response platform (EDRP), network intrusion detection system (SberNDR), threat intelligence platform (TIP), network security monitoring (NSM).

The cybersecurity platform was developed by Sberbank to protect the infrastructure, monitor and analyze threats. The cybersecurity platform key objectives are to integrate all existing elements of organization protection, standardize the architecture and set of technologies, automate routine processes and simplify the creation of new products. The platform ensures the collection and online processing of events and storage of all data in the context of cybersecurity, as well as controls its quality and completeness. To date, it includes 535 source types and processes over 500 bn events daily.

In 2024, the Cybersecurity Center processed:

153.6_{tn}
security events

128,600
suspected cybersecurity incidents

The Bank successfully dealt with all cyberattacks ensuring the achievement of the following strategic indicators:

zero_{downtime}
due to DDoS attacks

zero losses
from accounts due to cyberattacks

Statistics of Cyberattacks Dealt with, pcs

Threat type	2023	2024
DDoS	124 pcs	93 pcs
	The number of DDoS attacks decreased by 25%, as the focus of attackers shifted to less secure companies: software providers and developers. At the same time, as the number of DDoS attacks decreases, their complexity and power increase. In 2024, a record-breaking attack was successfully thwarted, among other things: 500 Gbit/s was the attack power 69 thsd devices attacked the Bank simultaneously 132 Sberbank services were attacked	
Phishing (brand protection)	14,400 pcs	19,000 pcs
	The number of phishing resources forging the Bank's brand increased by 24%.	
Phishing (emails to employees)	180,600 pcs	224,000 pcs
	The number of phishing emails increased by 25%.	
Web attacks	48,000 pcs	102,000 pcs
	The number of web attacks increased by 53%.	
Malicious Software	6,000 pcs	5,700 pcs
	The number of attempts to deliver malware decreased by 5%.	
Perimeter scanning	68,000 pcs	48,500 pcs
	The number of perimeter scans decreased by 27%.	
Threat indicators	134,000 pcs	199,400 pcs
	As part of the Bank's proactive protection, SOC independently identified and added new cyberthreat indicators to the monitoring.	
Unexecuted cybersecurity incidents	41,800 pcs	103,500 pcs
	The increase in the number of incidents is related to the expansion of coverage of the Bank's infrastructure by detection rules. There is no impact on Sberbank services.	

Anti-Fraud and Customer Fraud Protection

SASB FN-CB-230a.2

The anti-fraud system provides reliable online protection of all financial transactions of 100% of Sberbank customers (100+ mn).

In 2024, Sberbank developed its own anti-fraud platform integrated with more than 1,700 business products of the Bank which is unparalleled in the world

At the same time, to effectively counter fraud and protect the Bank's customers, Sber has developed and applies hundreds of various types of AI models, including models for detecting fraudulent transactions, clustering fraudulent groups, assessing transaction risk, customer behavior patterns and other models that identify various irregularities.

In 2024, the Sber's anti-fraud system won the FinTech Awards Russia 2024 in the Fraud Prevention Innovation Award

Key Indicators of the Anti-Fraud System:

10^{bn} financial transactions

20^{bn} non-financial operations per month

the fraud monitoring system analyzes

19^{thsd} transactions per second (TPS)

the transaction scoring platform processes

Over 10^{mn}

events for 50 different types of risk events are received from external partners on a daily basis

Cybersecurity system performance indicators

Indicator	Unit of Measurement	2022	2023	2024
Downtime due to DDoS attacks	min	0	0	0
Losses from accounts due to cyberattacks	RUB	0	0	0
Customers' funds saved	RUB bn	173	276	300

Sberbank's antifraud system performance indicators

Indicator	2016	2022	2023	2024	International payment system indicators
Performance, %	85.8	99.3	99.6	99.8	70
Fraud Basis Points, b.p.	0.51	0.11	0.05	0.05	6.75

Sberbank's anti-fraud system consistently surpasses the international systems in its operational performance, while the system and processes are continuously improving.

In 2024, the focus was on improving customer experience in combating cyberfraud and creating new services, as well as continuous improvement of anti-cyberfraud processes, which enabled the following accomplishments:

- **improvement of cyberfraud combating performance (from 99.6% to 99.8%):** double reduction of frauds among Sberbank customers, including those using loan funds, while the transaction activity grew by 13%,
- **enhancement of the customer experience in risky transaction confirmation processes:** double reduction of the confirmation time, implementation of a tailored approach to communication with customers, confirming 75% of transactions by native methods, implementation of a new process of fraud protection for compromised cards without the need to re-issue them,
- **return of stolen funds in the total amount of RUB 1 bn to customers** from drop accounts¹ when interacting with other banks and the Ministry of Internal Affairs of the Russian Federation,
- **use of the most advanced technologies and SOTA-solutions (state-of-the-art) in 30% of AI-models for countering cyberfraud.**

Personal Data Protection

SASB FN-CB-230a.2

The Bank always prioritizes protection of its customer data, fully implements the requirements of the applicable personal data laws, including taking into account the legal changes in 2024. In accordance with the generally accepted principles of Privacy by Design and Privacy by Default, the expertise covers all Sberbank processes and services from idea generation to their deployment and/or termination of processing and destruction of personal data.

GRI 418-1

In 2024, there were no cases of substantiated complaints about customer data confidentiality violations from third parties, complaints about customer data confidentiality violations from regulatory authorities, leaks/theft/loss of customer personal data. There were no notices issued by any regulatory authorities to rectify any legal violations in terms of personal data protection.

The Bank takes a proactive stance in discussing legislative initiatives regarding personal data protection and regularly makes its proposals for legal harmonization, including acting through associations and professional communities. Sber proposed to amend Federal Law No. 152-FZ “On Personal Data” of July 27, 2006 by introducing certain restrictions on the transfer of information (as part of anonymized data) to the Data Lake GIS, access to which is limited by federal laws, including banking secrecy. The adopted amendments became part of Federal Law No. 233-FZ of August 8, 2024 and will come into force on September 1, 2025.

SBER PRIVACY JOURNAL

Sberbank publishes a quarterly Sber Privacy Journal, the first Russian periodical dedicated to personal data and privacy. In 2024, this periodical was awarded the International Standard Serial Number (ISSN), and the journal issues were included in the international databases of scientific publications. During the year, Sberbank published four new issues, and the journal audience exceeded 25,000 people.

The Bank regularly publishes information on its best practices in personal data processing and protection on [the Sberbank Privacy Portal](#). The portal informs its guests in an accessible form about the way Sberbank processes and protects customer personal data, and gives recommendations to experts on how to build an efficient system of personal data processing and protection.

At the end of 2024, the Portal:

- has **over 5.6 mn views and over 3.6 mn visitors per year**
- was **awarded the Retail Finance Awards 2024** as part of Sberbank’s pipeline of projects entitled Human-Centered Approach to Privacy;
- included **more than 50 unique materials** with personal data protection rules



Compliance with Russian and international standards

SASB FN-CB-230a.2

The external audits confirmed full compliance of Sberbank's systems and processes with the requirements of Russian and international standards:

- Revised version of the international PCI DSS standard (acquiring and issue)
- Requirements of the PCI CPP standard (issue of bank cards)
- Requirements of the Bank of Russia for information security when making money transfers
- Requirements to the information security management system (GOST R ISO IEC 27001)

Sberbank's cybersecurity management system takes into account the best relevant international practices, including ISO/IEC 27001:2022 Information Security, Cybersecurity and Personal Data Protection – Information Security Management Systems.

Sberbank's experience in infrastructure protection is recognized and extended by information protection regulators to other entities, including subjects of the critical information infrastructure of the Russian Federation.

The Bank extended its accreditation to a certification authority until 2027: it is among the certification authorities accredited in Russia that have demonstrated their compliance with the high requirements of the Russian Ministry of Digital Development, Communications and Mass Media. Accreditation of the certification authority allows the Bank to continue using legally valid document flow using qualified electronic signature certificates.

Development of Cybersecurity Services and Products

During 2024, Sberbank continued to implement its import substitution program in the field of cybersecurity. The Bank has significantly increased the technological maturity of most of the substituted systems that ensure infrastructure security.

In 2024, the Bank:

- replaced the network security monitoring and analysis solution Tufin with an in-house product Network Security Manager,
- transferred the functionality of Flow Arbor analyzer to its in-house solution Network Detection and Response.

Sber X-TI Intelligent Cyberthreat Management Platform

In view of ongoing attacks on the public sector of the Russian economy and business, Sber offers to use **Sber X-TI**, its own intelligent cyberthreat management platform, to enhance the companies' security level. As of early 2025, the platform has been adopted by over 150 Russian companies.

The companies connected to Sber X-TI platform improve their situational awareness of cyberthreats, high-profile incidents, leaks and hacker attacks can conduct a detailed analysis of complex cyberattacks, determine their tools, continuously control and monitor vulnerabilities to timely detect and eliminate any potential threats, provide reliable protection of systems and data, identify phishing and fraudulent resources on the Internet, as well as inaccurate information about the company in darknet resources.

The Bank is continuously expanding the comprehensiveness of information on cyberthreats in Sber X-TI platform. At present, the platform includes:

- description of **more than 420,000 vulnerabilities** enriched with extended Sberbank analytics
- **more than 1,500 historical cases** processed by Sberbank analysts
- **over 70,000 exploits.**¹

¹ Exploit (from the English verb "to exploit", to use) means a dedicated piece of software or a code designed to take advantage of vulnerabilities in software, network protocols, or systems generally.

Improving Cyberliteracy among Employees, Customers, Citizens

GRI 404-2

To counter modern threats and cybersecurity challenges, Sberbank conducts annual information campaigns and drills to improve cyberliteracy of its employees. In 2024, the Bank

conducted hundreds of internal communications and events on the most important topics, such as personal data protection, countering phishing, telephone fraud and social engineering.

In order to develop cyberliteracy of Russians, Sber has implemented a wide range of measures for the reporting period

Launch of the educational online course “The Universe of Personal Data”, which informs customers in an accessible form about the main threats to personal information that anyone can face on the Internet: leaks, illegal dissemination of data in the network, new fraud schemes

Launch of the master’s program “Information Law and Data Protection” supported by Sberbank experts

A series of educational events “Ambassador of a Culture of Privacy” as part of “Russia” Exhibition Forum, as well as lectures, seminars and master classes at one of the largest universities of the country with the participation of a partner organization for financial literacy development

Educational events for various target audiences (elderly citizens, schoolchildren, payroll customers), during which cybersecurity experts informed about the fraud protection methods, ensuring the protection of their data and safe use of the Internet

CYBRARIUM

In 2024, Sber’s Cybrarium project (a unique cybersecurity knowledge library) doubled the number of unique users compared to 2023. This confirms the public relevance of the objectives set by the project: improving the cyberliteracy of citizens and development of the professional community.

Cybrarium Results for 2024:

- CISO Knowledge Map has been published with a set of professional knowledge in cybersecurity, which is a quintessence of the Sber Group’s own experience and the best international and Russian practices in cybersecurity and information technologies.
- The project has become a platform for cybersecurity conference broadcasting.
- More than 500 cybersecurity materials, including exclusive investigations by Sber experts, have been posted.

The Cybrarium library has won the National Award “Our Contribution”, has been recognized as the Best ESG Project in Russia and has won the Grand Prix of CDO/CDTO AWARDS 2024.



Sustainable Supply Chain

GRI 3-3, GRI 2-6

Sber believes that an elaborated transparent supply chain is an integral part of the Company's sustainable business model. Since Sber itself follows high standards of human right protection, labor relations, social responsibility and environmental protection and expects its partners to apply a similar approach.

ESG Requirements to Suppliers

Sber's ESG requirements for suppliers are set out in **the Code of Corporate Social Responsibility for Procurement**, which establishes standards and requirements for sustainable development and social responsibility for suppliers.

In addition, the Code of Corporate Ethics and Business Conduct includes general principles for supplier engagement based on transparency, integrity and responsible business practices.

The relations with suppliers are based on the following key principles set forth in **the Code of Corporate Ethics**.

In addition, these documents oblige the Bank's suppliers to comply with labor law, human rights, environmental and corporate governance principles.

The Bank shall be guided in its procurement by the norms of the Russian procurement laws, the Procurement Regulation of Sberbank developed in accordance with Federal Law No. 223-FZ "On Procurement of Goods, Works and Services by Certain Types of Legal Entities" of July 18, 2011.

The relations with suppliers are based on the following key principles set forth in the Code of Corporate Ethics

Compliance with Applicable Regulations

The suppliers shall strictly follow the applicable laws and standards of business ethics, and comply with the Procurement Regulation of Sberbank

Responsible Partnership

Suppliers shall observe the principles of good faith and openness when dealing with Sber

Fair Competition and Equality

All good-faith participants of procurement procedures have equal opportunities to participate in bidding and tenders

Quality and Safety

All goods, works and services provided by Sber's suppliers shall comply with the established quality and security standards



For more details, refer to the **Business Ethics, Compliance, and Anti-Corruption subsection**

Supplier Selection and Cooperation Approach

Sber is very mindful of supplier selection. An assessment of their financial stability and business reputation, as well as commitment to the ESG principles plays a vital role in this process.

When dealing with its suppliers, the Bank enters into an **Agreement for the Use of Corporate Social Responsibility Principles** aimed at ensuring compliance with the ESG principles at all levels of the supply chain. As of late 2024, 100% of Sber's purchases complied with the ESG principles.

GRI 204-1, MED-8

Sber prioritizes cooperation with local suppliers and builds long-term relations with them.

As part of developing and strengthening relations with small and medium-sized enterprises (SMEs), in the reporting year, the Supply Center's employees participated in joint seminars and meetings organized by the Small and Medium Enterprise Corporation. In 2024, the share of annual procurement from SMEs amounted to 37.8% of the total procurement volume.

MED-9

Share of procurement from SMEs, %

Indicator	2021	2022	2023	2024
Share of procurement of goods, work, services from small and medium enterprises in the total volume of purchases from Russian companies	63.2	39.5	41.2	37.8

GRI 407-1, GRI 408-1, GRI 409-1

Sber actively applies the risk management system, which allows identifying and minimizing all potential risks associated with the activities of suppliers. The focus is on preventing collaboration with those suppliers that may violate employees' rights or employ child and forced labor.

If any violations or unethical behavior of suppliers are identified, Sber may at its discretion terminate business relations with bad-faith counterparties and sends information on them to the Federal Antimonopoly Service (FAS of Russia) for inclusion in the Register of Unfair Suppliers.

ESG Assessment of Suppliers

When conducting procurement procedures, Sber monitors compliance with legal requirements by the existing and potential suppliers, assesses the level of their ESG practices and the sustainable development risks.

Sber not only controls interaction with its suppliers, but also helps them adapt to new ESG standards and enhance their sustainability. Sber is actively cooperating with local suppliers, offering advice and support in sustainable development, assisting in identification of additional business opportunities and areas.

As part of the supplier support program, the Bank also holds training events for the Supply Center's employees. The Supply Center's specialists regularly upgrade their skills, explore the specifics of ESG communication with counterparties and discuss effective approaches to promoting the sustainable development principles in the supply chain.

Tax Strategy

Compliance with Tax Liabilities

GRI 207-1

Sber is a responsible taxpayer that pays taxes in a timely manner and in full, conducts transparent activities and maintains an open dialogue with tax authorities. These principles are integrated into all business processes of the Group and are observed at all levels of activity. This allows the Group to successfully minimize risks of tax disputes. Sber annually discloses tax information on the activities of the Group companies in its financial reports, which is independently reviewed by an external auditor.

GRI 207-2

Responsibility for the tax function at Sber is conferred on the Tax Department of Sber's Central Head Office. The functions of the Tax Department include, but are not limited to:

- Tax planning and budgeting;
- Management of tax risks and liabilities;
- Determination of a tax approach applicable to Sber's operations;
- Tax support for Sber's business units and functions;
- Tax support for Sber Group companies;
- Tax accounting and reporting;
- Interacting with tax authorities or policymakers.

GRI 207-2

Sber aims to minimize tax risks. To this end, the Group regularly monitors them, develops and implements measures to manage these risks in a timely manner.

The Bank has an automated system for managing tax risks. It is an integral part of the Risk and Capital Management System and integrated with the Internal Control System. Sber takes efforts to increase the employees' awareness of potential tax risks and continuously controls the procedure for implementation of measures with regard to such risks.

Sber is one of the largest taxpayers in the Russian Federation

RUB 236_{bn}

the amount of tax charged on the Bank's profit for the reporting period amounted to

Regular Dialogue with Tax Authorities

GRI 207-3

Interaction with tax authorities, including reporting, passing of mandatory tax audits and tax control, are the essential parts of Sber Group's activities. Sber adheres to the principles of maximum openness and transparency in its relations with government bodies authorized in this area. As part of its tax monitoring mode, Sber develops prompt communications with tax authorities by providing tax information in online format. Sber provides access to the data mart, where tax authorities can process tax and accounting data in real time, which significantly improves the quality of interaction in the tax monitoring mode, and also releases the Bank from additional tax control measures.

In addition, the Group actively cooperates with the state, professional industry associations and specialized government entities, participating in discussions of legislative initiatives, strategic issues of national tax system development and projects on implementation of innovative taxation mechanisms.

Structures Sber Interacts with on Tax Matters:

- Federal Tax Service
- State Duma Committee on Budget and Taxes
- Russian Union of Industrialists and Entrepreneurs
- the Ministry of Finance of the Russian Federation
- Chamber of Commerce and Industry of the Russian Federation
- the Association of Banks of Russia
- National Fund Association

Taxes Accrued and Paid

MED-6

Amount of accrued mandatory payments, RUB mn

Indicator	2021	2022	2023	2024
Total accrued mandatory payments (excluding fines and penalties), including:	487,542	377,399	557,315	486,346
• Taxes and Duties	401,389	290,169	449,931	358,516
• Insurance premiums	86,153	87,230	107,384	127,830

MED-7

Amount of mandatory payments made, RUB mn

Indicator	2021	2022	2023	2024
Total mandatory payments made (excluding fines, penalties), including:	535,235	310,102	563,233	500,826
• Taxes and Duties	449,082	222,872	455,849	372,996
• Insurance premiums	86,153	87,230	107,384	127,830

Tax Services for Customers

As part of its interaction with the Federal Tax Service, Sberbank is implementing a set of projects to provide tax services for its customers.

SBER JOINED THE START OF BUSINESS ONLINE EXPERIMENT

In 2024, Sber joined the Start of Business Online experiment of the Federal Tax Service, which is designed to simplify the process of business registration in Russia.

The Federal Tax Service's website provides for registering an individual entrepreneur or a limited liability company, obtaining an enhanced qualified electronic signature (EQES) and opening a bank account online. The first customers have already successfully used the new service on the Federal Tax Service's website and registered their business and opened a current account with Sber.

The new service helps to increase the number of entrepreneurs and reduce the document preparation period. The experiment was conducted from March 1, 2024 to March 1, 2025.

Taxes and Tax Deductions for the Population

Sber provides comprehensive support to customers in obtaining tax compensations, including real estate deductions, mortgage interest refunds and investment compensations. Sberbank's automated system follows a comprehensive algorithm: it analyzes a customer's banking transactions, transmits aggregated information to tax services and automatically generates a pre-filled application in the personal account. The customer is able to immediately verify the data accuracy and approve the document. This approach significantly reduces the process of receiving deductions by minimizing the time cost to taxpayers, reducing the documentation review period, and enabling an average on-site tax audit of around one month.

SMART TAX CALCULATOR

In 2024, Sber launched a smart tax calculator available to customers through the Salute virtual assistant in SberBank Online.

The calculator users can calculate changes in tax and salary received based on the updated personal income tax rate, taking into account the entry into force of the new tax system from 2025.

To calculate tax based on the new system, a user of the SberBank Online app can write or say to the virtual assistant: "Salute, calculate my tax", and then indicate his/her salary. Upon completion of the calculation, the Bank's customer will obtain:

- the total income for 2025 taking into account changes in the taxation system
- comparison of income with the previous year
- exact amount of personal income tax for 2025
- changes in the personal income tax amounts for previous periods.

Sber plans to promote its work with taxes and deductions using artificial intelligence. Development of a smart tax calculator is one of the stages in addressing this issue.

Improving Tax Literacy among Employees and Customers

At present, Sber not only has its own deep expertise in taxation issues, but also creates solutions to improve financial and tax efficiency for business. Moreover, Sber strives to maintain a high level of tax and financial literacy among its employees, customers and partners.

TAX EDUCATION PROGRAM AT SBER'S CORPORATE UNIVERSITY

In the reporting year, Sber's Corporate University launched Russia's first ever tax-related product – the commercial educational program “Tax Function: New Horizons”.

During the program, the Sber team shares its experience in digital and strategic transformation of the tax function in the Group. Participants learn how to effectively account for complex financial instruments, use tax benefits and preferences. The program also serves as a platform for discussion of current tax issues among professionals in the corporate and public sectors. The speakers include both the experts from the Sber's Tax Department and representatives of the Ministry of Finance of the Russian Federation, the Federal Tax Service and leading consulting companies.



For details on the program and enrolment, visit [this link](#)

TAX MARATHON FOR EMPLOYEES

In 2024, Sber implemented a unique project – the first Tax Marathon, which allowed its employees to acquire valuable knowledge and experience, as well as significantly reduce their costs and time for paying personal taxes.

As part of the marathon, employees have learned about changes in personal income tax, how to use benefits and deductions on personal income tax and property taxes, when it is necessary to file returns and in what time frame, when and how to pay taxes, what it is necessary to know about taxes investing in Sber's products, as well as get acquainted with self-control tools.

FREE COURSE ABOUT TAX SYSTEM AND PERSONAL INCOME TAX

The SberSova platform provides a unique opportunity for free tax literacy training for any category of users. The educational course “Basics of Tax System and Personal Income Tax” has been developed by professional experts in taxation and represents an integrated practical guide on the Russian tax system.

The course includes four lessons on the following topics:

- tax system structure
- personal income tax: what it is, and who pays it
- how personal income tax is calculated
- personal income tax payment terms and liabilities



This course is available on the [website](#) at any time

Sber's own digital tax solutions

SBER IS THE WINNER IN THE TAX PROJECT OF THE YEAR CATEGORY

In May 2024, the Digital Tax's product "Tax Reporting in One Click!" became the winner of the 2023 Corporate Tax Award approved by the Russian Union of Industrialists and Entrepreneurs (RSPP) and the Trust Technologies company, and was recognized as the best corporate taxation solution.

Tax Reporting in One Click Project was implemented through symbiosis of tax IT products developed by Sber's tax team to build a new concept of tax accounting and reporting. It includes the Tax Form Constructor, Order Department and the functionalities of the income tax application – Tax Applied Corporate Analytical Application¹.

In general, the above products allow the user:

- to adjust tax accounting forms
- to organize a seamless flow of tax data
- to set up the frequency of their submission with subsequent automated verification of tax reports.

Such options allow Sber to quickly adapt to any changes in tax legislation, significantly reduce costs for improving business and accounting IT systems, as well as waive the services of external suppliers of IT products.

¹ Corporate Analytics Platform application.

SBER'S TAX DECISIONS HAVE BEEN RECOGNIZED AS AI-BASED IN THE RUSSIAN SOFTWARE REGISTER

In 2024, Sber's Tax Monitoring Platform was included in the Unified Register of Russian Software thus becoming the first AI-based product in this segment. Sber is the first and the only Russian bank having its own tax monitoring platform with the AI-label. The platform's key functions include tax and accounting data disclosure for the Federal Tax Service of Russia to exercise tax control over the activities of Sberbank, the country's largest taxpayer, as well as organization of integration interaction with the information system of tax authorities for direct data transfer in the course of developing the digital Tax Code of the Russian Federation.

Another in-house product, Sber's Digital Tax Platform, was included in the Unified Register of Russian Software with AI label.

These digital tax solutions offered by Sber have an AI assistant, which can provide conversational consultations on working with complex algorithms and specifics of corporate taxes, and also accelerates the optimal decisions making process.

Tax Marker, a unique patented tool, has also been integrated into Sber's Tax Monitoring Platform. This enables each user representing a taxpayer or tax authority to create a thematic review to analyze various data. The tool has already been put into commercial operation and is widely used both on by the tax authorities and the Bank. In the future, this tool will allow avoiding inefficient publication of large volumes of accounting data.

Government and Industry Relations

Effective interaction with government authorities is one of the areas of Sber's sustainable development strategy and long-term growth. The Group takes a proactive stance, striving not only to follow legal changes, but also to participate in the development of new norms. This practice allows Sber to timely adapt to the new requirements and contribute to the improvement of the legal framework both in the financial market and in other industries that are part of the Group.

Proactive Interaction and Participation in Legislative Initiatives

GRI 2-28

Sber Group strives to anticipate legislative changes, actively participating at all stages of their open discussion. Such approach includes:

- **Participation in the development of legislative initiatives:** the Bank participates in normative discussions and supports the process of drafting new norms until they are finally formalized in regulatory legal acts.
- **Promotion of own proposals:** Sber initiates regulatory changes that promote the financial market in general and increase the efficiency of the Bank and other companies of the Group.
- **Involvement of dedicated units:** not only professional lawyers but also other specialists of dedicated units, including economists and business analysts, are responsible for the development of legislative changes, which makes it possible to take into account as many aspects and possible consequences of the proposals as possible.

SBER AND STATE SUPPORT OF INFRASTRUCTURE

In February 2024, Sber proposed to develop a special state support program to subsidize interest rates for extrabudgetary financing of infrastructure projects.

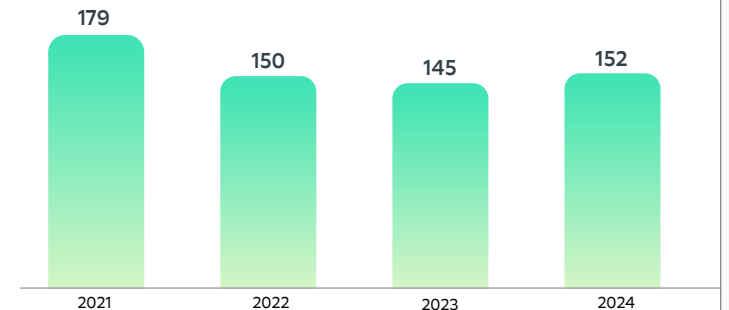
The infrastructure projects, particularly in the transport sector, are:

- capital-intensive
- long-term in both implementation and payback periods – with a return on investments exceeding 10 years
- sensitive to the level of interest rates and their volatility

Budgets of different levels allocate a significant share of infrastructure development financing, however subsidizing interest rates against the high cost of money in the economy would help to increase the volume of private investments.

To systematize interaction with government authorities, Sber annually approves a **Regulatory Initiatives Plan** (hereinafter, the Plan). This document covers the key areas of interaction with government authorities and records the initiatives, the promotion of which is of strategic importance for the Bank. In 2024, the Group included 152 regulatory initiatives in the Plan.

Projects under the Regulatory Initiatives Plan, pcs



Improvement of Legal Regulation

Sber's dedicated units closely monitor and analyze draft regulatory legal acts developed by the government authorities (more than 100 projects annually). The Work Team for Improvement of Legislative Regulation and Development of Enabling Legal Environment (hereinafter, the Work Team for GR)¹ plays a key role in such matters.

The main tasks of the Work Team for GR include:

- assessment of regulatory risks and their potential impact on Sber's activities
- building of the Bank's consolidated position on all regulatory initiatives and draft laws
- coordinating interaction with the government authorities and communicating Sber's position to them at all stages of processing draft laws and other initiatives
- creating a favorable legal environment for effective implementation of the Bank's strategic objectives and sustainable development of the financial sector

The Work Team for GR comprises specialists from dedicated units, including lawyers, economists and sustainability experts. Their coordinated work allows for quick responses to new legal changes and offers ways to improve them.

The Bank applies various formats of interaction with government authorities and industry associations: work in expert and working groups, participation in advisory boards and round table discussions, holding of joint meetings with representatives of government authorities and industrial associations. Thanks to such cooperation, a predictable legal environment can be built taking into account the needs and opportunities of the financial sector, and regulatory risks are minimized for business.

In 2024, Sber continued to actively participate in the improvement of the legislative regulation. Thus, thanks to the Group's specialists, such initiatives as stricter liability for personal data leaks, optimization of processing of digital financial assets, possibility of withdrawal of dividends from IIA² and other significant changes were considered and adopted. To that end, the Group actively interacted with a large number of government authorities and bodies, industry associations and other associations, including:

- the Government of the Russian Federation
- the Federation Council
- State Duma of the Russian Federation
- the Central Bank of the Russian Federation
- the Ministry of Finance of the Russian Federation
- the Ministry of Economic Development of the Russian Federation
- the Ministry of Digital Development, Communications and Mass Media of the Russian Federation
- the Ministry of Science and Higher Education of the Russian Federation
- the Ministry of Labor and Social Protection of the Russian Federation
- Association of Russian Banks
- the Autonomous Non-Profit Organization Digital Economy
- the Social Fund of Russia
- DOM.RF
- the ALL-Russian Union of Insurers

¹ Government relations mean the interaction with government authorities.

² Individual investment account.



Climate Agenda

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- 392 Climate Risks and Opportunities
- 396 Methodology and Quantitative Assessment of Carbon Footprint
- 399 Climate Strategy

Sber's Approach to the Climate Agenda Management

UN Sustainable Development Goals



Key Results for 2024

43%

decrease of Scope 1 greenhouse gas emissions by Sberbank compared to 2019¹

31%

decrease of Scope 2 greenhouse gas emissions by Sberbank compared to 2019²

24%

share of green energy in the electricity consumption structure of Sberbank

Sber took part in the stress testing for assessment of potential effects of energy transition risks that had been initiated by the Bank of Russia

Sber's green certificate system enabled the issue of **450** thsd certificates and redemption of **270** thsd certificates

ESG Policy Compliance

- **Action line II.** Develop climate-related risk and opportunity management practices:
 - **Target 7.** Develop a climate strategy for the effective management of climate risks and opportunities
 - **Target 8.** Implement a plan for the assessment, reduction and offsetting of greenhouse gas emissions, including carbon footprint of the portfolio
 - **Target 9.** Create an effective climate change risk management system
 - **Target 10.** Support clients with the development of a climate risk and opportunity management system
 - **Target 11.** Provide financial products and services to facilitate the low-carbon transition, adapt to climate change and implement innovative technologies and projects
 - **Target 12.** Assist with the establishment of a climate risk management and climate change adaptation system at the national and international level

National Development Goals of the Russian Federation

- Self-fulfilment of each person, unlocking their talents, and educating a patriotic and socially responsible person
- Stable and dynamic economy

Internal Regulatory Documents

- Climate strategy
- Methodology for calculating direct and indirect greenhouse gas emissions from Sberbank activities (Scopes 1, 2 and 3) in CO₂ equivalent
- Standard for accounting and quantitative assessment of emissions for Sber Group companies
- Energy Policy of Sberbank
- Environmental, Social, Governance and Sustainability Policy
- Responsible Finance Policy
- ESG Risk Management Policy
- Risk and Equity Management Strategy

Material Topics

- Climate Agenda
- Risk Management

AWARDS AND ACHIEVEMENTS

- According to Climate X in cooperation with Climate Proof news agency, Sber became one of the world's top 5 banks in terms of climate change adaptation in 2024.
- The artificial intelligence-based typhoon monitoring system took the third place in the Monitoring and Forecasting Climate Changes nomination of the Green Eurasia competition
- Low-Carbon Energy Voluntary Certification System Awards:
 - Awardee of the BPM Project of the Year competition for leading business process management methods and technologies
 - National Banking Award diploma for Business Efficiency Improvement
 - The first place in the Low Carbon Energy nomination of the Green Eurasia competition

In 2024, Sber started to implement its new Climate Strategy until 2026

Sber is aware of the strategic importance of climate change issues, works systematically to manage climate aspects, including risks and opportunities, implements initiatives to decrease greenhouse gas emissions, and participates in climate discussions at the national and international levels.

Sber's climate strategy defines key approaches, priorities and goals in control over and adaptation to effects of climate change. In 2024, Sber started to implement its new Climate Strategy until 2026, which is aimed at implementing further measures to achieve carbon neutrality by Scopes 1 and 2 by 2030.

The Bank develops its innovative solutions, including those artificial intelligence-based, to help the state, regional authorities and businesses effectively manage climate risks.

¹ The decrease is caused as well by a change in the methodology for accounting for fuel and energy resources in 2024. For more detail, please see Methodology and Quantitative Assessment of Carbon Footprint section.

² The calculation is made by the market method, including green energy.

Climate Agenda Management

GRI 3-3

Sber has a developed multi-level climate agenda management system in place. Climate change issues are taken into account at all management stages.

STRATEGIC PLANNING AND DEFINITION OF GOALS

Setting goals, developing and approving the Climate Strategy, making strategic decisions and adopting a roadmap to implement the Climate Strategy.

OPERATIONAL PLANNING AND BUDGETING OF EVENTS

Drawing up an annual plan to implement the Climate Strategy, planning and budgeting in order to hold events.

IMPLEMENTATION OF CLIMATE INITIATIVES

Holding events, implementing projects and programs by responsible structural and regional units of Sber.

MONITORING AND REPORTING

Regular drawing up of internal and annual public climate indicators reporting. Engaging with investors and other stakeholders. Quantifying greenhouse gas emissions with subsequent review by an independent third party.

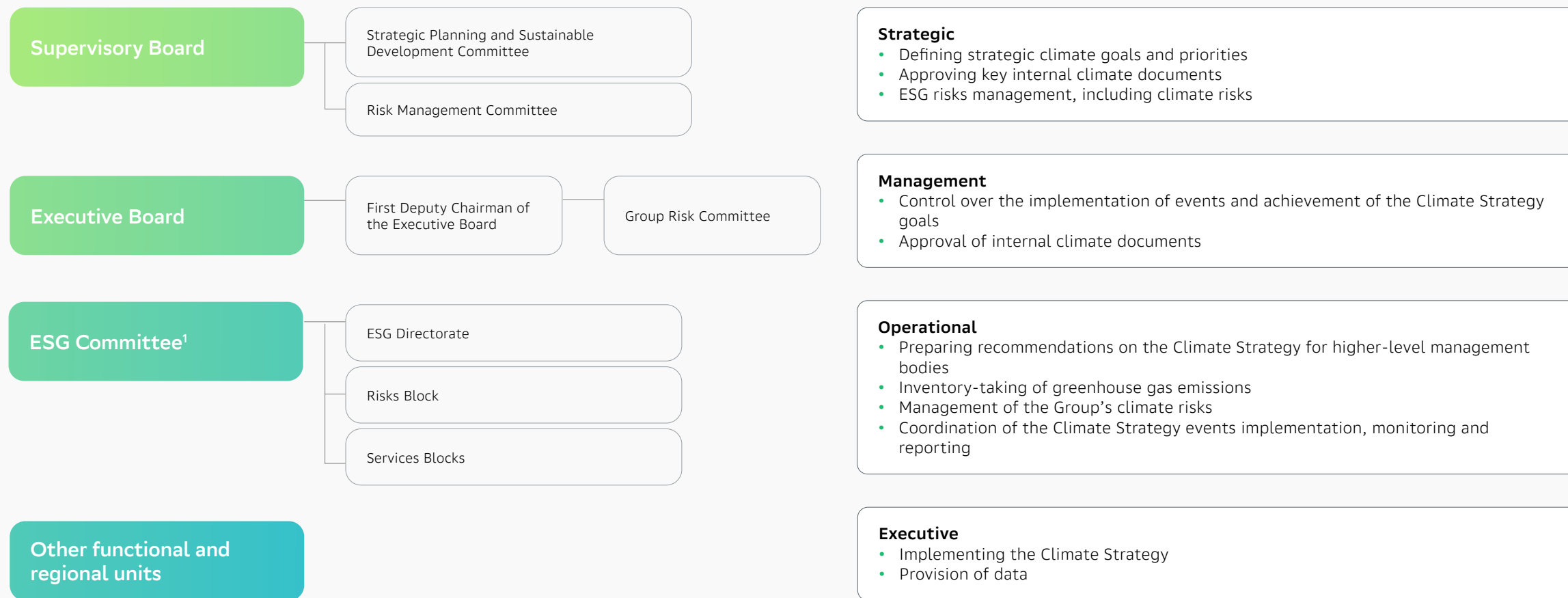
ASSESSING PERFORMANCE AND IMPROVEMENT

Analyzing results of events, plans and strategies by the senior management. Assessing the progress and adjusting actions to enhance the Climate Strategy performance.

The Supervisory Board, the Executive Board and the Group Risk Committee review the development of the ESG risk management system, including climate risks, at least once a year. At their meetings, the Supervisory Board, the Strategic Planning and Sustainable Development Committee of the Supervisory Board, the Executive Board and the ESG Committee discuss Climate Strategy implementation reports at least once a year (including as part of reports on the development of the ESG area at Sber and the ESG Strategy implementation), including information on climate risks and opportunities. The respective powers are enshrined in the internal documents governing the functions and responsibilities of the Bank's management bodies and branches. In 2024, the Supervisory Board considered and approved the Climate Strategy.

Sber established key performance indicators (KPIs) of achieving the Climate Strategy and ESG Strategy goals for its executives and employees. Achievement of the KPI affects their remuneration and is assessed by the HR and Remuneration Committee of the Supervisory Board.

Climate Agenda Management Structure at Sber



¹ The ESG Committee is accountable to the First Deputy Chairman of the Executive Board and is an advisory body consisting of members of the Executive Board, leaders of functional blocks and regional banks of Sberbank.



For more information, refer to the [ESG Strategy and Sustainable Development Management System](#) section

Climate Risks and Opportunities

GRI 201-2

Sber assesses its climate risks and opportunities as part of its integrated risk management system. Sber has in place regular processes for identifying, assessing and managing risks, including climate risks and opportunities, among other things, Sber performs climate stress tests. The information obtained is the basis of the climate strategy and is taken into account when developing events to implement it.

Approach to climate risks and opportunities management

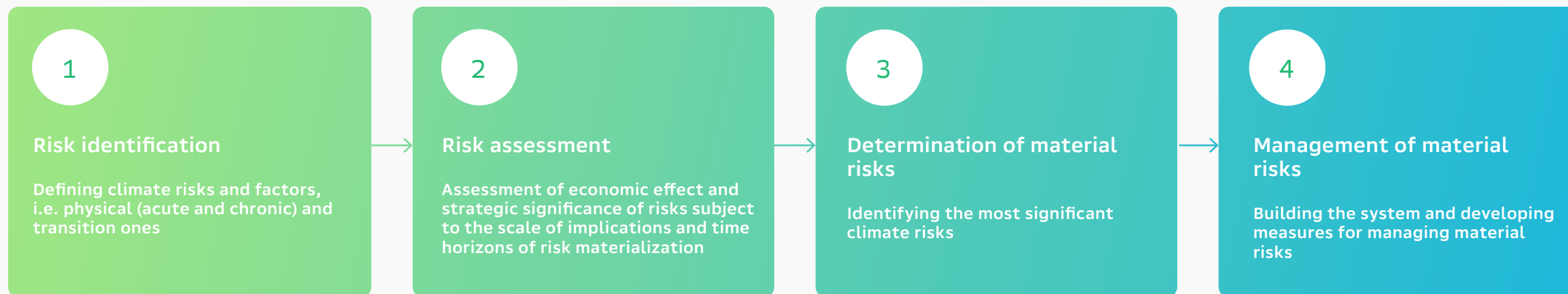
Sber's approach to climate risks and opportunities management takes into account the provisions of key national and international documents in this area:

- Order of the Ministry of Economic Development of the Russian Federation No. 267 "On Approval of Methodological Recommendations and Metrics of Climate Change Adaptation" dated May 13, 2021
- Recommendations of the Bank of Russia
- IFRS Standard S2 Climate-Related Disclosures, recommendations of the Task Force on Climate-related Financial Disclosures, (TCFD)
- Scenario analyses on atmospheric greenhouse gas concentrations developed by the Intergovernmental Panel on Climate Change (IPCC)

The Group considers climate risks as part of environmental risks. Sber assesses climate risks for the short-term (1 to 5 years), medium-term (5 to 10 years) and long-term (10 to 30 years) horizons. Climate risks include physical (acute and chronic) and transition risks. Acute physical risks relate to an increased probability and expected intensity of adverse climate and weather events (including storm wind, hail, heat and cold waves, floods, excess precipitation), and chronic

risks relate to longer-term climate change with incremental impacts on habitat and business activities (e.g., degradation of permafrost, rising sea level). The materialization of physical climate risks most often results in direct damage to economic assets, production processes and infrastructure due to hazardous weather conditions and other climate change effects (e.g. natural fires, droughts). The materialization of transition risks results in additional administrative and cost loading on business operations due to long-term climate change and the need to adapt the economy and community thereto.

Climate Risks Management Stages at Sber



Climate risks are considered material, if they cannot be managed without changes in credit and investment processes and products. Material climate risk management involves such bodies as the ESG Committee and the Loans and Investments Committee. If the Executive Board recognizes, following the voting, a risk to be a strategic one, such risk is to be further considered at the Executive Board's and Supervisory Board's meetings.

Sber distinguishes market, reputation, technology, regulatory and legal risks from among the transition climate risks. Sber treats the transition risks arising out of changes in national and international carbon regulation as significant factors affecting the credit risk in the short and medium term. This is especially important for carbon-intensive industries in Sber's loan portfolio. The Bank is aware of the long term importance of physical climate risks as well. The comprehensive approach to managing transition and physical risks enables to strengthen the resilience of Sber's business strategy and model to climate change.

Sber pays close attention to climate risks in its loan portfolio. The Bank takes a set of steps to manage them:

- Climate risks identification at the transaction and customer levels
- Assessment of physical and transition climate risks for major funded projects
- Regular assessment of the carbon intensity of the loan portfolio which is submitted to the Executive Board members for consideration
- Performing climate stress tests that are approved by the Group Risk Committee

Climate Stress Testing

SASB FN-CB-550a.2

In order to assess the Bank's financial stability in case of climate risks materialization, Sber performs stress testing of its loan portfolio on a regular basis. While testing, the Group relies on its own and internationally recognized scenarios and simulates the occurrence of physical and transition climate risks, including with the use of artificial intelligence.

In stress testing, the Bank uses the atmospheric greenhouse gas concentration scenarios (RCP2.6–8.5) developed by the Intergovernmental Panel on Climate Change as the base trends¹.

In 2024, the Bank took part in the bottom-up² stress testing for assessment of potential effects of materialization of energy transition risks initiated by the Bank of Russia. The stress testing was performed in accordance with macroeconomic scenarios for the horizon of until 2040. They were based on the Central Banks and Supervisory Authorities Network for Greening the Financial System (NGFS) scenarios, as well as the tightening of foreign climate regulation and active implementation of low-carbon technologies in the world. Based on the assessment results, the Bank demonstrated relatively high stability in the context of negative trends. Stress testing also showed that the assistance provided by the Bank to its customers in terms of development of green projects, increase of energy efficiency

and reduction of carbon intensity allows to significantly reduce the impact of energy transition risks and guarantee long-term sustainability.

In 2024, the Bank decided to regularly calculate a portfolio metric for the purpose of monitoring of the potential scope of physical climate risks in the corporate loan portfolio. The calculation is based on forecasts of physical climate risk models and portfolio data, taking into account industry exposure to climate risks.

Scenarios and models for Sber's climate stress testing

Stress testing scenarios for transition risks

Own comprehensive stress testing scenario for transition risks at the level of the national economy, industries and the Bank's portfolio³

Scenarios based on model assessments

Stress testing scenarios for physical risks

Own models with the use of artificial intelligence

Network for Greening the Financial System scenarios

IPCC scenarios

¹ Sixth IPCC Assessment Report.

² Bottom-up stress testing implies that banks independently perform stress testing on the basis of internal information on performance indicators. At that, they use the same scenario which is determined by the regulator.

³ Developed subject to the International Energy Agency Net Zero 2050 scenario and the European Commission scenarios under the EU Green Deal.

To assess the potential effects on the loan portfolio of those risks materialization more precisely, Sber developed and put in place its own models for forecasting physical climate risks. Models have been deployed and are functioning for assessing the probability of storm wind, hail, floods, fire hazardous situation, permafrost degradation and assessing the economic effect from the occurrence of climate risk events for economic agents in the territory of the Russian Federation.

Climate models enable Sber to assess the exposure of its customers' assets to physical climate risks, which makes it possible to calculate potential losses or assess the risk of default and thus decrease credit and insurance risks. In turn, its customers can manage their own climate risks and adjust their development strategy subject to that data. Furthermore, the models enable as well to identify climate risk-related opportunities relevant for companies.

AI-ASSISTED FORECASTING OF DROUGHT

Sber experts together with Skoltech specialists developed a solution for short-term drought forecasting. A comprehensive approach based on the use of spatio-temporal neural networks and available climate data combines modern neural network approaches with classical methods and enables forecasts to be made for a period of several months to a year.

This tool will enable agricultural companies to plan their own activities subject to the probability of adverse climatic conditions, and banks to assess insurance and credit risks of such customers.

The developed models were tested using data of five regions with various climatic conditions. While the short-term forecasting of drought is difficult due to the fact that it is often random, models have shown high efficiency.



For more information on models for forecasting natural disasters and damage therefrom please see **Sber's Annual Report 2023**

PROMPT CLIMATE RISKS MONITORING

Sber is exploring the possibility of using satellite monitoring to detect fire outbreaks which will enable to promptly identify emerging threats and provide the Bank with up-to-date information on the state of the environment. The data obtained can also be used by the PS as up-to-date and unbiased information on asset damage caused, among other things, by the materialization of climate risks.

The bank expanded the range of monitored events by including in the news monitoring of information on the hail and hurricanes, in addition to fires and floods. This helps to prevent potential loss and take into account the natural disaster impact on customers' business.



For more information on managing ESG risks in the lending process, please see the **Responsible Financing and Non-Financial ESG Products** section

In addition to using the models in its lending process at the portfolio and individual transaction levels, Sber also extends its expertise in physical climate risks to the Group companies, some of which are already starting to analyze and manage ESG risks using models for forecasting physical climate risks.

Sber not only uses climate models in its own operations but also trains other specialists how to work with them. In 2024, Sber held the Artificial Intelligence in Climate Sciences inter-industry educational program for students and postgraduates as part of the Youth Climate Week of the Scientific and Educational BRICS Congress on Ecology and Climate Change. During the event, its participants became aware of climate process modeling and learned to forecast climate risks using artificial intelligence.

Climate Opportunities

In addition to risks, Sber assesses relevant opportunities related to climate factors. As part of developing the Climate Strategy, Sber analyzes the context and urgent issues of the climate agenda, the state of the global energy transition and the progress in the implementation of the national low-carbon development strategy.

Sber's contribution to the achievement of the climate goals of Russia and the world and relevant climate opportunities consist in the development of new in-demand products that enable its customers to:

- Assess and mitigate climate risks
- Measure and decrease their carbon footprint, among other things, use low-carbon energy
- Finance green and adaptation projects by means of credit and investment products and bonds, among other things, for the implementation of advanced decarbonization technologies



For more details, refer to the **Responsible Financing and Non-Financial ESG Products** section

Green Certificates

The transition to renewable energy is an important step towards reducing the carbon footprint of companies. Sber contributes to this process by developing the Russia's first commercial registry and voluntary energy certification system. Green certificates confirm that power plants produce low-carbon, including renewable, energy. By acquiring such certificates, companies decrease the negative impact of their operations on the climate.

¹ As of year end 2024.

Sber's Green Certificates System¹

In 2024, thanks to the development of the register and certification system, Sber became an awardee of the BPM Project of the Year competition for leading business process management methods and technologies and of the National Banking Award for Business Efficiency Improvement.

10

energy suppliers

450_{thsd}

certificates issued

40

participants

270_{thsd}

redeemed
certificates

by 96_{thsd} tons of CO₂ equivalent

participant companies reduced their
greenhouse gas emissions by Scope 2

Development of Sber's green certificates system

The Group continues to develop its certification system. In 2024, an agreement was signed with a non-profit energy partnership to further promote Sber's green certificates in the market.

Thanks to the information engagement, the Group will be able to issue green certificates as required by Russian and international standards. Furthermore, Sber and the non-profit partnership will raise business awareness of green certificates and their benefits by arranging for awareness-raising campaigns.

The partners are going not only to work on increasing the transparency of the Russian green certificates market, but also to strive for their mutual recognition in the EAEU countries and in the PRC.

Sber experts regularly participate in events and contribute to the climate discussion. As a result of exchanging experience and knowledge with other companies and countries, Sber generates its own initiatives and proposals or joins existing partnerships.

The climate opportunities analysis generates ideas of initiatives that are expertly assessed and discussed at internal meetings of Sber's branches. Projects that meet the Climate Strategy criteria and goals are considered by the relevant management bodies subject to the scale of changes proposed.

In 2024, the Group continued its active participation in international climate change conferences which enabled to share experience with other countries and companies and develop joint solutions in this area.

EXPANSION OF ELECTRIC VEHICLES CHARGING STATION NETWORK

Sber continued the project to build and develop a network of fast electric charging stations in Lipetsk Region together with the Regional Government. In 2024, 12 new charging stations were installed in Lipetsk, their total number increased to 23. The total station capacity exceeds 3,450 kW, enabling more than one hundred electric vehicles to be maintained daily. Charging stations use Russian equipment controlled via a mobile app. Thanks to this project, Lipetsk Region became an environment-friendly transport leader in the Central Black-Soil Region.

PARTICIPATION IN SHAPING THE INTERNATIONAL AND NATIONAL CLIMATE AGENDA

In 2024, Sber continued to participate in international, national and industry climate change events as part of implementing its Climate Strategy and dealing with climate opportunities.

As part of the BRICS Climate Agenda in the Modern Conditions Forum, Sber organized a session dedicated to the role of green technologies in ensuring the sustainability of the BRICS economies. At the event, the experts concluded that it was necessary to create a BRICS countries shared platform for exchanging decarbonization experience and technologies, to set up a green investment fund and to involve the private sector in green projects financing. Before the Forum, the Group conducted a climate change survey among a vast audience. The survey showed that most participants felt climate change and attributed it to human activity. However, the respondents believe that the climate crisis may be overcome only if innovations are put in place across all industries.

Sber took part as well in a sustainable development financing seminar arranged by the Bank of Russia for the central banks of the BRICS countries. The event presented the concept of the BRICS Climate Council, a unified body that will be responsible for joint research, development of solutions and implementation of projects in the field of climate, sustainable development and green economy. Sber's spokesperson emphasized the importance of mutual recognition of green certificates for their further exchange among the countries.

Sber participated in the 29th Session of the Conference of the Parties to the UN Framework Convention on Climate Change (COP 29) held in Baku, Azerbaijan, in November 2024. At the Conference, Sber held its own sessions on green technology and smart cities development in which participants discussed digital solutions for adaptation to climate change, decarbonization of various industries and protection of the environment. Sber presented as well its own green technologies and artificial intelligence solutions and developments and negotiated with its foreign partners.

Climate Opportunities

- **Increasing demand for responsible financing services:**
 - Providing green, adaptation and ESG loans
 - Dealing with green, adaptation and climate bonds, participation in customers' bonds offerings
 - Consulting customers as regards responsible financing
- **Development and promotion of green technologies, including artificial intelligence, aimed at decarbonization and adaptation to climate change**
- **Development of the voluntary low-carbon energy certification system**

One of Sber's climate change opportunities is to participate in the development of and to promote technologies that enable companies to decrease their carbon footprint. The Group works actively in this area and offers businesses innovative AI-based solutions to decrease greenhouse gas emissions. One example is the Eco4cast public library. It is designed to reduce the carbon footprint of resource-intensive computing and AI models thanks to planning for computing at time intervals or in regions with the lowest greenhouse gas emissions caused by electric power generation. The Eco4cast application helps reduce the carbon footprint by 25% on average (up to 77% in certain cases). The library uses the Eco2AI service for monitoring energy consumption and greenhouse gas emissions that was developed with Sber's participation earlier.

As of the end of 2024, Eco4cast was downloaded by more than 44 thsd users, and Eco2AI by more than 11 thsd users

Methodology and Quantitative Assessment of Carbon Footprint

GRI 305-1, GRI 305-2, MED-20

Sber carries out inventory-taking and quantitative evaluation of greenhouse gas emissions by three Scopes.

At that, the Group applies its own Methodology for Calculating Direct and Indirect Greenhouse Gas Emissions (Scopes 1, 2 and 3) developed subject to Orders of the Ministry of Natural Resources and Environment of the Russian Federation No. 371 dated May 27, 2022 and No. 330 dated June 29, 2017, as well as GHG Protocol, ISO 14 064-1:2018 international methodologies, National Greenhouse Gas Inventory-Taking Guidelines of the IPCC. The results of Sberbank's Scope 1 and Scope 2 emission quantitative assessment are certified by independent practitioners.

In 2024, Sberbank's direct greenhouse gas emissions (Scope 1) amounted to 76.5 thousand tons of CO₂-equivalent, which is by 43% lower than the same indicator in the base year of 2019. This value includes such greenhouse

gas emissions as methane, carbon dioxide and nitrogen oxide. The decrease in Scope 1 emissions is also due to a change in the methodology for accounting for fuel and energy resources consumed for own generation.

At that, Sberbank's indirect energy emissions (Scope 2) amounted to 359 thousand tons of CO₂-equivalent and decreased by 31% compared to the base year of 2019 due to management of the Bank's natural balance, a decrease in fuel and energy resources consumption compared to 2019 and the use of compensation mechanisms, including green energy purchases in the wholesale market and redemption of green certificates. Sber applied the market method (including green energy) and took into account carbon dioxide emissions when making the calculation.

Sber gross greenhouse gas emissions in Scopes 1 and 2, tonnes of CO₂-equivalent¹

Scope	Perimeter	2021	2022	2023	2024
Scope 1	Sberbank	113,247	106,530	105,238	76,515
	Sber Group companies	13,360	21,623	24,976	21,409
	Sber Group (total)	126,607	128,153	130,214	97,924
Scope 2 ²	Sberbank	400,999	422,674	389,291	359,449
	Sber Group companies	4,229	3,090	48,942	6,093
	Sber Group (total)	405,228	425,764	438,233	365,542
Scope 1 and 2	Sberbank	514,246	529,204	494,529	435,964
	Sber Group companies	17,589	24,713	73,918	27,502
	Sber Group (total)	531,835	553,917	568,447	463,466

¹ The increase in Scope 2 greenhouse gas emissions at Sber Group companies is due to a change in the data collection perimeter in 2023.

² The calculation is made by the market method, including green energy.

GRI 305-3, MED-20

Sber gross greenhouse gas emissions by Scope 3, tonnes of CO₂-equivalent

Emission category	Perimeter	2021	2022	2023	2024
Commuting of employees from the place of residence to the place of work and back ¹	Sberbank	88,236	83,268	81,470	68,311
	Sber Group companies	2,712	4,666	7,219	5,443
	Sber Group (total)	90,948	87,934	88,689	73,754
Consumption of energy at leased real estate units ²	Sberbank	136,042	134,067	142,652	150,021
	Sber Group companies	37,406	32,192	55,993	64,459
	Sber Group (total)	173,448	166,259	198,645	214,480
Waste generation ³	Sberbank	31,482	31,001	30,292	30,579

GRI 305-4

Sberbank's specific greenhouse gas emissions, tonnes of CO₂-equivalent per employee

Scope	2021	2022	2023	2024
Scope 1	0.51	0.51	0.51	0.37
Scope 2	1.80	2.01	1.89	1.72
Scopes 1 and 2	2.30	2.51	2.40	2.09
Scopes 1, 2 and 3	3.45	3.69	3.63	3.28

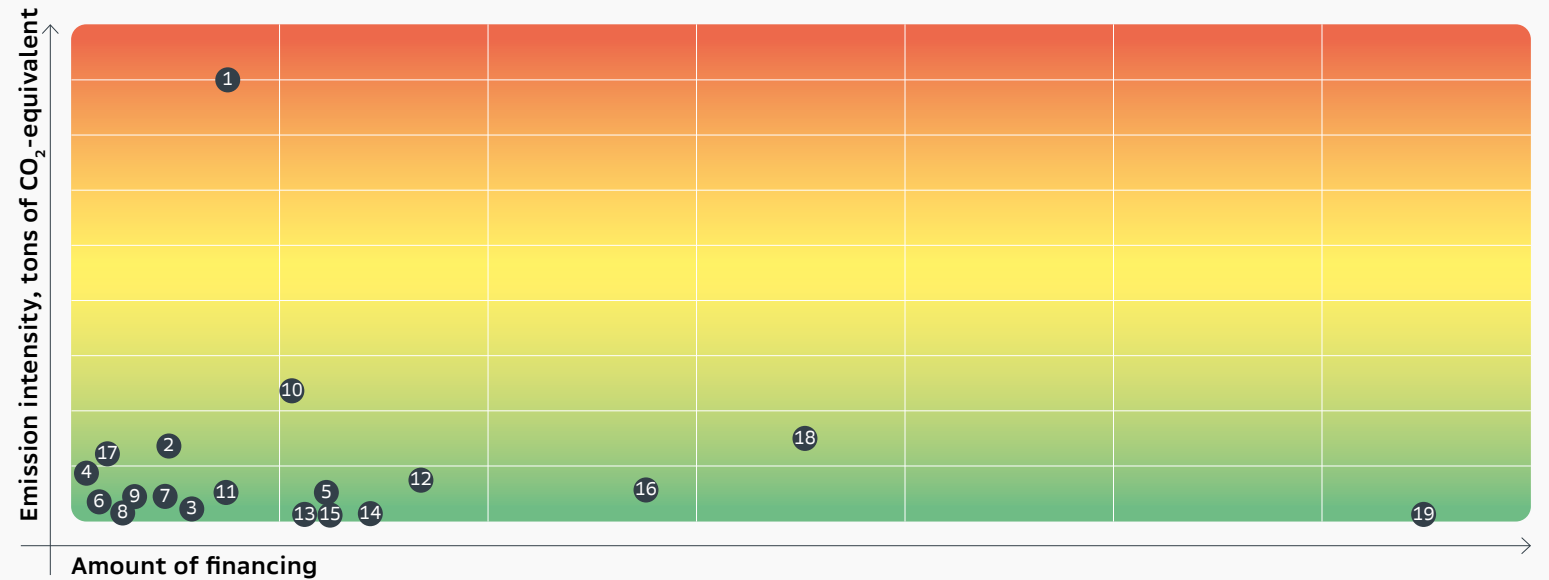
¹ The calculation used an emission factor of 395 kg of CO₂-equivalent per employee that was obtained by interviewing employees about their commuting to their place of work and residence.

² The calculation was made using the input data on the areas of leased facilities and specific and reference values set forth by industry standards.

³ The emissions have been calculated based on the data on the amount of waste intended for disposal and the dates of establishment of the Bank's branches. The calculations are based on the accounting for amounts of degradable decomposable organic carbon.

Sber assessed as well the industry structure of climate risk of the corporate loan portfolio and corporate bonds using the Partnership for Carbon Accounting Financials (PCAF) methodologies.

Industry Structure of Climate Risk of Corporate Loan Portfolio and Corporate Bonds



- 1 Energy
- 2 Forest industry
- 3 Construction materials
- 4 Consumer loans
- 5 Car building
- 6 Apparel and textiles
- 7 Services
- 8 Building contractors
- 9 Pharmaceuticals
- 10 Chemical industry
- 11 Food industry
- 12 Transport and logistics
- 13 Retail
- 14 Agriculture
- 15 Communications and telecom
- 16 Oil and gas
- 17 Housing and utilities
- 18 Metals and mining
- 19 Real estate

Climate Strategy

Sber's Climate Strategy is the Group's core internal climate document which sets strategic goals, areas of work and measures to counter climate change and adapt to its effects. Sber updates its Strategy every three years and the up-to-date Climate Strategy was developed in 2023. The document is based on the provisions of the national climate strategy, best practices, as well as the recommendations of such international initiatives as the United Nations Environment Programme Finance Initiative¹ (UNEP FI), NZBA², Carbon Disclosure Project³ (CDP), ISSB (TCFD).

As part of its Climate Strategy, the Group set strategic goals, as well as KPIs and activities to monitor their implementation. The Group takes steps to reduce greenhouse gas emissions by Scopes 1 and 2, assesses and monitors Scope 3 emissions, analyzes and manages climate risks.

Climate Strategy Goals and Initiatives to Achieve them

Strategic climate goals

Decreasing Scope 1 and Scope 2 emissions⁴ by 30% and 40%, respectively, until 2026, and achieving Scope 1 and Scope 2 carbon neutrality by 2030

Assessment and monitoring of the carbon footprint for Scope 3

Climate Risks Management

Climate events

- Energy saving and increasing energy efficiency at Sber facilities:
 - Reconstruction of heat supply and boiler stations
 - Organizational energy saving measures
 - Using the Andromeda system for automatic management of operating modes of utility systems based on microclimate parameters, energy resources accounting and other data
 - Use of energy efficient equipment with an energy consumption class of at least A and green real estate standards at new facilities
- Green energy use:
 - Green energy procurement in the wholesale electric power and capacity market
 - Purchasing and redeeming green certificates
- Development of approaches to the climate agenda for the Bank's international branches
- Using automatic emission data collection systems for Sber Group companies
- Integrating of accounting for physical climate risks into risk processes
- Dissemination of Sber's expertise on climate risks in the market

¹ United Nations Environment Programme Finance Initiative.

² Net-Zero Banking Alliance.

³ Greenhouse Gas Emissions Disclosure Project.

⁴ Compared to the base year of 2019.

GRI 305-5

The assessment of greenhouse gas emissions enables the Group to monitor the efficiency of steps taken within the Climate Strategy and, where necessary, to adjust appropriately. According to the Climate Strategy 2026, Scope 1 and 2 targets are set without taking into account own real estate assets put into operation in 2023 (constituting 0.1% of Scope 1 emissions and 0.1% of Scope 2 emissions). The value of the base year of 2019 for Scope 1 calculations does not take into account methodological changes made in 2024 to the procedure for accounting for fuel and energy resources consumed for generation at own real estate units, however, the base year will be adjusted when the climate strategy is updated for the next strategic period.

SberCity Energy Efficiency Solutions

SberCity in Rublevo-Arkhangelskoe is a new smart district of Moscow being built by Sber. The territory will be the first in Russia and the largest in the world innovative urban environment created in accordance with international green design standards. To implement the project, innovative developments and hi-tech solutions of Sber Group companies are applied. Multi-dwelling energy-efficient units, an office and business cluster, social infrastructure buildings are built and the territory is improved at SberCity. Sber strives to make the neighborhood not only convenient for living, but also environmental-friendly.

461 _{ha}
of the territory area

5 _{mn m²}
of real estate units

30%
of green areas

837 _{thsd m²}
of offices

65 _{thsd residents}

8 _{schools}

16 _{kindergartens}

2 _{outpatients' clinics}

1 _{branch of a university}

1 _{geriatric home}

A combination of green technological solutions used in SberCity enables to reduce energy consumption, improve energy efficiency and achieve a significant climate effect. An environmental energy supply strategy at the district level with own innovative developments has been developed at SberCity:

- **Energy center network** which is used for distributed heat and cold generation instead of a centralized boiler house. Energy sources are located on the upper floors of the buildings, each source has several houses connected to it. The energy centers are equipped with a system that automatically regulates the volume of energy generation subject to the end user needs. In this case, the utility provider does not have to generate excess energy and residents do not have to pay for it.
- **Smart Home comprehensive solution** that links energy consumption in an apartment, a house and in the territory. The system enables to maintain a temperature set by the resident and to have an individual climate in each room subject to the management scenarios chosen. E.g., the “I’m at Home” scenario turns on the light in the hall, enables traffic sensors in pathways and bathrooms for automatic adaptive lighting subject to the time of day. Smart Home provides for the automation of technical processes, energy resource accounting and management, and the introduction of artificial intelligence models in the monitoring of building models. Technology can search for and detect irregularities in fuel and energy consumption, is able to forecast peak load hours and helps reduce electric energy consumption.
- **Application of forced air exhaust ventilation with waste heat recovery** in the construction of residential and office buildings. Removed air heat is applied to heat inflow air, that is a unique residential building technology.
- **Placing solar panels on building facades and roofs** to generate electric energy. At SberCity, there will be the first in Russia multi-dwelling units designed and built with innovative cladding based on photovoltaic modules of the same color as building facades. This approach to solar panel use is expected to enable to generate electric energy in order to supply common areas such as elevator halls, underground parking, access and yard lighting, facade lighting, etc.
- **Installation of variable speed drive pump stations**, e.g. in hot water, heat and ventilation systems of residential and office buildings. This will save up to 50% of electric energy, reduce water and heat wastage, ensure stable water pressure, reduce grid fault rate and increase the operating life of equipment.
- **Applying trigeneration technology in SberCity office buildings and multi-level parking lots** to improve the efficiency of the entire district energy system and to decrease the environment impact. This will enable three types of energy, i.e. electricity, heat, and cold, to be generated at the same time instead of separate generation of electric and heat energy.
- **Introduction of a system for managing the lighting level and color temperature** subject to the time of day, the season and the ecosystem where the person is. This helps to create a comfortable environment, enhance psychological comfort and attention focusing, has a positive effect on well-being and health and enables to reduce electric energy consumption.
- **Siting electric vehicle charging stations throughout SberCity** Such infrastructure enables to encourage the use of electricity-powered vehicles and to reduce greenhouse gas emissions, accordingly.

08

Environmental Aspects

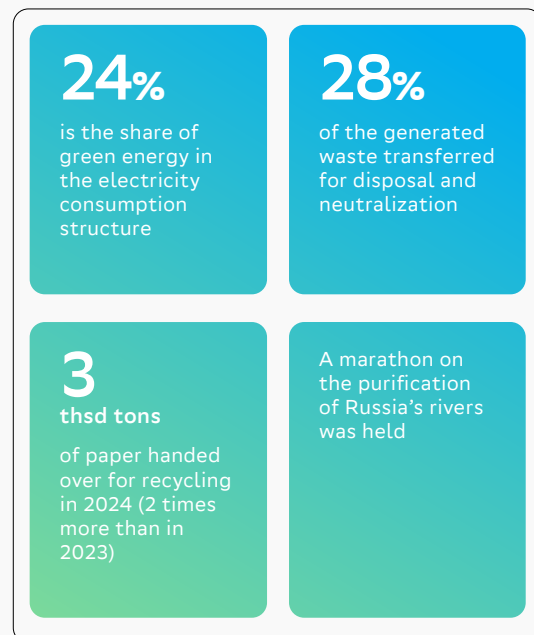
- 404 Environmental Management
- 405 Efficient Use of Resources
- 407 Responsible Waste Treatment
- 409 Energy Management
- 412 Biodiversity Conservation and Ecotourism Development

Sber's Approach to the Environmental Management

UN Sustainable Development Goals



Key Results for 2024¹



ESG Policy Compliance

- **Action line I.** Minimize the environmental impact:
 - **Target 1.** Increase the effective use of materials, energy, and waste management
 - **Target 2.** Ensure the compliance of Sber buildings and offices with green standards
 - **Target 3.** Contribute to the distribution of high environmental standards among clients and partners
 - **Target 4.** Finance green projects and the implementation of best available technologies
 - **Target 5.** Contribute, including on the international level, to the development of innovative technologies aimed at improving the quality of the environment
 - **Target 6.** Assist with the achievement of environmental protection goals at the national level

National Development Goals of the Russian Federation

- Ecological well-being
- Comfortable and safe living environment

Internal Regulatory Documents

- Environmental Management Regulation
- Energy policy

Material Topics

- Environmental Aspects

AWARDS AND ACHIEVEMENTS



Sberbank entered the **top 5** Russian companies leading in the implementation of renewable energy sources in 2024, according to RAEX rating agency estimates



SberCity office and business quarter was **rated Platinum** in the Russian national green building certification system named Clever



Sber took **the first place** in the Business category as part of the BoomBattle environmental waste paper collection project



During the **“Our Contribution” national award**, Sber's environmental initiatives, **“Day of the Volga”** and **“Save the Forest Together”**, were specially recognized by experts as projects that contribute to the achievement of Russia's national goals

¹ Data on Sberbank.

Environmental Management

GRI 3-3

Following the goals and principles of sustainable development, Sber integrates the environmental direction into its ESG strategy 2026 and implements measures to minimize its impact on the environment, efficient use of natural resources and rational management of waste. The Group consistently implements green technologies and applies green standards in various activities.



For more details on the **ESG Strategy 2026 Objectives**, please refer to the **ESG Strategy and Sustainable Development Management System** section

Green week at the “Russia” International Exhibition and Forum

Twice in 2024, Sber held the Green Week, a series of interactive educational events on environmental topics, at the venue of the “Russia” international exhibition and forum. Sber organized lectures, master classes and quizzes for participants and guests to increase environmental awareness. The visitors had an opportunity to learn about the features of monitoring water and air pollution in their city, trends and “secrets” of sensible consumption in the modern world. They also learned about the environmental art, smart city concepts and technologies, ecotourism and ecovolunteering.



For more information about Sber’s participation in eco-enlightenment, please refer to the **Social Responsibility and Population Support** section

Sber takes care of the environment by effectively managing its environmental impact and regularly identifying and assessing environmental risks as part of risk management procedures. In addition, Sber helps its customers use green technologies and manage environmental risks as part of responsible financing. Dissemination of environmental knowledge, responsible consumption skills and careful attitude to the environment is the goal of Sber’s education activities aimed at a wide range of stakeholders.

Sber’s environmental management system is based on strict compliance with Russian environmental legislation. In the reporting year, Sberbank fulfilled its obligations to pay environmental impact fees in due time. In 2024, Sber spent RUB 13,236 thousand to comply with the environmental legislation and RUB 196,483 thousand to dispose and remove waste.

GRI 2-27

Sberbank Environmental Legislation Compliance Indicators, RUB

Indicator	2021	2022	2023	2024
Amount of the environmental impact fee (EIF) ¹	1,400,000	846,362	161,656	144,536
Amount of fines paid for environmental non-compliance	43,643	20,000	0	50,000 ²

¹ Include payments for the waste disposal (of non-SMW) and for air pollution emissions from stationary sources.

² In 2024, one fine was related to a partial payment of EIF due to human factor, the reason was promptly eliminated.

Efficient Use of Resources

Sber takes systematic measures to ensure rational use of resources that are primarily aimed at reducing the amount of paper, water and other resources used. In order to improve the sustainability of business processes, the Group implements resource-saving technologies and equipment, transfers used materials for recycling, and participates in environmental initiatives and natural resources conservation projects.

Paper Consumption

Paper is an important resource for banking operations. In its operating activities, Sber uses it both to draw up documents for customers and partners and for its internal business processes. Thanks to widespread use of electronic document management and digitalization of many business processes at the system level, the Bank has significantly reduced the volume of paper consumption in recent years.

However, in 2024 the absolute volume of paper consumption has slightly increased due to the opening of new branches and the launch of products and programs, for which the full package of documents must be printed in hard copy. Specific paper consumption remained at the previous level: 5.7 A4 packs of paper per employee in 2024 as compared to 5.5 packs of paper a year earlier.

GRI 301-1

Actual Paper Consumption at Sberbank¹

Indicator	2021	2022	2023	2024
Copy paper used, A4 packs	1,544,054	1,175,838	1,137,948	1,193,142
Weight of copy paper used, A4 packs, tons ²	3,860	2,940	2,845	2,983



For more statistics on actual paper consumption at Sberbank and Sber, please see the **ESG Data Book: Ecology and Climate Appendix**

Sber not only reduces paper consumption, but also strives to increase the share of its recycling through separate waste collection. The significant increase in the amount of paper recycled in 2024 is due to the scheduled destruction of archives with an extended storage period.

Amount of Paper Used by Sberbank and Sent for Recycling, tons

Indicator	2021	2022	2023	2024
Amount of paper used and sent for recycling, tons	1,410	1,990	1,438	2,954

First place in the BoomBattle campaign

In 2024, as part of BoomBattle, the all-Russia environmental waste paper collection project, the Bank's employees and customers combined their efforts to collect and turn over 432 tons of paper for recycling, which is twice as much as in 2023. This result was achieved by Sber thanks to expanding its geography of participation in the campaign: in 2024, the Bank's branches in 46 Russian cities accepted wastepaper.

During the promotion, Sber employees organized team competitions, eco-lessons and lectures on separate waste collection. In addition, Sber published a guide on recycling and the second life of things for the general public on the "Save Together" information e-commerce platform, containing detailed information on receipt points, types and ways of waste collection in a particular city.

Thanks to active participation of employees and customers, Sber ranked first in the Business category in terms of the total amount of wastepaper collected.

¹ Indicators within Sberbank's boundaries have been verified.

² When calculating the weight of consumed paper, a ratio based on the average weight of one A4 paper package was used, i.e., 2.5 kg.

Use of Water Resources

GRI 303-1

Sber takes good care of water resources used at the Group’s facilities. The Bank shows its responsible approach to water resources management through internal measures for water conservation, automated water consumption accounting and participation in external environmental initiatives for the preservation of the ecosystems of Russian water bodies.

Due to the specific features of its activities, Sber does not have a significant impact on water resources, does not consume significant amounts of water and uses water received from third-party suppliers solely for household and drinking needs, and then sends wastewater to municipal sewerage systems. The Bank does not collect water from natural sources and in water-stressed areas or discharge domestic wastewater into natural water bodies. The slight increase in water use in 2024 is due to the opening of new offices. At that, the specific indicators remained at the level of 2023, 10.1 m³ per employee.

GRI 303-3, GRI 303-4, GRI 303-5, MED-13

Water resources use indicators at Sberbank¹, m³

Indicator	2021	2022	2023	2024
Total water intake (water received from third-party companies)	2,435,381	2,345,597	2,075,540	2,119,689
Domestic wastewater disposed to municipal sewerage systems	2,435,381	2,345,597	2,075,540	2,119,756
Storm and melt wastewater discharged to water bodies ²	—	—	5,631	2,273
Total water consumption	2,435,381	2,345,597	2,075,540	2,119,689
• including drinking water	2,146,903	2,120,014	1,902,838	1,917,283

A marathon on the purification of Russia’s rivers

In 2024, Sber expanded its own project for water resources purification “Volga Day” and launched a large-scale series of eco-activities — a marathon on the purification of the shores of the Don, the Moscow River, the Siberian Rivers and their inflows, as well as other Russian water bodies.

As part of “Clean on the Don. From the source to the mouth” project, Sber held a festival and an environmental education program. The marathon of Sber’s rivers and parks took place in the cities of Siberia on the rivers Abakan, Enisei, Irtysh, Ob and Tom: ecoactivists collected more than 25 tons of waste.

During the “Volga Day”, Sber’s customers and partners cleaned the river shores of garbage in 15 cities across the Volga stream — from Tver to Astrakhan, planted trees on cleaned shores, let valuable fish juveniles go into the water.

¹ Sberbank takes only fresh water. Bank’s wastewater also belongs to the category of fresh water with a total mineralization of less than 1,000 mg/L.

² 2021 – 2022 data is not available.

Responsible Waste Treatment

GRI 306-1, GRI 306-2

Almost all waste generated in the course of Sber's activities is classified as low-hazard (Class IV) and almost non-hazardous (Class V), i.e. it has a minor impact on the environment. In its branches and offices, Sber takes measures aimed at separate waste collection (plastic, paper, metal, office equipment, etc.) and at increasing the share of waste recycling. On a daily basis, various waste fractions are collected separately at the Bank's offices and branches. Thereafter, they are packed and placed in interim waste storage areas for their further transfer to contractors for processing or neutralization. The Group does not dispose of, neutralize or send waste for landfills independently.

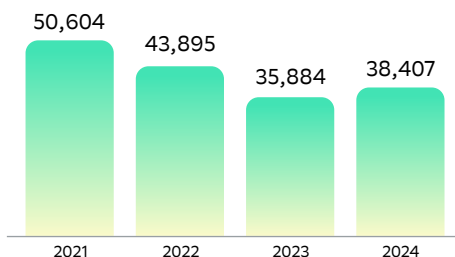
An additional area of Sber's activities in the field of waste management is environmental education and involvement of the Bank's employees, customers and partners in this agenda. Thus, as part of the internal corporate mailings, Sber regularly informs its employees about the importance of waste sorting and sending for recycling, and provides recommendations on its separate collection. Employees can also learn about the organization of separate waste collection

in Sber's office buildings from a video prepared for them and a public guide [“Where to hand over recyclables and unnecessary things”](#) posted on the “Saving Together” platform.

GRI 306-3

In 2024, the specific waste generation per employee at Sberbank remained nearly the same: 0.18 tons as compared to 0.17 tons in 2023. The absolute waste generation value increased due to the opening of new branches.

Waste generation at Sberbank, tons



GRI 306-1

Structure of waste generation at Sberbank by hazard classes and types, tons¹

Hazard category / waste type	Hazard class	2021	2022	2023	2024
Total weight of generated wastes	—	50,604	43,895	35,884	38,407
Total mass of generated hazardous waste, including:	I, II, III	145	53	15	41 ²
• mercury lamps	I	14	5	4	4
• batteries, uninterruptible power supply sources	II	83	40	9	20
• office equipment waste	III	40	0	0	0
• other hazardous waste	I, II, III	8	8	2	18
Total mass of generated non-hazardous waste, including:	IV, V	50,459	43,842	35,870	38,366
• office equipment waste	IV	2,203	1,804	1,424	1,358
• waste resulting from the collection and treatment of wastewater, wastewater from water recirculation systems	IV	12	8	10	10
• rubber and plastic waste	IV, V	339	335	321	243
• self-service devices (information and payment terminals, ATMs)	IV	5,876	5,467	1,057	610
• waste paper	V	1,409	1,990	1,438	2,954
• solid municipal waste and other waste for landfills	IV, V	37,320	30,397	26,408	27,552
• other non-hazardous waste	IV, V	3,300	3,841	5,212	5,639

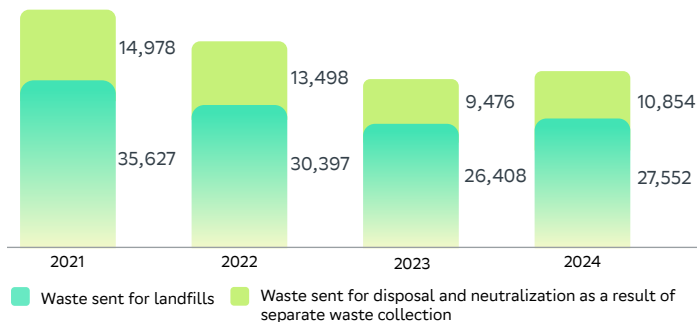
¹ Indicators within Sberbank's boundaries have been verified.

² The waste of hazard class III increased due to the growth of generated waste of escape packs at the end of their service life, which was caused by the increase in workplaces in multi-storey buildings.

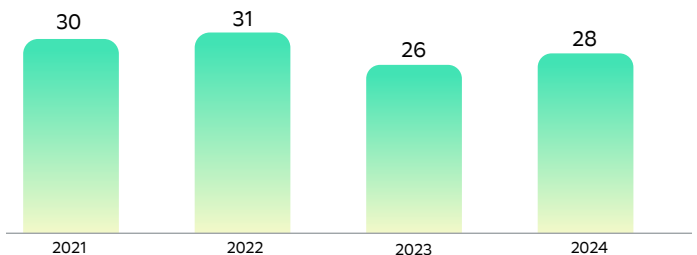
GRI 306-4, GRI 306-5

In 2024, the waste management structure did not change. The share of separate waste collection (SWC) for its subsequent disposal and neutralization in Sberbank's total waste was 28%, which is by 2 p.p. more than in the previous year. The insignificant increase in the mass of waste sent for landfills is due to a change in legislation in terms of calculating waste generation standards.

In addition, the Bank actively participates in projects for creation of solid municipal waste management (MSW) regional infrastructure and implementation of reforms in this area.

Structure of Sberbank waste by type of handling, tons^{1,2}


Separate waste collection rate at Sberbank, %



The “Clean Games” Competition

For the third year in a row, Sber is the general partner of the Clean Games eco-project, a series of competitions for waste collection and sorting. Over the years of partnership, Sber has expanded the geography of competitions and increased the number of people involved. Thus, the “Clean Games” competition was held in Yalta for the first time in 2024. Every year, the organizers hold a series of waste collection and sorting tournaments as part of the eco-project in various regions of Russia and the CIS countries. The participants learn waste sorting and waste management culture, and the winners are awarded with prizes. Waste sorted during the competition is sent for recycling.

In April 2024, the Eurasian Cleanliness Cup as part of the “Clean Games” eco-project brought together more than 14,000 participants from Russia and the CIS countries. The volume of collected waste was about 250 tons, of which more than half was sorted. With the participation of Sber employees and customers, the Bank held Clean Games near important cultural facilities, i.e. the Arkhangelskoye Reserve Museum and the Vorontsov Park in Crimea.

In June 2024, Sber joined the Arctic Cleanliness Cup held in the Arctic Zone of the Russian Federation for the first time. Bank's eco-volunteers took part in team competitions for separate waste collection and sorting in the Yamalo-Nenets Autonomous District and the Arkhangelsk Region. Sber employees, partners and customers collected 5 tons of waste in the protected areas of the Russian northern regions. Half of the collected waste went to recycling and secondary production.

¹ Indicators within Sberbank's boundaries have been verified.

² A part of waste of hazard classes I and II generated in 2024 is accumulated at Sberbank for its further processing, disposal and neutralization, which is permissible in accordance with legal requirements.


For more statistics on waste treatment types at Sberbank and Sber, refer to the **ESG Data Book: Ecology and Climate Appendix**

Energy Management

Sber is implementing energy saving and energy efficiency measures, which allows to improve operational efficiency, reduce the use of fuel and energy resources (FER) and reduce greenhouse gas emissions in Scope 1 and 2, which is in line with the goals of the ESG and Climate Strategy 2026, as well as the Energy Policy.

Sberbank's energy management system has been certified for compliance with GOST R ISO 50001-2012¹ and meets the highest standards. The Bank's energy policy implies a comprehensive approach to managing energy consumption issues and, along with organizational and technical measures for energy saving, includes education activities to raise the awareness of the staff and transition to alternative energy sources.

SberCity green certification

In 2024, A24 SberCity office and business quarter successfully passed green certification under the "Clever" national system and was rated Platinum at the design stage. The certificate confirms the use of resource-saving innovations and compliance with the modern principles of sustainable development.

As the created energy model of the building has shown, A24 quarter consumes 32% less energy and 46% less water for household needs as compared to the base building. Additional scores were also awarded for the availability of electric vehicle charging stations, barrier-free environment, and waste sorting infrastructure.

The quarter was among the top 10 greenest office and business buildings in Russia according to this certification system.

32%

less energy the SberCity office and business district A24 consumes compared to the base building

46%

less water the SberCity office and business district A24 consumes compared to the base building



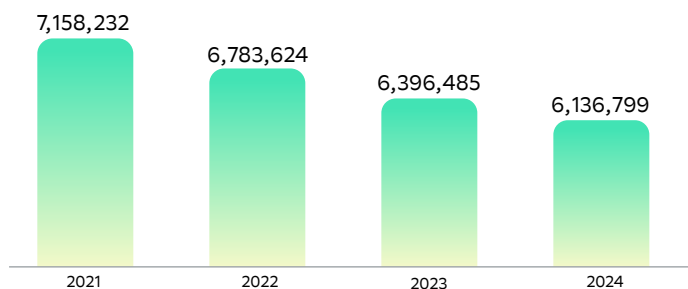
¹ GOST R ISO 50001 "Energy Management Systems. Requirements and Guidance for Application".

Sber takes energy efficiency parameters into account when designing and operating its offices and data processing centers (DCs). At its data centers, Sber uses innovative cooling and uninterrupted power supply systems, which energy efficiency and robustness level is confirmed by independent certification.

The Group's commitment to the principles of sustainable development and responsible consumption of FER is confirmed by successful certification of Sber's buildings for compliance with the requirements of international and Russian green construction standards.

GRI 302-1

Volume of energy consumption at Sberbank, GJ¹



Energy consumption of Sberbank decreased by 4% in absolute terms in 2024. The change in energy consumption is due to the opening of new branches and the adjustment of the methodology of accounting for fuel and energy resources consumption for energy generation at own real estate units.

MED-22

In the reporting year, the Bank purchased 77.6 million kWh of renewable energy through the wholesale electricity and power market (77.2 million kWh in 2023). Another 132 million kWh of consumed purchased electricity was generated on renewables, which is confirmed by green certificates (certificates of origin of electrical energy) purchased through the Low Carbon Energy Registry system. The aggregate share of green energy in the structure of Sberbank's electricity consumption was 24%, showing an increase of 11.4 p.p. compared to 2023.

Leader in renewables implementation

In 2024, Sberbank became one of the top five Russian companies leading in the implementation of renewable energy sources according to RAEX rating agency.

The sample for analysis included 160 companies, with a shortlist of 50 Russian corporations most widely representing the mining, oil and gas, power and banking sectors.

The Agency noted the success of Sberbank in implementing internal programs to achieve the targets, including the replacement of fluorescent lamps with energy-saving ones and the use of the mechanism of free bilateral contracts in the wholesale electricity and power market with renewable energy generators.

¹ Indicators within Sberbank's boundaries have been verified.

² Power supply contracts (supplemental agreements thereto) for 2024 do not contain conditions on the transfer of generation attributes stipulated by Federal Law No. 35-FZ "On Electric Energy" of March 26, 2003, as they were concluded in 2023.

³ Redemption of green certificates 32 mn kWh worth is not recorded in the energy certification center registry, as the relevant statements of certificate redemption had been issued before the information interaction commenced between the low-carbon energy registry operator and the energy certification center (STK LLC and TsES LLC).

Volume of Fuel and Energy Consumption¹ at Sberbank²

Energy/fuel type	In physical terms				In monetary terms, RUB thousand, including VAT			
	2021	2022	2023	2024	2021	2022	2023	2024
At the Bank's own real estate³								
Electric power (purchased), kWh	900,810,969	877,232,278	846,489,270	879,293,863	5,662,127	5,616,686	5,943,534	6,226,048
Thermal energy (purchased), Gcal	542,442	498,287	441,226	441,225	1,216,280	1,175,611	1,199,594	1,189,680
Diesel fuel, l	10,979,051	10,486,611	11,495,578	148,357	540,538	557,343	672,060	9,326
Gasoline, l	1,419,619	1,280,708	1,427,452	131	59,651	63,921	73,659	7
Natural gas, m ³	12,778,389	11,502,492	9,583,041	10,861,829	94,928	90,266	86,422	104,612
Coal, tons	82	23	22	20	817	234	253	231
Woodfuel, m ³	823	633	478	257	1,556	1,801	1,395	520
Kerosene, l	42,030	32,926	39,133	48,456	2,080	2,634	3,931	4,415
By corporate vehicles								
Diesel fuel, l	18,606,134	17,750,623	17,613,097	18,609,112	881,046	904,363	955,672	1,176,102
Gasoline, l	2,374,953	2,277,806	2,097,755	2,137,815	117,502	114,731	104,284	124,444



For more statistics on actual energy consumption at Sberbank and Sber, please see the **ESG Data Book: Ecology and Climate Appendix**

¹ Due to the lack of production facilities, Sberbank does not use the energy in the form of steam and cooling.

² The amount of diesel fuel and gasoline consumed for in-house generation at the Bank's real estate facilities in 2024 decreased as a result of improving the methodology of accounting for fuel and energy consumption data for 2024.

³ Thermal energy and power consumption at the leased real estate facilities of Sberbank is not accounted for.

Biodiversity Conservation and Ecotourism Development

Sber actively supports initiatives in the field of natural capital conservation, including through volunteering, partner projects, as well as the development and implementation of digital solutions.

“Save the forest together”

In 2024, Sber traditionally acted as the general partner of the sixth season of the Save the Forest campaign, a Russian-wide restoration initiative that takes place in all regions of Russia from August to December as part of the “Save the Forests” federal project of the “Ecology” national project. In the six years of this action, one of the largest environmental initiatives in the country, the number of planted trees exceeded 360 mn.

Also, Sber volunteers laid a new pine forest of 3,000 trees near Sevastopol, planted more than a hundred seedlings of maples and limes in the park zones of the Orel Region.

As part of the reforestation activities, Sber conducted thematic eco quizzes and presented the “Save Together” platform as a source of comprehensive and useful information on forest restoration, fire safety rules in forests, participation in tree planting, including planned environmental events.

Sber employees also helped to restore forests and old burnt areas. In the reporting year, its ecoactivists participated in the planting out of:

20 thsd pine trees at the place of forest fire near Novosibirsk

>25 thsd trees in Dagestan Republic

17 thsd poplar trees at the place of the former burner in Voronezh

3 thsd young trees in the territory of Nalchik Forestry in the Kabardino-Balkar Republic

1 thsd seedlings of acacia in Volgograd

500 seedlings of softwood in the Krasnogorsky district of the Republic of Udmurtia

New green technologies for the conservation of natural capital

In 2024, at the Artificial Intelligence Journey Conference, Sber signed an agreement on the joint development of digital solutions to restore ecosystems and preserve natural capital with the Information and Analytical Center for Supporting Nature Reserve Management of the Ministry of Natural Resources and Environment of Russia. The agreement provides, among other things, for studies and assessments of the impact of various factors on biodiversity of specially protected natural areas, as well as their condition.

The parties plan to launch joint initiatives and hold competitions for startups and researchers to stimulate innovations in the field of green technologies and artificial intelligence.

Additionally, Sber and Roszapovedcentr agreed to provide expert support in training personnel in the field of protection and monitoring of natural capital and biodiversity.

Support for the growing population of European bisons in the Orel Region

An example of Sber’s comprehensive interaction with a specially protected natural area in order to preserve biodiversity is the cooperation with the Orlovskoye Polesiye National Park. On this unique territory, which in 2024 turned 30 years old, the largest population of free-living European bison in Russia — an animal included in the national Red Book, is being preserved, and work is underway to restore the population of the Russian desman — an endemic animal.

Sber’s cooperation with the Orlovskoye Polesiye National Park is aimed at drawing public attention to this specially protected natural area, providing volunteer assistance, among other things, holding landscaping campaigns. In the course of these campaigns, volunteers clear the territory, mulch natural trails and hold other events. In addition, using the SberTogether service, the Bank arranges campaigns to raise funds for the purchase of feed and equipment for automating the harvesting of hay for the European bisons.

Environmental tourism is a promising area of development of the domestic tourism industry. In order to create opportunities for people to interact with nature without damaging unique ecosystems, it is important to be smart about the development and organization of ecotourism. Sber contributes to the solution of this task.

In 2024, Sber opened the “Volga Pearl” natural trail in the Nizhny Novgorod Region. The five km long natural trail runs along the right bank of the Volga. Navigation elements and

information stands located along the entire route give visitors detailed information on the region history. A podcast about the natural trail is also available for tourists in the audio streaming service.

In 2024, Sber created digital maps of 182 more natural routes in 34 regions of the country for the geoinformation service. This will enable tourism and local areas to develop without damaging the environment, as well as increase opportunities for environmental education.

Sber and Kalmykia join efforts to combat desertification

Sber and the Government of the Republic of Kalmykia signed an agreement on cooperation in the field of artificial intelligence and green technologies aimed at preventing desertification and land degradation. At the Artificial Intelligence Journey International Conference in December 2024, the parties agreed to work together on the application of green technologies for land monitoring, combating desertification and agricultural development in Kalmykia. Artificial intelligence is capable of analyzing the state of soils, conducting monitoring of lands through processing of images of remote sensing of the Earth. All this helps to assess the effectiveness of various methods for combating desertification and ultimately helps improve food security and ecological well-being in the Republic.

Artificial intelligence for animal protection

Sber continued to develop its own data processing system with photo traps, which covers the full processing cycle, including animal detection, classification and identification. With the help of artificial intelligence, the system detects an animal in the photo, determines its species and also recognizes an individual animal in the frame (implemented for Amur tigers).

In 2024, Sber extended the classifier to 22 classes that correspond to the number of animal species (including the “other animals” class). In addition, the team implemented a new module from scratch, which allows to detect the presence of wolf population in the area from audio recording. Sber handed over the wolf detection module for testing to the Severtsov Institute for Ecology and Evolution of the Russian Academy of Sciences.

The system is undergoing trial operation: the classifier is being used by the Severtsov Institute for Ecology and Evolution of the Russian Academy of Sciences and the Saylugemsky National Park, and the Amur Tiger Center continues to pilot the solution for identifying Amur tigers.

The system functionality can be adapted to work with other species, which offers an opportunity for protection of other rare and endangered species. To replicate its deliverable, Sber signed an agreement with Roszapovedentr at the Artificial Intelligence Journey Conference.

Appendix

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Responsible Banking Progress Statement: Executive Summary

Sberbank 2024

Principle 1: Compliance	Principle 2: Impact Assessment & Target Setting	Principle 3: Clients and Customers
Sber continues to integrate sustainable development principles into its business model and strategic planning, creating value for all stakeholders. Sber is a participant in the UN Global Compact and is guided by the UN Sustainable Development Goals (SDGs) and national strategic priorities. In 2024, Sber continued to implement its ESG Strategy 2026 as approved in 2023 under the bank-wide strategy focused on human-centricity. At the country level, the priority is to contribute to the achievement of national development goals of the Russian Federation, the main region of the Bank's activities.	Based on the results of the portfolio impact analysis in 2023, taking into account the current needs of the country and the results of materiality assessment in 2024, Sber continues to prioritize the "Climate Resilience" and "Financial Well-Being and Availability" as the two high-impact areas. In the reporting period, Sber continued to manage the most material impacts for the corporate and retail portfolios in line with the established targets for the priority impact areas. Progress towards the targets is detailed in the Appendix to the Responsible Banking Progress Statement, Principle 2.	One of Sber's top priorities is to facilitate sustainable development practices in its clients by providing ESG products and taking into account environmental, social and governance factors in the financing decision-making process. This approach allows reducing the negative impact of the Bank's portfolio and contributes to the ESG transformation of customers. Sber's principles of responsible financing were enshrined in the Sberbank Responsible Finance Policy in 2023. In 2024, Sber's ESG agenda was focused on researching and deepening the understanding of clients' ESG needs. As a result, sustainable technological solutions, including artificial intelligence, will be a key tool for developing and implementing solutions to meet customers' ESG needs.
ESG Strategy 2026, page 267 B2C ecosystem in 2024, page 21 B2B ecosystem in 2024, page 68 Compliance with the UN Global Compact Principles, page 481 Contribution to the achievement of the UN Sustainable Development Goals, p. 482 Table of GRI, SASB and MED indicators, page 461	Defining material topics, ESG report 2022, page 164 Stakeholder engagement and identification of material topics, page 278 Compliance with the UNEP Finance Initiative Principles for Responsible Banking, ESG Report 2023, pages 365-374 ESG Strategy 2026, page 267 Responsible financing and non-financial ESG products, page 346 Climate strategy, page 386 Climate agenda management, page 389 B2C ecosystem in 2024, page 21 Improving financial literacy, page 52 Contribution to the achievement of the UN Sustainable Development Goals, page 482 Culture of openness and equal opportunities, page 319	ESG Strategy 2026, page 267 Responsible financing and non-financial ESG products, page 346 Responsible Finance Policy of Sberbank

Principle 4:
Stakeholders

Sber is constantly working with various stakeholders, identifying 11 key groups. Each group has defined interaction channels and persons responsible for liaising in order to maintain a continuous dialogue.

This approach to interaction allows the Bank to receive up-to-date information on its impact on the economy, society and the environment and to take the results into account in the strategic planning process.

Stakeholder engagement and identification of material topics, [page 278](#)

Principle 5:
Corporate Governance and Culture

Sber’s sustainability management system is integrated into the overall corporate governance structure and aims to ensure control over the effective implementation of the Principles in the Bank’s operations.

There were no significant changes in the organizational structure of management of ESG issues during the reporting period. The Management Board, the Supervisory Board and the ESG Committee remain the main bodies responsible for managing sustainable development matters.

For more details on Sber’s governance system, see the Appendix to the Responsible Banking Progress Statement, Principle 5.

Sustainable development management system, [page 276](#)
Risk management strategy, including ESG risks, [page 142](#)

Principle 6:
Transparency and Accountability

Independent certification of Sber Group’s ESG report and the Responsible Banking Progress Statement for 2024 was performed by FBK LLC.

Independent practitioner’s assurance report: UNEP FI, [page 424](#)
Independent practitioner’s assurance report: UNEP FI, [page 479](#)

Responsible Banking Progress Statement: Appendix

Principle 2: Impact Assessment & Target Setting

We are continuously striving to increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our operations, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact assessment

Demonstrate how the bank identifies, prioritizes, and measures the most significant portfolio impacts (both positive and negative). Identify priority impact areas for target setting. Include disclosure of the following elements: Scale, Portfolio Structure, Context and Impact Assessment.

Compliance with the UNEP Finance Initiative Principles for Responsible Banking, ESG Report 2023, pages 365–374

Scale

In 2023, Sber conducted a portfolio impact analysis, including corporate investment and retail business, and identified the most significant impact areas based on the country context and national strategic documents. Sber used the methodology and tools of the UNEP Finance Initiative for analysis.

Portfolio structure

In the reporting period, the structure and volume of Sber's corporate, investment and retail portfolios were analyzed. The analysis used the outstanding principal amount as of December 31, 2024, as well as the NACE European classification of economic activity (similar to Russian OKVED) by aggregated and specific codes. According to the analysis, the industry structure and volume of Sber's corporate, investment and retail portfolio in 2024 did not change significantly from 2023.

Portfolio Structure

Corporate banking, %

Real estate activities	19
Wholesale and retail trade	12
Construction	7
Manufacture of basic metals	6
Professional, scientific and technical activities	6
Extraction of crude petroleum and natural gas	5
Transportation and storage	4
Mining of metal ores	4
Information and communications	4
Manufacture of coke and refined petroleum products	3
Energy	3
Crop and animal production, hunting and related activities	3
Manufacture of chemicals and chemical products	3
Financial service activities	3
Other	18
Total	100

Investment banking, %

Manufacture of basic metals	43
Information and communications	18
Public administration activities	13
Land transportation and transportation via pipelines	10
Activities on buildings and territories maintenance	5
Financial service activities	3
Extraction of crude petroleum and natural gas	3
Energy	2
Manufacture of chemicals and chemical products	2
Other	1
Total	100

Retail credit portfolio, %

Home loans / mortgages	72
Consumer loans and overdrafts, including car loans and education loans	28
Total	100
Men	52
Women	48
Not determined	0
Youth	3
Middle age	53
Seniors	1
Not determined	43

Retail deposit portfolio, %

Savings accounts	60
Current accounts without payment services	23
Current accounts with payment services (cheques, debit cards)	17
Total	100
Men	–
Women	–
Not determined	100
Youth	2
Middle age	20
Seniors	15
Not determined	63

Context

The assessment of needs (key topics) of the main region of activity, the Russian Federation, in 2024, did not reveal any significant changes compared to the previous period.

Impact assessment

Taking into account the results of the 2023 analysis of portfolio impacts as well as the current country requirements and the 2024 materiality assessment, Sber continues to focus on the “Climate Resilience” impact area and the “Finance” topic in the “Availability and Access to Resources and Finance” impact area.

Objectives, Goal Progress and Action Plan

Show that the bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that you identified in your impact analysis. Demonstrate the actions that the bank identified to achieve its targets and the achieved progress. Include details on the alignment, baselines, targets, achievement and monitoring (including KPIs), action plans/adaptation plans, and deadlines.

Compliance with the UNEP Finance Initiative Principles for Responsible Banking, ESG Report 2023, pages 365–374

ESG Strategy 2026, [page 267](#)Responsible financing and non-financial ESG products, [page 346](#)Climate strategy, [page 400](#)Climate agenda management, [page 389](#)Climate risks and opportunities, [page 391](#)B2C ecosystem in 2024, [page 21](#)

Improving financial literacy, [pages 52, 307](#)

Contribution to the achievement of the UN Sustainable Development Goals, [page 482](#)Culture of openness and equal opportunities, [page 319](#)

The following targets have been set for the “Climate Resilience” scope of impact through 2026:

Portfolio Structure:

- RUB 3.4 trillion – the total amount of the responsible financing portfolio, including decarbonization and climate change adaptation projects. RUB 2.9 trillion set as a baseline in 2023;
- Monitoring and evaluation of GHG emissions in Scope 3, including Sberbank portfolio;
- Monitoring and management of climate risks.

Operating Activities:

- 30% reduction of Scope 1 Emissions; 40% reduction of Scope 2 Emissions.

The following targets were set for the “Finance” topic for 2025:

- 5.40 million clients with 2+ non-financial services. The baseline was set in 2024 (3.27 million clients). This indicator reflects the availability of products that go beyond the basic bank account and helps to assess financial inclusion for the population.
- 86 million clients actively using online/mobile banking platform/tools. The baseline was set in 2021 (76 million clients).

In the current reporting period, we have substituted the previously stated indicator of the Finance topic due to the revision of the internal system of financial KPIs at the Bank.

Progress towards the targets

The results in 2024 in terms of the established targets:

On the Climate Resilience impact area:

Portfolio Structure:

- RUB 3.8 trillion is the size of a responsible financing portfolio including decarbonization and climate adaptation projects.
- Please see the 2024 Methodology and Calculations of Carbon Footprint section for the industry structure of the corporate portfolio climate risk, page 399.
- In 2024, none of the climate risks relevant to Sber materialized. Sber is taking the following measures to manage climate risks within its credit portfolio:
 - Climate risks identification at the transaction and customer levels;
 - Climate risk assessment for large projects;
 - Assessment of carbon intensity of the loan portfolio.
 - Climate Stress Testing
- Sber continues to develop its green certification system. In 2024, an agreement was signed with a non-profit energy partnership to further promote Sber's green certificates in the Russian and international markets.

Operating Activities:

- 43% reduction of Scope 1 Emissions; 31% reduction of Scope 2 Emissions.

On the “Finance” topic:

- 8.44 products per client (high-income mass segment).
- 83.5 million clients actively using online/mobile banking platform/tools.

Action plan

Targets for priority areas of impact are defined in the following documents:

- Climate Strategy 2026.
- Action plan for implementing ESG Strategies and Goals until 2026.
- Plans of structural units of the B2C block for 2025.

Principle 5: Corporate Governance and Culture

We implement our commitment to these Principles through effective governance and culture of responsible banking.

Governance Structure for Implementation of the Principles

Describe the appropriate corporate governance structures, policies and procedures that the bank has in place/or plans to implement to manage material positive and negative (potential) impacts (including management-level accountability, clearly defined sustainability roles and responsibilities in internal processes, etc.) and to support the effective implementation of the Principles.

Sustainable development management, [page 276](#)

Corporate governance system elements, [page 161](#)

Statistics on the Supervisory Board, [page 172](#)

“Organizational Management Structure for the ESG and Sustainable Development” section of the Sber Group Annual Report for 2022

Sber has implemented a sustainability management system. It is integrated into the general corporate governance structure, which is regulated by the Bank's Charter, the Corporate Governance Code and relevant internal regulations.

The Bank's ESG management activities involve the distribution of duties and responsibilities between various management levels, as well as monitoring and preparation of progress reports on the sustainability and ESG targets.

During the reporting period, there were no significant changes in the ESG management system. The Management Board, the Supervisory Board and the ESG Committee remain the main bodies responsible for managing sustainable development matters.

In 2024, the Supervisory Board meetings discussed matters related to risk management, ESG, corporate governance and culture, HR, cybersecurity and information technology.

Promotion of Responsible Banking Culture

Describe the bank's initiatives and procedures promoting the culture of responsible banking among employees (e.g., competence development, training and development, employee training in sustainability issues, inclusion of these issues in the remuneration structure, performance management and leadership communication).

ESG transformation training, [page 274](#)

Creating an educational and development environment, [page 338](#)

Sber is continuously implementing educational and awareness-raising programs on sustainable development among its employees, as well as among clients, business partners and other market participants, and the academic community.

Due Diligence Policy and Procedures

Describe the processes established by the bank to identify and manage the environmental and social risks associated with the bank's portfolio. Such processes may include identification of significant/material risks, due diligence procedures, measures to mitigate environmental and social risks, action plans, risk monitoring and reporting, an existing mechanism for complaint management, or the Bank's existing environmental and social risk management structure.

Sustainable development management System, [page 276](#)

Risk management strategy, including ESG risks, [page 142](#)

Responsible Finance Policy of Sberbank

Environmental, Social, Governance and Sustainability Policy

The ESG risk management system has been established as part of the Bank's overall risk management system. The Group's integrated risk management system involves risk identification and risk significance assessment.

In 2024, as part of the annual procedure for identification and assessment of materiality of the Sberbank Group risks, environment and social risk were classified as independent risks.

ESG risks are managed within credit and other business processes at all management levels in accordance with approved internal procedures using a set of ESG risk management tools. During the reporting period, the ESG risk management structure did not change significantly (for more details, please see the Risk Report section).

The key documents that establish Sber's principles and approaches to identifying and managing portfolio ESG risks include the following:

- Environmental, Social, Governance and Sustainability Policy;
- Responsible Finance Policy of Sberbank;
- ESG Risk Management Policy;
- Credit policy that includes requirements for accounting for ESG factors for clients and transactions, as well as procedures for assessing and managing ESG risks.

Independent Practitioner's Assurance Report: UNEP FI



Independent Practitioner's Limited Assurance Report [Translation from Russian original]

To Sberbank of Russia

We have undertaken a limited assurance engagement of the ESG-report in the accompanying Annual Report of Sberbank of Russia for 2024 (hereinafter referred to as the Report), namely with regard to the information provided in the following parts of the section «Responsible Banking Progress Statement: Supplements» of this Report.

- «Principle 2: Impact & Target Settings»
 - «Principle 5: Governance & Culture», subsection «Governance Structure for Implementation of the Principles»
- (hereinafter jointly referred to as Selected Information).

Responsibility of Sberbank of Russia

Sberbank of Russia (hereinafter referred to as Sberbank) is responsible for preparation of the Selected Information in compliance with the applicable criteria: disclosure requirements provided in the section «Guidance on disclosure» of United Nations Environment Programme (2024). Principles for Responsible Banking: Guidance for Transparency, Geneva (hereinafter referred to as Applicable Criteria). This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error, selection of applicable acts for the Selected Information preparation; development of internal documents and calculation methods for the purposes of preparing the Selected Information; prevention and detection of fraud; maintenance of sufficient documentation in relation to the Selected Information.

Our Independence and Quality Management

We have complied with the independence and ethical requirements of the Rules of Independence of the Auditors and Audit Organizations and The Code of Professional Ethics of the Auditors, as well as of The International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1, which requires our firm to design, implement and operate a system of quality management, which is supported by policy or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on compliance of the Selected Information with the Applicable Criteria based on the procedures we have performed and the evidence we have obtained.

Sberbank
Independent Practitioner's Limited Assurance Report

TRANSLATION NOTE: Our report has been prepared in Russian and in English. In all matters of interpretation of information, views or opinions, the Russian version of our report takes precedence over the English version.

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We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information (hereinafter referred to as ISAE 3000) as well as in accordance with the provisions provided in the section «Guidance on assurance» of United Nations Environment Programme (2024). Principles for Responsible Banking: Guidance for Transparency, Geneva.

ISAE 3000 requires that we plan and perform this engagement to obtain limited assurance about whether the Selected Information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 involves assessing the suitability in the circumstances of Sberbank use of Applicable Criteria as the basis for the preparation of the Selected Information, assessing the risks of material misstatement of the Selected Information whether due to fraud or error, responding to assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Selected Information.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

Procedures

The procedures we performed were based on our professional judgment and included inquiries, inspections of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we have undertaken the following activities:

- Interviewing the management and employees of Sberbank and obtaining documentary evidence.
- Study of information available on the website of Sberbank related to the Selected Information.
- Selective review of documents and data on the performance of management systems related to the Selected Information in Sberbank.
- Study of the existing processes of collection, processing, documenting, verification, analysis and selection of data related to the Selected Information and subject to be included into the Report.
- Assessment of conformity of the Selected Information with the documents provided to us, including external and internal reporting documents.
- Analysis of the Selected Information for compliance with the Applicable Criteria.

The procedures were performed exclusively in relation to data related to the Selected Information for the year ended 31 December 2024. The procedures were not performed in relation to any other information disclosed in the Report including compliance statements not related to the Applicable Criteria.

The procedures were not performed in relation to forward-looking statements; statements expressing the opinions, beliefs and intentions of Sberbank to take any action related to the future; as well as statements based on expert opinion.

The procedures were performed in relation to the Russian version of the Report that is subject to be preliminary approved by the Supervisory Board.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about compliance of the Selected Information, in all material respects, with the Applicable Criteria. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Sberbank
Independent Practitioner's Limited Assurance Report

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Limited Assurance Conclusion

Based on the procedures performed and evidence obtained nothing has come to our attention that causes us to believe that the Selected Information has not complied, in all material respects, with the Applicable Criteria.

Restriction on Use

Selected Information is intended solely for the Report users' purposes and as a result may not be suitable for other parties or other purposes. Our assurance report is intended for Sberbank.

FBK, LLC
Practitioner
Engagement partner
acting under Power of Attorney No. 33/25 of January 27, 2025

April 11, 2025

Anastasiya Alekseevna Terekhina
(registration number 21806021441)

Organization Details

Name:

Sberbank of Russia (Sberbank).

Address of the legal entity within its location:

19 Vavilova St., Moscow, 117312

The registration entry was made in the Unified State Register of Legal Entities on 18 August 2002 under primary state registration number 1027700132195.

Audit Organization Details

Name:

FBK, LLC.

Address of the legal entity within its location:

44 Myasnitskaya St, Bldg 2, Moscow, 101000.

The registration entry was made in the Unified State Register of Legal Entities on 24 July 2002 under primary state registration number 1027700056286.

Primary number of registration entry in the register of auditors and audit organizations of the self-regulatory organization of auditors 11506030481.

Sberbank
Independent Practitioner's Limited Assurance Report

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ESG Data Book: Ecology and Climate

Paper Consumption

GRI 301-1

Actual paper consumption at Sberbank¹

Indicator	2021	2022	2023	2024
Copy paper used, A4 packs	1,544,054	1,175,838	1,137,948	1,193,142
Weight of used A4 packs, t	3,860	2,940	2,845	2,983
Waste paper sent for recycling, t	1,410	1,990	1,438	2,954

Actual paper consumption at Sber²

Indicator	2021	2022	2023	2024
Copy paper used, A4 packs	1,591,524	1,249,854	1,268,553	1,298,702
Weight of used A4 packs, t	3,979	3,125	3,171	3,247
Waste paper sent for recycling, t	1,516	2,542	2,910	8,455

¹ Indicators were verified within the Sberbank boundaries.

² Hereinafter, the values of the Sber Group for 2021–2023 correspond to the Annual Report for 2023. As part of the 2024 disclosures, the perimeter of the Sber Group companies differs from previous periods.

Use of Water Resources

GRI 303-3, GRI 303-4, GRI 303-5, MED-13

Indicators of the use of water resources at Sberbank, m³

Indicator	2021	2022	2023	2024
Total water intake (involving third-party organizations)	2,435,381	2,345,597	2,075,540	2,119,689
Domestic wastewater disposed to municipal sewerage systems	2,435,381	2,345,597	2,075,540	2,119,756
Volume of discharge of storm and melt wastewater into water bodies ¹	–	–	5,631	2,273
Total water consumption	2,435,381	2,345,597	2,075,540	2,119,689
• including drinking water	2,146,903	2,120,014	1,902,838	1,917,283

¹ Data for 2021–2022 is not available.

Responsible Waste Treatment

GRI 306-3, GRI 306-4, GRI 306-5, MED-17, MED-18

Waste generation and treatment structure of Sberbank, t¹

Waste hazard class	Waste generated				Waste sent for disposal				Waste sent for recycling and decontamination			
	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024
Hazardous waste (hazard classes I, II, III)	145	53	15	41	0	0	0	0	145	53	15	40
Hazard class I	13	5	3	4	0	0	0	0	13	5	3	3
Hazard class II	84	40	10	20	0	0	0	0	84	40	10	19
Hazard class III	48	8	2	18	0	0	0	0	48	8	2	18
Low-hazard waste (hazard classes IV, V)	50,459	43,842	35,869	38,366	35,627	30,397	26,408	27,552	14,833	13,445	9,461	10,814
Hazard class IV	34,730	34,915	30,438	31,447	24,930	24,537	23,297	24,399	9,803	10,378	7,141	7,048
Hazard class V	15,729	8,927	5,431	6,919	10,697	5,860	3,111	3,153	5,030	3,067	2,320	3,766
Total	50,604	43,895	35,884	38,407	35,627	30,397	26,408	27,552	14,978	13,498	9,476	10,854

¹ Some of the hazard class I and II waste generated in 2024 is accumulated at Sberbank for further processing, disposal and neutralization, which is permissible within the framework of legal requirements.

Waste generation and treatment structure at Sber, t

Waste hazard class	Waste generated				Waste sent for disposal				Waste sent for recycling and decontamination			
	2021	2022	2023	2024	2021	2022	2023	2024	2021	2022	2023	2024
Hazardous waste (hazard classes I, II, III)	147	57	19	45	0	6	0	0	147	57	19	45
Hazard class I	13	5	4	4	0	0	0	0	13	6	4	4
Hazard class II	84	40	10	20	0	0	0	0	84	40	10	20
Hazard class III	50	12	5	21	0	6	0	0	50	11	5	21
Low-hazard waste (hazard classes IV, V)	51,317	49,335	45,554	86,604	36,013	32,896	28,345	32,193	15,159	13,798	11,276	54,315
Hazard class IV	35,241	36,419	39,102	78,527	25,271	25,100	25,014	28,771	9,899	10,472	8,154	49,662
Hazard class V	16,076	12,916	6,452	8,077	10,742	7,796	3,331	3,422	5,260	3,326	3,122	4,653
Total	51,464	49,392	45,574	86,649	36,013	32,902	28,345	32,193	15,306	13,855	11,295	54,360

Energy Management

GRI 302-1

Consumption of fuel and energy resources at Sberbank in kind¹

Energy/fuel type	2021	2022	2023	2024
At the real estate facilities				
Power (purchased), kWh	900,810,969	877,232,278	846,489,270	879,293,863
Thermal energy (purchased), Gcal	542,442	498,287	441,226	441,225
Diesel fuel, l	10,979,051	10,486,611	11,495,578	148,357
Gasoline, l	1,419,619	1,280,708	1,427,452	131
Natural gas, m³	12,778,389	11,502,492	9,583,041	10,861,829
Coal, t	82	23	22	20
Woodfuel, m³	823	633	478	257
Kerosene, l	42,030	32,926	39,133	48,456
By corporate vehicles				
Diesel fuel, l	18,606,134	17,750,623	17,613,097	18,609,112
Gasoline, l	2,374,953	2,277,806	2,097,755	2,137,815

¹ The reduction in the volume of diesel fuel and gasoline consumed in 2024 for its own generation at the Bank's real estate facilities occurred as a result of an improvement in the methodology for accounting for fuel and energy consumption data for 2024.

GRI 302-1, GRI 302-2

Consumption of fuel and energy resources at Sber in kind

Energy/fuel type	2021	2022	2023	2024
At the real estate facilities				
Power (purchased), kWh	908,889,416	885,237,094	926,514,332	887,661,386
Thermal energy (purchased), Gcal	549,597	504,386	496,863	451,292
Diesel fuel, l	11,059,673	10,596,611	11,593,773	250,472
Gasoline, l	1,419,619	1,280,708	1,430,710	3,095
Natural gas, m ³	16,464,354	15,323,433	13,343,917	14,454,700
Coal, t	82	23	22	20
Woodfuel, m ³	823	633	478	257
Kerosene, l	42,030	32,926	43,268	48,456
At the leased facilities				
Power, kWh	9,163,077	27,294,122	35,299,256	65,805,148
Thermal energy, Gcal	961,541	84,652	511,309	133,213
By corporate vehicles				
Diesel fuel, l	18,704,374	17,859,909	19,726,035	21,912,756
Gasoline, l	4,884,145	8,193,222	7,233,640	4,554,057

Calculation of total energy consumption at Sberbank, GJ

Energy/fuel type	2021	2022	2023	2024
Power	3,242,919	3,158,036	3,047,361	3,165,458
Thermal energy	2,271,205	2,086,330	1,847,414	1,847,409
Fuel from non-renewable sources (total)	1,644,108	1,539,258	1,501,709	1,123,933
• Diesel fuel	1,065,067	1,016,540	1,047,912	675,269
• Gasoline	125,221	117,431	116,332	70,552
• Natural gas	437,021	393,385	327,740	371,475
• Coal	2,132	598	572	520
• Woodfuel	12,839	9,872	7,451	4,009
• Kerosene	1,828	1,432	1,702	2,108
Total energy consumption	7,158,232	6,783,624	6,396,485	6,136,799

Calculation of total energy consumption at Sber, GJ

Energy/fuel type	2021	2022	2023	2024
Power	3,304,989	3,285,112	3,462,529	3,432,480
Thermal energy	6,327,138	2,466,303	4,221,216	2,447,325
Fuel from non-renewable sources (total)	1,859,410	1,873,038	1,879,704	1,449,250
• Diesel fuel	1,071,506	1,024,435	1,127,513	797,876
• Gasoline	208,024	312,640	285,924	150,386
• Natural gas	563,081	524,061	456,362	494,351
• Coal	2,132	598	572	520
• Woodfuel	12,839	9,872	7,451	4,009
• Kerosene	1,828	1,432	1,882	2,108
Total energy consumption	11,491,537	7,624,453	9,563,449	7,329,055

Carbon Footprint

GRI 305-1, GRI 305-2, GRI 305-3, MED-20

Scope 1, 2 and 3 GHG emissions at Sberbank, t CO₂-equivalent

Scope	Source of emissions / Category	2021	2022	2023	2024
Scope 1	Emissions from fuel combustion in mobile sources	56,249	53,691	52,899	55,708
	Emissions from fuel combustion in stationary sources	56,997	52,839	52,339	20,807
	Total	113,247	106,530	105,238	76,515
Scope 2 ¹	Emissions from heating energy consumption	165,973	150,160	133,976	134,076
	Emissions from electric power consumption (location-based method)	298,651	294,897	290,824	296,402
	Emissions from electric power consumption (including green energy consumption)	235,026	272,514	255,315	225,374
	Total (location-based method)	464,624	445,057	424,800	430,478
	Total (including green energy consumption)	400,999	422,674	389,291	359,449
Scope 3	Greenhouse gas emissions from employee commuting from home to work and back	88,236	83,268	81,470	68,311
	Greenhouse gas emissions from power consumption at the leased facilities	136,042	134,067	142,652	150,021
	Greenhouse gas emissions from waste generated in operations	31,482	31,001	30,292	30,579

¹ This Scope 2 emissions calculation is made using the coefficients of indirect GHG energy emissions determined based on Rosstat's up-to-date data for 2020 on fuel consumption for thermal and electric power generation available as of the date of this Report, the forecast data of the Ministry of Energy of the Russian Federation and using the coefficients specified in the Order of the Ministry of Natural Resources of the Russian Federation No. 371 dated 27 May 2022. The greenhouse gas included in the calculation is CO₂. The data is provided taking into account green energy purchase and redemption of green certificates.

Scope 1, 2 and 3 GHG emissions at Sber Group companies, t CO₂-equivalent

Scope	Source of emissions	2021	2022	2023	2024
Scope 1	Emissions from fuel combustion in mobile sources	6,275	14,205	17,683	14,430
	Emissions from fuel combustion in stationary sources	7,086	7,418	7,292	6,979
	Total	13,360	21,623	24,976	21,409
Scope 2	Emissions from heating energy consumption	1,832	1,444	17,003	2,978
	Emissions from electric power consumption (location-based method)	2,397	1,646	31,939	3,115
	Total	4,229	3,090	48,942	6,093
Scope 3	Greenhouse gas emissions from employee commuting from home to work and back	2,712	4,666	7,219	5,443
Scope 3	Greenhouse gas emissions from power consumption at the leased facilities	37,406	32,192	55,993	64,459

Scope 1, 2 and 3 GHG emissions at Sber Group, t CO₂-equivalent

Scope	Source of emissions	2021	2022	2023	2024
Scope 1	Emissions from fuel combustion in mobile sources	62,524	67,896	70,582	70,138
	Emissions from fuel combustion in stationary sources	64,083	60,257	59,631	27,786
	Total	126,607	128,153	130,213	97,924

Scope	Source of emissions	2021	2022	2023	2024
	Emissions from heating energy consumption	167,805	151,604	150,979	137,054
	Emissions from electric power consumption (location-based method)	301,048	296,543	322,763	299,517
	Emissions from electric power consumption (including green energy consumption)	237,423	274,160	287,254	228,489
	Total (location-based method)	468,853	448,147	473,742	436,571
Scope 2	Total (including green energy consumption)	405,228	425,764	438,503	365,542
	Greenhouse gas emissions from employee commuting from home to work and back	90,760	87,745	88,690	73,754
Scope 3	Greenhouse gas emissions from power consumption at the leased facilities	173,373	177,611	198,645	214,480

Sberbank GHG emission intensity¹, t CO₂-equivalent per employee

Scope	2021	2022	2023	2024
Scope 1	0.51	0.51	0.51	0.37
Scope 2 (location-based method)	2.08	2.11	2.06	2.06
Scope 2 (including green energy consumption)	1.80	2.01	1.89	1.72
Scopes 1 and 2 (location-based method)	2.59	2.62	2.57	2.43
Scopes 1 and 2 (including green energy consumption)	2.30	2.51	2.39	2.09
Scopes 1, 2 and 3 (location-based method)	3.73	3.80	3.81	3.62
Scopes 1, 2 and 3 (including green energy consumption)	3.45	3.69	3.63	3.28

¹ For Scope 1 emission intensity greenhouse gases included in the calculations are CO₂, CH₄, N₂O, for Scope 2 emission intensity – CO₂. Average staffing table headcount of Sberbank was used as a denominator.

ESG Data Book: Personnel

Personnel Structure

GRI 2-7

Personnel structure by gender as of 31.12, persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	73,835	71,431	73,751	78,084
	Female	149,616	139,230	137,002	138,916
	Total	223,451	210,661	210,753	217,000
Group (total)	Male	85,274	85,997	92,436	93,398
	Female	163,361	153,240	158,428	154,025
	Total	287,866	238,840	250,864	247,423

Personnel structure by age as of 31.12, persons[•]

Perimeter		2021	2022	2023	2024
Sberbank	Under 30 years	50,057	48,898	49,639	52,311
	30—50 years	150,318	141,203	138,749	139,964
	50+ years	23,076	20,560	22,365	24,725
	Under 30 years	67,427	59,088	63,960	63,095
	30—50 years	159,954	153,664	161,896	157,559
	50+ years	21,092	26,453	25,008	26,769

Personnel structure by category as of 31.12[•]

Perimeter		2021		2022		2023		2024	
		persons	%	persons	%	persons	%	persons	%
Sberbank	Executives	22,183	10	22,067	10	21,468	10	21,457	10
	Specialists	201,268	90	188,594	90	189,285	90	195,543	90
	Executives	25,515	10	25,516	10	26,063	10	25,091	10
	Specialists	223,117	90	213,711	90	224,801	90	222,332	90

[•] Indicators were verified within the Sberbank boundaries.

GRI 405-1, MED-44

Headcount of executives by age and gender, %

Perimeter		2021	2022	2023	2024
By gender					
Sberbank	Male	33	34	36	38
	Female	67	66	64	62
Sber Group companies	Male	58	57	57	58
	Female	42	43	43	42
Group (total)	Male	36	37	40	41
	Female	64	63	60	59
By age					
Sberbank	Under 30 years	5	6	5	5
	30–50 years	83	83	82	81
	50+ years	12	11	13	14
Sber Group companies	Under 30 years	14	12	13	12
	30–50 years	81	81	79	79
	50+ years	5	7	8	9
Group (total)	Under 30 years	7	7	7	6
	30–50 years	83	82	81	81
	50+ years	10	11	12	13

• Indicators were verified within the Sberbank boundaries.

Headcount of specialists by age and gender, %^{*}

Perimeter		2021	2022	2023	2024
By gender					
Sberbank	Male	33	34	35	36
	Female	67	66	65	64
Sber Group companies	Male	47	49	45	49
	Female	53	51	55	51
Group (total)	Male	34	36	37	37
	Female	66	64	63	63
By age					
Sberbank	Under 30 years	24	25	26	26
	30–50 years	66	65	64	63
	50+ years	10	10	10	11
Sber Group companies	Under 30 years	38	36	38	38
	30–50 years	54	57	56	56
	50+ years	8	7	6	6
Group (total)	Under 30 years	23	27	27	28
	30–50 years	63	64	63	62
	50+ years	14	9	10	10

^{*} Indicators were verified within the Sberbank boundaries.

Headcount of senior executives by age and gender, % •

Perimeter		2021	2022	2023	2024
By gender					
Sberbank	Male	72	71	67	68
	Female	28	29	33	32
By age					
Sberbank	Under 30 years	0	0	0	0
	30–50 years	84	84	83	77
	50+ years	16	16	16	23

Number of employees in IT specialist positions

Perimeter		2021	2022	2023	2024
By gender					
Sberbank	Total, persons	26,339	27,711	30,555	34,034
	Male, %	76	75	75	75
	Female, %	24	25	25	25
Sber Group companies	Total, persons	3,433	7,738	10,438	10,605
	Male, %	78	80	80	78
	Female, %	22	20	20	22

• Indicators were verified within the Sberbank boundaries.

Number of employees in IT specialist positions (continues)

Perimeter		2021	2022	2023	2024
Group (total)	Total, persons	29,772	35,449	40,993	44,792
	Male, %	76	76	76	76
	Female, %	24	24	24	24
By age, %					
Sberbank	Under 30 years	30	28	27	28
	30–50 years	65	67	67	66
	50+ years	5	5	6	6
Sber Group companies	Under 30 years	42	39	38	39
	30–50 years	57	58	59	58
	50+ years	1	3	3	3
Group (total)	Under 30 years	32	30	30	31
	30–50 years	64	65	65	64
	50+ years	4	5	5	5

Number of employees in science, technology, engineering, and mathematics (STEM) positions

Perimeter		2021	2022	2023	2024
By gender					
Sberbank	Total, persons	2,222	2,332	2,332	2,708
	Male, %	82	81	78	78
	Female, %	18	19	22	22
By age, %					
Sberbank	Under 30 years	25	25	27	28
	30–50 years	68	67	66	65
	50+ years	7	8	7	7

MED-25

Average headcount, persons

Perimeter		2021	2022	2023	2024
Sberbank		221,414	211,936	206,114	208,861
Group (total)		246,657	246,259	245,582	238,117

GRI 2-7

Structure of employees with open-term employment contracts, persons *

Perimeter		2021	2022	2023	2024
Sberbank	Male	68,353	66,654	69,162	73,576
	Female	121,195	114,584	115,004	118,237
	Total	189,548	181,238	184,166	191,813
	Male	78,171	79,602	85,511	87,356
	Female	131,424	127,630	133,247	131,079
	Total	209,595	207,232	218,758	218,435

Structure of employees with fixed-term employment contracts, persons *

Perimeter		2021	2022	2023	2024
Sberbank	Male	5,504	4,777	4,589	4,508
	Female	28,447	24,646	21,998	20,679
	Total	33,951	29,423	26,587	25,187
	Male	7,442	6,842	6,829	6,042
	Female	31,152	27,258	25,144	22,946
	Total	38,594	34,100	31,973	28,988

* Indicators were verified within the Sberbank boundaries.

Ratio of employees working under fixed-term employment contracts to employees working under open-term employment contracts

Perimeter	2021	2022	2023	2024
Sberbank	0,18	0,16	0,14	0,13
Sber Group companies	0,22	0,17	0,14	0,14
Group (total)	0,18	0,16	0,14	0,13

Structure of full-time employees, persons ^{*}

Perimeter		2021	2022	2023	2024
Sberbank	Male	73,265	71,019	73,358	77,667
	Female	148,964	138,418	136,384	138,285
	Total	222,211	209,437	209,742	215,952
Group (total)	Male	83,178	83,986	90,880	92,603
	Female	160,044	151,804	155,708	152,554
	Total	243,222	235,790	246,588	245,157

^{*} Indicators were verified within the Sberbank boundaries.

Structure of part-time employees, persons*

Perimeter		2021	2022	2023	2024
Sberbank	Male	572	412	393	417
	Female	711	812	618	631
	Total	1,283	1,224	1,011	1,048
Group (total)	Male	964	977	1,429	795
	Female	1,352	1,572	2,614	1,471
	Total	2,316	2,549	4,043	2,266

GRI 2-8

Structure of employees with civil law contracts, persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	–	165	164	176
	Female	–	157	165	209
	Total	656	322	329	385

* Indicators were verified within the Sberbank boundaries.

New Employees

GRI 401-1

Number of employees hired, persons*

Perimeter		2021	2022	2023	2024
Sberbank		46,692	33,582	44,124	49,608
Group (total)		61,872	47,853	66,252	62,192

New employees by gender, persons*

Perimeter		2021	2022	2023	2024
Sberbank	Male	18,442	13,285	15,634	18,509
	Female	28,250	20,297	28,490	31,099
Group (total)	Male	25,490	20,041	25,551	24,595
	Female	36,382	27,812	41,701	37,597

* Indicators were verified within the Sberbank boundaries.

New employees by age, persons [•]

Perimeter		2021	2022	2023	2024
Sberbank	Under 30 years	25,670	19,088	26,798	30,213
	30–50 years	20,019	13,790	16,519	18,298
	50+ years	1,003	704	807	1,097
Group (total)	Under 30 years	32,911	25,962	37,398	36,824
	30–50 years	26,828	20,090	27,055	23,775
	50+ years	1,780	1,366	1,711	1,593

Hirings turnover, 2024, % [•]

Perimeter	Total	Male	Female	Under 30 years	30-50 years	50+ years
Sberbank	22.9	23.7	22.4	57.8	13.1	4.4
Sber Group companies	41.4	39.7	43.0	61.3	31.1	24.3
Group (total)	26.1	27.7	25.2	61.7	15.6	6.4

[•] Indicators were verified within the Sberbank boundaries.

Employee Turnover

GRI 401-1

Dismissed employees by category, persons

Perimeter		2021	2022	2023	2024
Sberbank	Voluntary	33,580	28,450	27,294	26,812
	General [•]	55,082	44,928	42,963	41,649
	Voluntary	44,204	42,702	42,074	39,981
	General	–	–	–	55,774

Dismissed employees by gender, persons

Perimeter			2021	2022	2023	2024
Sberbank	Voluntary	Male	11,727	11,771	9,636	10,068
		Female	21,853	16,679	17,658	16,744
	General [•]	Male	16,550	15,737	13,281	13,663
		Female	38,532	29,191	29,683	27,986

[•] Indicators were verified within the Sberbank boundaries.

Dismissed employees by age, persons

Perimeter			2021	2022	2023	2024
Sberbank	Voluntary	Under 30 years	13,593	11,873	11,943	12,035
		30–50 years	18,642	15,526	14,372	13,658
		50+ years	1,345	1,051	979	1,119
	General	Under 30 years	23,678	19,179	17,723	18,722
		30–50 years	27,644	22,744	22,469	20,397
		50+ years	3,760	3,005	2,772	2,530

Employee turnover, %

Perimeter			2021	2022	2023	2024
Sberbank	Voluntary		15.0	13.5	13.0	12.4
	General		24.7	21.3	20.4	19.2
	Voluntary		48.1	46.4	42.1	43.3
Sber Group companies	General		n/d	n/d	n/d	46.4
	Voluntary		20.7	16.5	17.4	16.2
Group (total)	General		n/d	n/d	n/d	22.5

Employee turnover by gender and age in 2024, %

Perimeter		Total	Male	Female	Under 30 years	30-50 years	50+ years
Sberbank	Voluntary	12.4	12.9	12.1	23.0	9.8	4.5
	General	19.2	17.5	20.2	35.8	14.6	10.2

• Indicators were verified within the Sberbank boundaries.

Training and Development

GRI 404-1

Average number of training hours per employee by gender, hours •

Perimeter		2021	2022	2023	2024
Sberbank	Average number of training hours for each employee per year	69.9	42.6	49.7	45.1
	Male	52.5	52.4	55.4	43.0
	Female	78.1	37.4	46.6	46.3
	Average number of training hours for each employee per year	8.9	8.8	36.6	78.13
Sber Group companies	Male	5.8	6.0	30.2	80.42
	Female	11.8	11.5	42.2	76.01
	Average number of training hours for each employee per year	59.6	47.5	47.6	50.63
	Male	23.8	60.2	50.3	50.38
Group (total)	Female	142.0	38.5	46.0	50.78

МЭР-31

Average number of training hours per employee by category, hours •

Perimeter		2021	2022	2023	2024
Sberbank	Executives	138.4	98.1	149.3	107.6
	Specialists	62.3	44.8	38.4	38.3

• Indicators were verified within the Sberbank boundaries.

Perimeter		2021	2022	2023	2024
Sber Group companies	Executives	13.9	16.6	61.3	50.7
	Specialists	8.3	7.8	34.8	50.7
Group (total)	Executives	125.8	93.1	138.8	99.33
	Specialists	58.2	40.7	37.8	44.38

Average number of training hours per employee by age, hours *

Perimeter		2021	2022	2023	2024
Sberbank	Under 30 years	64.9	42.5	51.9	62.8
	30—50 years	70.8	56.3	49.1	40.9
	50+ years	78.4	33.1	48.7	31.6

MED-30

Employee training costs, RUB thousand

Perimeter		2022	2023	2024
Sberbank	Total	2,294,000	2,730,000	2,884,170
	On average, per employee	10.9	13.0	13.3
Group (total)	Total	n/d	n/d	3,296,164
	On average, per employee	n/d	n/d	13.3

* Indicators were verified within the Sberbank boundaries.

GRI 404-3

Number of employees who regularly underwent the performance assessment and received support in their career development by gender, persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	50,933	35,839	81,921	86,013
	Female	246,513	173,459	162,751	160,730
Group (total)	Male	52,175	40,620	87,650	90,947
	Female	244,815	177,831	169,028	166,861

Number of employees who regularly underwent the performance assessment and received support in their career development by category, persons

Perimeter		2021	2022	2023	2024
Sberbank	Executives	91,227	64,192	47,871	15,153
	Specialists	206,219	145,106	196,801	231,590
Group (total)	Executives	91,449	65,444	49,715	17,139
	Specialists	208,029	151,647	206,963	240,669

Engagement

Employee engagement level, %

Perimeter		2021	2022	2023	2024
By gender					
Sberbank	Male	77	–	–	77
	Female	79	–	–	77
	Total	78	–	73	77
	Total	36	31	34	43
	Total	73	4	66	73
By age					
Sberbank	Under 30 years	75	–	71	73
	30–50 years	80	–	74	78
	50+ years	80	–	75	80

Labor Remuneration

Median salary per month, RUB

Perimeter		2021	2022	2023	2024
Sberbank	Executives	136,364	150,371	197,101	211,557
	Specialists	67,519	75,334	79,029	94,998
	Companywide	73,404	81,634	99,053	101,956

MED-26

Average monthly salary per employee by category, RUB

Perimeter		2021	2022	2023	2024
Sberbank	Executives	281,841	285,231	383,972	458,191
	Specialists	106,485	115,359	145,057	169,315
	Average salary per employee	131,842	139,524	177,691	207,283
Sber Group companies	Executives	214,651	301,384	328,708	421,261
	Specialists	77,635	109,748	109,765	136,978
	Average salary per employee	85,789	125,226	132,910	170,935

GRI 405-2

Ratio of average salary per female employee to average salary per male employee at Sberbank

Perimeter		2022	2023	2024
All regions	Executives	0.97	0.98	0.95
	Specialists	0.96	0.96	0.94
	Total	0.96	0.97	0.95
Moscow	Executives	0.99	1.00	0.96
	Specialists	1.00	0.98	0.98
	Total	0.99	0.99	0.97
Largest human settlements ¹	Executives	0.94	0.92	0.89
	Specialists	0.97	0.96	0.92
	Total	0.97	0.95	0.91
Other human settlements ²	Executives	1.01	1.00	0.96
	Specialists	0.95	0.95	0.94
	Total	0.95	0.95	0.95

MED-24

Total payroll, RUB bn³

Perimeter	2021	2022	2023	2024
Sberbank	351.0	355.6	440.4	522.3
Group (total)	380.6	407.0	507.8	647.7

¹ 10 largest cities one of the largest cities from each Regional Bank. Moscow excluded.

² All other human settlements included in the calculation, except for Moscow and the largest human settlements.

³ Payroll fund accrued to employees during the reporting period.

Social Support

GRI 2-30, MED-32

The share of employees covered by the collective agreement in the average headcount

Perimeter	2021	2022	2023	2024
Sberbank	100%	100%	100%	100%

MED-28

Expenses for organizing and conducting social, physical education, and medical events for employees and their family members, RUB mn

Expense category				Sberbank	Group (total)
	2021	2022	2023	2024	2024
Total expenses	7,060.5	6,984.8	7 939.6	13,797.9	14,934.3
Voluntary medical and accident insurance	4,018.9	4,452.1	5 004	9,978.0	10,893.4
Pension program	1,350.7	801.6	841.2	1,392.7	1,477.4
Financial aid programs	1,251.7	1,388.1	1 347.7	1,498.7	1,572.0
▪ target pay to employees with children	841.2	923.2	915.6	981.8	1,001.5
Departmental transfers	433.5	338.5	569.6	732.8	741.0
Travel expenses and compensation for workers from the Far North	–	–	169.6	190.4	225.3
Health resort treatment	5.7	4.5	7.4	9.3	9.4

Childcare Leave

GRI 401-3

Number of employees eligible for childcare leave, persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	73,675	71,431	73,751	78,084
	Female	149,556	139,230	137,002	138,916
Group (total)	Male	75,959	74,745	77,474	93,398
	Female	152,924	143,454	142,241	154,025

Number of employees who took childcare leave, persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	166	175	157	553
	Female	15,130	13,281	11,438	10,800
Group (total)	Male	179	183	167	634
	Female	15,514	14,014	12,450	11,720

Number of employees who returned from childcare leave in the reporting period (both early and on schedule), persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	93	90	80	475
	Female	6,883	5,726	5,017	5,108
Group (total)	Male	94	92	84	539
	Female	7,033	5,975	5,399	5,468

Number of employees who returned from childcare leave upon expiry and continued to work 12 months after return, persons

Perimeter		2021	2022	2023	2024
Sberbank	Male	86	79	74	69
	Female	6,197	5,748	4,622	4,360
Group (total)	Male	87	80	84	84
	Female	6,323	5,945	4,880	4,643

Retention rate of employees who took parental leave, %

Perimeter		2021	2022	2023	2024
Sberbank		83	84	81	87
Group (total)		84	85	82	79

Labor Safety

GRI 403-9, MED-29

Indicators of employee injury rate

Perimeter	2021	2022	2023	2024
Number of fatalities due to occupational injuries	0	0	0	2
Number of serious injuries (excluding fatal ones)	2	8	5	5
Number of occupational injuries	97	84	82	120
Total injury rate	15.71	14.09	16	20.72
Injury frequency rate	0.42	0.38	0.39	0.55
Injury severity rate	37.40	37.08	42.02	37.68
LTIFR (per 1 mn hours)	0.26	0.23	0.23	0.33
Sberbank				
Total hours worked	370,673,370	360,420,125	357,035,781	365,197,965

Perimeter	2021	2022	2023	2024
Number of fatalities due to occupational injuries	0	0	0	2
Number of serious injuries (excluding fatal ones)	2	10	5	5
Number of occupational injuries	99	86	86	122
Total injury rate	20.46	25.98	22.74	22.26
Injury frequency rate	0.35	0.40	0.36	0.52
Injury severity rate	58.32	64.64	62.68	42.70
LTIFR (per 1 mn hours)	0.27	0.24	0.24	0.33
Group (total)				
Total hours worked	395,574,428	395,726,357	396,117,717	411,233,706

Table of GRI, SASB and the Ministry of Economic Development of the Russian Federation Indicators

The consolidated table contains the main indicators of GRI¹, SASB reporting and key (basic) indicators² in accordance with the methodological guidelines of the Ministry for Economic Development of the Russian Federation.

Indicator		Disclosures in the Report / Comment	Page
General Disclosures			
Reporting Organization and Practices			
GRI 2-1	Organizational details	About this Report	1
GRI 2-2	Entities included in the organisation's sustainability reporting	According to Sber's approach to the disclosures, the indicator shall not be disclosed in the reporting period	
GRI 2-3	Reporting period, frequency and contact person	About this Report	1
GRI 2-4	Restatements of information	Not applicable (unless otherwise stated herein)	
GRI 2-5	External assurance	- About this Report - Independent practitioner's assurance report: ESG Data	2 475
MED-1	Revenue (indicator similar to revenue)	Summary consolidated financial statements	250
MED-4	Total research and development costs	Technology leadership	104

¹ All GRI indicators disclosed in this Report are based on the versions of general and industry-specific GRI Standards specified in the Consolidated Set of the GRI Standards issued by the GRI organization on 5 February 2024. The 2020 Version of GRI 306: Waste Standard is applied.

² A number of key (base) indicators from the Sustainability Reporting Guidelines approved by the Order of the Ministry of Economic Development of the Russian Federation No. 764 dated 1 November 2020 "On Approval of Sustainability Reporting Guidelines" are not disclosed due to their inapplicability to the Company.

Indicator		Disclosures in the Report / Comment	Page
Activities and Employees			
GRI 2-6	Activities, value chain and other business relationships	• Sustainable supply chain	377
		• Sber in facts and figures	10
GRI 2-7	Employees	• Culture of openness and equal opportunities	319
		• ESG Data Book: Personnel The indicator was verified within the Sberbank boundaries ¹ . The indicator represents the staffing table headcount as of 31 December 2024. The share of employees in foreign branches and representative offices of Sberbank is insignificant in comparison with the total number of employees. The actual number does not include the employees working under a civil law contract. There are no employees with non-guaranteed working hours.	434, 441
MED-25	Average staffing table headcount of employees, total, including people with disabilities	• ESG Data Book: Personnel	440
GRI 2-8	Workers who are not employees	• ESG Data Book: Personnel	443
Governance			
GRI 2-9	Governance structure and composition	• Corporate governance	160, 161
		• Supervisory Board	167
		• Committees of the Supervisory Board	178
MED-37	Total number of board members, including by age	• Supervisory Board Composition of the Supervisory Board of Sberbank as of 31 December 2024: – persons under 30 – none; – persons 30–50 years old – 21%; – persons 51 years old and over – 79%.	167
GRI 2-10	Nomination and selection of the highest governance body	• Supervisory Board	167
GRI 2-11	Chair of the highest governance body	• Supervisory Board	170

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner’s Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Sustainable development management system	276
GRI 2-13	Delegation of responsibility for managing impacts	Sustainable development management system	276
GRI 2-14	Role of the highest governance body in sustainability reporting	Sustainable development management system	276
GRI 2-15	Conflicts of interest	Supervisory Board	177
GRI 2-16	Communication of critical concerns	Supervisory Board	172
GRI 2-17	Collective knowledge of the highest governance body	Supervisory Board	175
GRI 2-18	Evaluation of the performance of the highest governance body	Supervisory Board	176
GRI 2-19	Remuneration policies	According to Sber's approach to disclosures in the reporting period, the indicator shall not be disclosed	197
GRI 2-20	Process to determine remuneration	According to Sber's approach to disclosures in the reporting period, the indicator shall not be disclosed	
GRI 2-21	Annual total compensation ratio	The indicators are not disclosed as there is no data in the accounting systems	
MED-36	Number of the Board of directors' meetings and attendance rate	Supervisory Board	172
MED-38	Number of the Audit committee's meetings and attendance rate	Committees of the Supervisory Board	179
Strategy, Policies and Practices			
GRI 2-22	Statement on the sustainable development strategy	ESG Strategy 2026	267
MED-35	Availability of the sustainable development policy and/or other strategic documents in this area	Sustainable development management system	276
GRI 2-23	Policy commitments	Sustainable development management system	282
		On the path to becoming a human-centric bank	318
		Business ethics, compliance and anti-corruption	363

Indicator		Disclosures in the Report / Comment	Page
GRI 2-24	Embedding policy commitments	• Sustainable development management system	282
		• On the path to becoming a human-centric bank	318
		• Business ethics, compliance and anti-corruption	363, 368
GRI 2-25	Processes to remediate negative impacts	• Sustainable development management system	280
		• Business ethics, compliance and anti-corruption	363, 368
GRI 2-26	Mechanisms for seeking advice and raising concerns	• Sustainable development management system	278
		• Business ethics, compliance and anti-corruption	368
GRI 2-27	Compliance with laws and regulations	• Business ethics, compliance and anti-corruption	366
		• Environmental management	404
GRI 2-28	Membership associations	• Government and industry relations	384
MED-39	Participation in ESG indices and ratings	• ESG Strategy 2026	275
Stakeholder Engagement			
GRI 2-29	Approach to stakeholder engagement	• Sustainable development management system	278
GRI 2-30	Collective bargaining agreements	• ESG Data Book: Personnel	454
MED-32		100% of the Bank's employees are covered by a collective agreement	
Material Topics			
Climate Agenda			
GRI 3-3	Management of material topics	• Climate agenda management	389
GRI 305-1	Direct (Scope 1) GHG emissions	• Methodology and quantitative assessment of carbon footprint	396
MED-20		• ESG Data Book: Ecology and Climate	431
		• The indicator was verified within the Sberbank boundaries ¹ Biogenic emissions of greenhouse gases are insignificant. Other emissions, including emissions from air conditioning and cooling devices are not disclosed due to the lack of data	

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner's Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
GRI 305-2 MED-20	Energy indirect (Scope 2) GHG emissions	• Methodology and quantitative assessment of carbon footprint	396
		• ESG Data Book: Ecology and Climate The indicator was verified within the Sberbank boundaries ¹	431
GRI 305-3 MED-20	Other indirect (Scope 3) GHG emissions	• Methodology and quantitative assessment of carbon footprint	397
		• ESG Data Book: Ecology and Climate	431
GRI 305-4	GHG emissions intensity (Specific greenhouse gas emissions under Scopes 1 and 2 per employee, t CO ₂ -eq/1 employee)	• Methodology and quantitative assessment of carbon footprint	397
		• ESG Data Book: Ecology and Climate Sberbank disclosed indicators for specific Scope 1 and 2 GHG emissions in CO ₂ -eq per employee The indicator was verified within the Sberbank boundaries ¹	433
GRI 305-5	Reduction of GHG emissions	• Climate strategy	400
GRI 305-6	Emissions of ozone-depleting substances (ODS)	Emissions of ozone-depleting substances (ODS) are absent	
GRI 305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	The Group does not carry out nitrogen oxides (NO _x), sulfur oxides (SO _x) and other significant air emissions into the atmosphere	
MED-19	Emissions of pollutants into atmospheric air from stationary sources		
SASB FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, longterm corporate strategy, and other business activities	• Climate-related risks and opportunities	392
GRI 201-2	Financial implications and other risks and opportunities due to climate change	• Climate risks and opportunities	390
Environmental Aspects			
GRI 3-3	Management of material topics	• Environmental aspects	404

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner's Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
GRI 301-1	Materials used by weight or volume	Efficient use of resources	405
		ESG Data Book: Ecology and Climate The indicator was verified within the Sberbank boundaries¹ Sberbank disclosed the weight of A4 packs used. Information on the weight or volume of other materials used by Sberbank is not disclosed, since the relevant information is not available due to the lack of a unified consolidated methodology to account for various categories of materials used in kind (by weight or volume) Such accounting type will be considered in the medium term	424
GRI 302-1	Energy consumption within the organization	Energy management	410
		- ESG Data Book: Ecology and Climate The indicator was verified within the Sberbank boundaries¹ The Bank does not sell thermal or electric energy to third-party organizations. The total consumption of thermal energy and the total consumption of electric energy are not disclosed due to the unavailability of data as the Bank does not keep records of thermal/electric energy produced on its own. Conversion ratios: 1 Gcal = 4.187 GJ 1,000 kW·h = 3.60 GJ 1 t of diesel fuel = 42.5 GJ 1,000 m³ of natural gas = 33.8 GJ	428, 429
GRI 302-2	Energy consumption outside the organization	ESG Data Book: Ecology and Climate This indicator discloses information about energy consumption leased real estate facilities	430
GRI 302-4	Reduction of energy consumption	Energy management	410
MED-22	Renewable and low-carbon energy consumption (Share of energy from renewable energy sources in the energy consumption structure)	Energy management The volume and overall share of green electricity in the energy consumption structure are disclosed The indicator was verified within the Sberbank boundaries¹	410
GRI 303-1	Interactions with water as a shared resource	Efficient use of resources	406, 407

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner's Assurance Report: ESG Data Appendix](#)

¹ The task ensures limited assurance of 16 material ESG indicators. For more information, please see the Independent Practitioner's Assurance Report: ESG Data Appendix

¹ The task ensures limited assurance of 16 material ESG indicators. For more information, please see the Independent Practitioner's Assurance Report: ESG Data Appendix

Indicator		Disclosures in the Report / Comment	Page
Health and Safety			
GRI 3-3	Management of material topics	On the path to becoming a human-centric bank	318
GRI 403-1	Occupational health and safety management system	Decent and comfortable working conditions	336
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Decent and comfortable working conditions	336
GRI 403-3	Occupational health services	Decent and comfortable working conditions	336
GRI 403-4	Worker participation, consultation and communication on occupational health and safety	Decent and comfortable working conditions	337
GRI 403-5	Worker training on occupational health and safety	Decent and comfortable working conditions	337
GRI 403-6	Promotion of worker health	Decent and comfortable working conditions	332
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Decent and comfortable working conditions	336
GRI 403-8	Workers covered by an occupational health and safety management system	Decent and comfortable working conditions	336
GRI 403-9	Work-related injuries	Decent and comfortable working conditions	336
		ESG Data Book: Personnel	457
MED-29	The number of victims of industrial accidents with loss of working capacity for 1 working day or more and fatal, including fatal	Decent and comfortable working conditions	336
		ESG Data Book: Personnel	457
GRI 403-10	Work-related ill health	There are no occupational diseases	
MED-27	Total costs of occupational health and safety measures, including average per employee	Decent and comfortable working conditions	337
MED-28	Expenses for organizing and conducting social, physical education, and medical events for employees and their family members	Decent and comfortable working conditions	330
		ESG Data Book: Personnel	454

Indicator		Disclosures in the Report / Comment	Page
Labor Relations and Employment			
GRI 3-3	Management of material topics	On the path to becoming a human-centric bank	318
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Decent and comfortable working conditions	329
GRI 401-1	New employee hires and employee turnover	Decent and comfortable working conditions	326, 327
MED-33		ESG Data Book: Personnel The indicator was verified within the Sberbank boundaries¹ The share of employees in foreign branches and representative offices of Sberbank is insignificant in comparison with the total number of employees. According to the internal methodology, voluntary turnover is calculated on the basis of the termination of labor contracts under paragraphs. 1, 3 and 5 of Article 77 of the Labor Code of the Russian Federation	445, 447
GRI 401-2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees	Decent and comfortable working conditions	330
GRI 401-3	Parental leave	ESG Data Book: Personnel	455
GRI 402-1	Minimum notice periods regarding operational changes	The minimum notice period about significant changes in labor conditions in accordance with Russian law is eight weeks	
GRI 405-1	Diversity of governance bodies and employees	Culture of openness and equal opportunities	319, 320
MED-44		- ESG Data Book: Personnel Composition of the Supervisory Board of Sberbank as of 31 December 2024: - males – 86%, females – 14%; - persons under 30 – none, persons 30–50 years old – 21%, persons 51 years old and over – 79%.	437, 436

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner’s Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
GRI 405-2	Ratio of basic salary and remuneration of women to men	• Culture of openness and equal opportunities	321
		• ESG Data Book: Personnel	453
MED-26	Average salary, in total, including:	• Decent and comfortable working conditions	329
		• ESG Data Book: Personnel	452
MED-24	Labor remuneration expenses	• Decent and comfortable working conditions	329
		• ESG Data Book: Personnel	453
GRI 406-1	Incidents of discrimination and corrective actions taken	• Culture of openness and equal opportunities	322
Human Capital Development			
GRI 3-3	Management of material topics	• Creating an educational and development environment	338
GRI 404-1	Average hours of training per year per employee	• Creating an educational and development environment	339
MED-31		• ESG Data Book: Personnel	448
		The indicator was verified within the Sberbank boundaries ¹	
		The average number of training hours is calculated as a ratio of the total number of training hours and the staffing table headcount as of 31 December 2024	
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	• Culture of openness and equal opportunities	324
		• Creating an educational and development environment	338
		• Cybersecurity	376
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	• Creating an educational and development environment	340
		• ESG Data Book: Personnel	450
MED-30	Total costs of employee training, including on average per employee	• Creating an educational and development environment	449
		• ESG Data Book: Personnel	449

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner's Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
Financial Inclusion			
GRI 3-3	Management of material topics	- Social responsibility and population support - Responsible financing and non-financial ESG products	302
–	Number of service points and number of ATMs adapted for people with disabilities	ESG products and solutions for retail customers and private investors The indicator was verified within the Sberbank boundaries¹ Sberbank disclosed the number of points of service equipped with special devices to assist disabled people and other persons with reduced mobility under the SNIP 35-01-2001 Accessibility of Buildings and Structures for Persons with Reduced Mobility, as well as ATMs equipped with an audio output and supporting special regime with voice tips that allow clients to conduct an operation aurally	357
SASB FN-CB-240a.1	Number and amount of loans outstanding qualified to programs designed to promote small business and community development	Small and micro businesses	73
SASB FN-CB-240a.4	Number of participants of financial literacy initiatives for unbanked, underbanked, or underserved customers	- Improving financial literacy - Educational projects and financial literacy development	52, 307
Contribution to Social Development			
GRI 3-3	Management of material topics	Social responsibility and population support	289
GRI 203-1	Infrastructure investments and services supported Projects to support local communities	- Supporting national and regional socially important projects - Charitable activity	290, 292, 293
MED-34	Total expenses for support of social programs, other than those covering employees and their family members, including: - housing charity programs - healthcare programs - education programs - supporting citizens in need of social assistance	Charitable activity	293
GRI 203-2	Significant indirect economic impacts	Supporting national and regional socially important projects	290

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner’s Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	• Social responsibility and population support	289
		• Charitable activity	293
GRI 413-2	Operations with significant actual and potential negative impacts on local communities	• Social responsibility and population support	289
Responsible Financing			
GRI 3-3	Management of material topics	• Responsible financing and non-financial ESG products	347
–	Amount of sustainable loan products	• ESG transformation of corporate clients The indicator was verified within the Sberbank boundaries¹ Sustainable loan products include those promoting or contributing to the ESG transformation of the customer. Sberbank offers four types of sustainable loan products: green, ESG, adaptation and social loans. For details on loan products see the Report	350
MED-10	Sustainable, including green, investments	• ESG transformation of corporate clients	350
SASB FN-CB-410a.2	Description of the approach to inclusion of environmental, social, and governance factors into credit analysis	• ESG transformation of corporate clients	348
Assisting Clients in ESG Transformation			
GRI 3-3	Management of material topics	• Responsible financing and non-financial ESG products	347
–	Revenues from selling nonfinancial ESG products	• ESG transformation of corporate clients	351
Sustainable Supply Chain			
GRI 3-3	Management of material topics	• Sustainable supply chain	377
GRI 204-1	Share of spending on local suppliers	• Sustainable supply chain	378
MED-8			
MED-9	Share of purchases of goods, work, services from small and medium enterprises in the total volume of purchases from the Russian companies	• Sustainable supply chain	378
GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	• Sustainable supply chain	378

¹ The task ensures limited assurance of 16 material ESG indicators. [For more information, please see the Independent Practitioner’s Assurance Report: ESG Data Appendix](#)

Indicator		Disclosures in the Report / Comment	Page
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	• Sustainable supply chain	378
		• On the path to becoming a human-centric bank	318
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	• Sustainable supply chain	378
		• On the path to becoming a human-centric bank	318
Security Practices			
GRI 3-3	Management of material topics	• Cybersecurity	371
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	• Cybersecurity	374
SASB FN-CB-230a.1	Number of data breaches, percentage involving personally identifiable information (PII), number of customers affected	• Cybersecurity	371
SASB FN-CB-230a.2	Description of the approach to identifying and addressing data security risks	• Cybersecurity	371
Customer Satisfaction			
GRI 3-3	Management of material topics	• B2C ecosystem	21
		• B2B ecosystem	68
		• Sales network in 2024	97
Contribution to Economic Development			
GRI 3-3	Management of material topics	• Financial performance • Decent and comfortable working conditions • Tax strategy	126, 325, 380
GRI 201-1	Direct economic value generated and distributed	• Financial performance	126
GRI 201-3	Defined benefit plan obligations and other retirement plans	• Decent and comfortable working conditions	325
GRI 207-1	Approach to tax	• Tax strategy	379
GRI 207-2	Tax management, control and related risks	• Tax strategy	379
GRI 207-3	Stakeholder engagement and management of concerns related to tax	• Tax strategy	380

Indicator		Disclosures in the Report / Comment	Page
MED-6	Total accrued mandatory payments (excluding fines and penalties), including: - taxes and levies - insurance premiums	Tax strategy	380
MED-7	Total mandatory payments made (excluding fines and penalties), including: - taxes and levies - insurance premiums	Tax strategy	380
Governance Governance and Business Ethics			
GRI 3-3	Management of material topics	- Corporate governance - Business ethics, compliance and anti-corruption	161 363
GRI 205-1	Operations assessed for risks related to corruption	Business ethics, compliance and anti-corruption	366
GRI 205-2	Communication and training about anti-corruption policies and procedures	Business ethics, compliance and anti-corruption	367
GRI 205-3	Confirmed incidents of corruption and actions taken	Business ethics, compliance and anti-corruption	366
SASB FN-CB-510a.2	Description of whistleblower policies and procedures	Business ethics, compliance and anti-corruption	365
MED-43	Number of administrative proceedings commenced against the companies, its subsidiaries and affiliates in connection with corruption offenses	In 2024, cases of bringing to administrative responsibility for corruption offenses were not recorded	366
GRI 415-1	Political contributions	The Group does not make direct financial and political contributions	

Indicator	Disclosures in the Report / Comment		Page
Development of Technology and Innovation; Digitalization			
GRI 3-3	Management of material topics	• Cybersecurity	370
		• ESG Strategy 2026	267
		• Technology leadership	104
Risk management			
GRI 3-3	Management of material topics	• Risks report	141

Independent Practitioner's Assurance Report: ESG Data



Independent Practitioner's Limited Assurance Report [Translation from Russian original]

To Sberbank of Russia

We have undertaken a limited assurance engagement of the ESG-report in the accompanying Annual Report of Sberbank of Russia for 2024 (hereinafter referred to as the Report), namely with regard to the following indicators disclosed in the Report in boundaries of Sberbank of Russia:

1. Materials used by weight or volume (GRI 301-1)
 2. Energy consumption within the organization (GRI 302-1)
 3. Share of energy from renewable energy sources in the energy consumption structure
 4. Waste generated (GRI 306-3)
 5. Waste diverted from disposal (GRI 306-4)
 6. Waste directed to disposal (GRI 306-5)
 7. Share of separate waste collection
 8. Direct (Scope 1) GHG emissions (GRI 305-1)
 9. Energy indirect (Scope 2) GHG emissions (GRI 305-2)
 10. Specific greenhouse gas emissions under Scopes 1 and 2 per employee, tCO₂-eq./1 employee
 11. Number of service points and number of ATMs adapted for people with disabilities
 12. Employees (GRI 2-7)
 13. Diversity of governance bodies and employees (GRI 405-1)
 14. New employee hires and employee turnover (GRI 401-1)
 15. Average hours of training per year per employee (GRI 404-1)
 16. Amount of sustainable loan products
- (hereinafter jointly referred to as Selected Information).

Responsibility of Sberbank of Russia

Sberbank of Russia (hereinafter referred to as Sberbank) is responsible for preparation of the Selected Information in compliance with the applicable criteria:

- Requirements of GRI Sustainability Reporting Standards to the formats of the above disclosure elements of GRI Sustainability Reporting Standards and principles of information disclosure;
 - Methods of calculation and disclosure of indicators listed in the section «Table of GRI, SASB and the Ministry of Economic Development of the Russian Federation indicators» of the Report, namely in the column «Disclosures in the Report / Comment» of the table provided in this section.
- (hereinafter jointly referred to as Applicable Criteria).

Sberbank is also responsible for the choice of calculation and presentation methodologies for the Selected Information, their observance and disclosure in the preparation of the Report.

This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Selected Information that is free from material misstatement, whether due to fraud or error, selection of applicable acts for the Selected Information preparation; development of internal documents and calculation methods for the purposes of preparing the Selected Information; prevention and detection of fraud; maintenance of sufficient documentation in relation to the Selected Information.

Sberbank
Independent Practitioner's Limited Assurance Report

TRANSLATION NOTE: Our report has been prepared in Russian and in English. In all matters of interpretation of information, views or opinions, the Russian version of our report takes precedence over the English version.

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Our Independence and Quality Management

We have complied with the independence and ethical requirements of the Rules of Independence of the Auditors and Audit Organizations and The Code of Professional Ethics of the Auditors, as well as of The International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1, which requires our firm to design, implement and operate a system of quality management, which is supported by policy or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on compliance of the Selected Information with the Applicable Criteria based on the procedures we have performed and the evidence we have obtained.

We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information as well as in accordance with International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Selected Information is free from material misstatement.

A limited assurance engagement undertaken in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information involves assessing the suitability in the circumstances of Sberbank use of Applicable Criteria as the basis for the preparation of the Selected Information, assessing the risks of material misstatement of the Selected Information whether due to fraud or error, responding to assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Selected Information.

A limited assurance engagement undertaken in accordance with International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements, involves assessing the suitability in the circumstances of Sberbank use of Applicable Criteria in terms of GHG emissions information¹ as the basis for the preparation of the Report, assessing the risk of material misstatement of the Report whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Report.

While performing procedures of the engagement, we took into account that GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

¹ Applicable Criteria in terms of GHG emissions information refer to the requirements of GRI Sustainability Reporting Standards for reporting of disclosures numbered 305-1, 305-2 as well as the method of calculation and disclosure of indicator «Specific greenhouse gas emissions under Scopes 1 and 2 per employee, tCO₂-eq./1 employee» presented in the section «Table of GRI, SASB and the Ministry of Economic Development of the Russian Federation indicators» of the Report, namely in the column «Disclosures in the Report / Comment» of the table provided in this section

Sberbank
Independent Practitioner's Limited Assurance Report

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Procedures

The procedures we performed were based on our professional judgment and included inquiries, inspections of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we have undertaken the following activities:

- Interviewing the management and employees of Sberbank and obtaining documentary evidence.
- Study of information available on the website of Sberbank related to the Selected Information.
- Study of public statements of third parties concerning economic, environmental and social aspects of Sberbank activities, in order to check the validity of the declarations made in the Report and related to the Selected Information.
- Analysis of non-financial reports of comparable companies for benchmarking purposes.
- Study of the existing processes of collection, processing, documenting, verification, analysis and selection of data related to the Selected Information and subject to be included into the Report.
- Selective review of documents and data on the performance of the economic, environmental and social impact management systems in Sberbank related to the Selected Information.
- Assessment of conformity of the data related to the Selected Information, referenced or disclosed in the section «Table of GRI, SASB and the Ministry of Economic Development of the Russian Federation indicators» of the Report, namely in the column «Disclosures in the Report / Comment» of the table provided in this section, with the documents provided to us, including external and internal reporting documents.
- Analysis of the Selected Information for compliance with the Applicable Criteria.

The procedures were performed exclusively in relation to data related to the Selected Information for the year ended 31 December 2024. The procedures were not performed in relation to any other information disclosed in the Report including compliance statements not related to the Applicable Criteria.

The procedures were not performed in relation to forward-looking statements; statements expressing the opinions, beliefs and intentions of Sberbank to take any action related to the future; as well as statements based on expert opinion.

The procedures were performed in relation to the Russian version of the Report that is subject to be preliminary approved by the Supervisory Board.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about compliance of the Selected Information, in all material respects, with the Applicable Criteria. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Limited Assurance Conclusion

Based on the procedures performed and evidence obtained nothing has come to our attention that causes us to believe that the Selected Information has not complied, in all material respects, with the Applicable Criteria.

Emphasis of Matter and Restriction on Use

We draw attention to the information presented on the page 410 of the Report that:

- power supply contracts (additional agreements thereto) for 2024 do not contain conditions on the transfer of generation attributes stipulated by Federal Law No. 35-FZ «On the Electric Power Industry» dated 26 March 2003, as they were concluded in 2023

Sberbank
Independent Practitioner's Limited Assurance Report

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- redemption of green certificates (energy attribute certificates) for 32 million kWh is not reflected in the register of the Energy Certification Center, as the relevant Redemption certificates were issued before the establishment of information interaction between the Low-Carbon Energy Registry and the Energy Certification Center.

Selected Information is intended solely for the Report users' purposes and as a result may not be suitable for other parties or other purposes. Our assurance report is intended for Sberbank.

We do not modify our conclusion in respect of this matter.

FBK, LLC
Practitioner
Engagement partner
acting under Power of Attorney No. 33/25 of January 27, 2025

April 11, 2025

Anastasiya Alekseevna Terekhina
(registration number 21806021441)

Organization Details

Name:

Sberbank of Russia (Sberbank).

Address of the legal entity within its location:

19 Vavilova St., Moscow, 117312.

The registration entry was made in the Unified State Register of Legal Entities on 16 August 2002 under primary state registration number 1027700132195.

Audit Organization Details

Name:

FBK, LLC.

Address of the legal entity within its location:

44 Myasnitskaya St, Bldg 2, Moscow, 101000.

The registration entry was made in the Unified State Register of Legal Entities on 24 July 2002 under primary state registration number 1027700058286.

Primary number of registration entry in the register of auditors and audit organizations of the self-regulatory organization of auditors 11506030481.

Sberbank
Independent Practitioner's Limited Assurance Report

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Disclosure of Climate-Related Issues

When disclosing information on climate agenda management Sber is guided by best practices and takes into account the requirements of IFRS S2 that includes the guidelines of the Task Force on Climate-related Financial Disclosures (TCFD).

Sber uses the structure proposed in the documents, including the Governance, Strategy, Risk Management, Metrics and Targets sections, to reflect the activities related to the climate agenda.

Section	Disclosure	Disclosure in the Report
Governance Information on management of climate-related risks and opportunities	Description of the board's oversight of climate-related risks and opportunities	- Climate agenda management - Climate risks and opportunities
	Description of the management's role in assessing and managing climate-related risks and opportunities	Climate agenda management
	Description of climate-related responsibilities of governance bodies and individual employees; controls with respect to management of the climate agenda; documents setting out responsibility of bodies/employees; reporting on integration of climate-related issues into the remuneration system; description of other issues relating to allocation of climate-related responsibilities	- Climate agenda management - Climate strategy
Strategy Information on the actual and potential impacts of climate-related risks and opportunities on the company's businesses, strategy, and financial planning	Description of climate-related risks and opportunities that has been set over the short, medium, and long term	Climate risks and opportunities
	Description of the impact of climate-related risks and opportunities on the company's business, strategy, and financial planning	Climate risks and opportunities
	Description of resilience of the company's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Climate risks and opportunities
	Description of the way industry specifics is taken into consideration when identifying climate-related risks and opportunities, where climate-related risks and opportunities are concentrated in the company's business model and value chain	Climate risks and opportunities
	Description of the transition plan and planned activities to achieve the climate-related goals and the impact of key risks and opportunities on the company's financial performance (description of qualitative and quantitative assessments of key risks and opportunities)	- Climate risks and opportunities - Climate strategy
	Description of processes and results of scenario analysis application	Climate risks and opportunities

Risk Management	Description of the company’s processes for identifying and assessing climate-related risks	Climate risks and opportunities
Information on the way the company identifies, assesses, and manages climaterelated risks	Description of the company’s processes for managing climate-related risks	Climate risks and opportunities
	Description of the way the processes for identifying, assessing, and managing climate-related risks are integrated into the company’s overall risk management	- Climate risks and opportunities - Climate agenda management
	Description of initial data used when identifying climate-related risks, changes in the procedures for identification, analysis, and monitoring of risks compared to the previous year	Climate risks and opportunities
	Description of the company’s processes for identifying, analyzing, monitoring, and prioritizing climate-related opportunities	Climate risks and opportunities
Metrics and Targets	Information about the indicators used by the company to assess climate-related risks and opportunities in line with its strategy and risk management process	Climate risks and opportunities
Quantitative indicators and targets used to assess and manage relevant climaterelated risks and opportunities	Scope 1, Scope 2 and, if appropriate, Scope 3 GHG emissions and the related risks	- Methodology and quantitative assessment of carbon footprint - ESG Data Book: Ecology and Climate
	Description of the targets used by the company to manage climate-related risks and opportunities and the performance against targets	Climate strategy
	Information on industry-specific climate indicators related to the company’s activities, Scope 3 emissions by category	- Methodology and quantitative assessment of carbon footprint - ESG Data Book: Ecology and Climate
	Information on investments made to manage key risks and opportunities	Climate risks and opportunities
	Description of approach to setting and updating goals, plans in terms of use of carbon credits to achieve goals, monitoring of progress in achieving goals	Climate strategy

Compliance with the UN Global Compact Principles

Sber is a participant to the UN Global Compact (UNGC), the world’s largest corporate sustainability initiative. The Group’s activities are based on the ten fundamental principles of the UNGC covering human rights, labor, environment and anti-corruption. These principles also underpin the Universal Declaration of Human Rights, the International Labor Organization’s Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the UN Convention Against Corruption Sber relies on in setting up all its business processes.

Principle	Disclosure in the Report
Human Rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	Stakeholder engagement and identification of material topics
Principle 2: Businesses should make sure that they are not complicit in human rights abuses	Stakeholder engagement and identification of material topics
Labor	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Culture of openness and equal opportunities
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor	On the path to becoming a human-centric bank
Principle 5: Businesses should uphold the effective abolition of child labor	On the path to becoming a human-centric bank
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation	Culture of openness and equal opportunities
Environment	
Principle 7: Businesses should support a precautionary approach to environmental challenges	Environmental management
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	Environmental management
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	- ESG transformation of corporate customers - Environmental management
Anti-Corruption	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	- Business ethics, compliance and anti-corruption - Sustainable supply chain

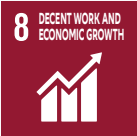
Contribution to the Achievement of the UN Sustainable Development Goals

In its activities, Sber is guided by the UN Sustainable Development Goals (SDGs) and takes them into account when formulating its strategic goals and objectives. In its strive to contribute positively to the achievement of each and every of the 17 UN SDGs, the Group outlines for itself 13 priority and most important goals.

Sber's Contribution to the Achievement of the UN SDGs

UN SDG	Sber's Contribution	Disclosure in the Report
Priority UN SDGs		
SDG 1 	- Developing a barrier-free environment, further increasing the availability of socially important financial and non-financial products and services for vulnerable population - Strengthening the inclusive environment both within the supply chain and value creation, and among customers - Increasing the financial literacy and building a financial culture - Organizing and conducting training courses for customers on the use of digital services and personal finance management - Developing channels for banking services in hard-to-access and remote areas	- Social responsibility and population support - Responsible financing and non-financial ESG products
SDG 3 	- Taking good care of the health of employees and promoting a healthy lifestyle among employees and their family members - Developing and implementing technologies to improve availability and quality of healthcare services - Implementing a voluntary health insurance program for employees and providing life insurance services to the population - Developing AI-driven high-tech medical services as well as proprietary medical equipment to enable efficient application in healthcare facilities, including hospitals, to optimize physician workloads - Implementing charitable and socially oriented programs and projects	- Social responsibility and population support - People and culture
End poverty in all its forms everywhere Ensure healthy lives and promote well-being for all at all ages		

UN SDG	Sber's Contribution	Disclosure in the Report
SDG 4  Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	- Organizing high-quality training and ensuring further development of employees through a wide range of tools and resources, providing opportunities for their professional and personal growth - Building partnerships in higher and secondary professional education — cooperating with universities and secondary vocational schools - Developing innovative technologies to expand access to education for everyone - Launching educational projects, including in the field of artificial intelligence and information technology, supporting partner educational initiatives, creating educational spaces in cooperation with regional authorities - Implementing charitable programs to support quality education for children and young people, in the conditions that meet contemporary requirements	- Social responsibility and population support - People and culture
SDG 5  Achieve gender equality and empower all women and girls	- Providing employees with equal opportunities for both professional and personal growth - Establishing and developing a fair system for hiring, performance evaluation and remuneration of employees, including closing the gender pay gap in similar positions - Supporting employees on maternity leave and those on 18-months childcare leave, as well as providing additional earnings opportunities for them - Assisting employees in adapting to the work process after childcare leave	People and culture
SDG 7  Ensure access to affordable and clean energy for all	- Substantial contribution to the development of the national and global climate agenda - Saving the energy and increasing the energy efficiency of own generating capacity - Financing renewables development projects - Offering of ESG bonds, including green and climate transition bonds, to customers in the format of responsible financing - Increasing green energy purchases for own needs and green certificates	- Climate agenda - Environmental aspects - Responsible financing and non-financial ESG products

UN SDG	Sber's Contribution	Disclosure in the Report
SDG 8  Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	• Creating new jobs, providing and maintaining decent work conditions and sustainable positive dynamics of employee development • Inclusive employment and support measures for employees over 55 years of age • Promoting high standards for ensuring decent working conditions and human development among customers and partners • Providing financial and non-financial services to promote economic development of large, medium, small, and microbusinesses, as well as self-employed persons • Contributing to the economic development of the regions and local communities	• Social responsibility and population support • People and culture • Responsible business practices • Responsible financing and non-financial ESG products
SDG 9  Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	• Promoting and supporting cutting-edge R&D efforts, including those based on artificial intelligence, to address significant challenges in sustainable development • Contributing to social and public infrastructure development, including renewal of urban transport and utilities infrastructure in the cities of presence • Participating in the ESG transformation of Russian regions • Developing and promoting green, adaptation and social financing • Participating in meetings of governmental agencies regulating transition to a green economy and its implementation mechanisms	• Social responsibility and population support • Responsible financing and non-financial ESG products
SDG 10  Reduce inequality within and among countries	• Making financial products and services, including socially important ones, more accessible • Providing responsible financing, implementing inclusive practices and services aimed at the availability and convenience of banking products • Implementing social, charitable and sponsorship projects • Building an inclusive culture, developing an inclusive environment for Sber's employees, customers and partners	• Responsible financing and non-financial ESG products • Social responsibility and population support

UN SDG	Sber's Contribution	Disclosure in the Report
SDG 11  Make cities and human settlements inclusive, safe, resilient and sustainable	• Creating, developing and modernizing infrastructure in the cities of presence • Expanding access to clean and reliable energy for the population • Participating in the ESG transformation of Russian regions • Actively participating in discussions on advanced decarbonization tools: climate agenda in cities, green finance, and green procurement	• Social responsibility and population support • Responsible financing and non-financial ESG products • Environmental aspects
SDG 12  Ensure sustainable consumption and production patterns	• Implementing programs for increasing the efficiency of using materials, energy and water, as well as responsible waste treatment programs • Contributing to the development of waste management infrastructure, as well as to the state policy promoting the use of electric vehicles in Russia • Providing financing to customers to minimize potential negative environmental and social impact	• Responsible financing and non-financial ESG products • Responsible business practices • Environmental aspects
SDG 13  Take urgent action to combat climate change and its impacts	• Implementing the new Climate Strategy • Contributing to the implementation of the national decarbonization strategy and developing international cooperation on climate issues • Identifying and managing climate risks and opportunities • Developing new AI technologies and solutions to assist governments, regions, and businesses in more efficient climate risk management • Measuring carbon footprint and implementing measures to achieve carbon neutrality • Financing of low-carbon economy transition projects	• Responsible financing and non-financial ESG products • Climate agenda

UN SDG	Sber's Contribution	Disclosure in the Report
SDG 16  Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	- Complying with the legislation of the Russian Federation and applicable international norms - Complying with corporate governance and business ethics standards - Promoting high standards in human rights, labor, social responsibility and environment among suppliers and contractors - Preventing and countering corruption and financial crime - Ensuring reliable protection of information and financial assets, efficiently managing cybersecurity and increasing its maturity level - Shaping and promoting inclusion culture and respecting human rights at the national level through a set of measures to protect and ensure the rights of citizens within Russia - Contributing to the process of optimizing the regulatory load on the financial sector - Improving feedback mechanisms	- ESG strategy and sustainable development management system - Responsible business practices
SDG 17  Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	- Open and transparent stakeholder engagement - Due regard to ESG-related standards and recommendations of international organizations, improving the practices related to drafting and disclosing non-financial reports - Interacting with government authorities, businesses and international organizations on sustainable development issues at the national and international levels based on the principles of legal compliance, transparency and cooperation - Participating in the ESG transformation of Russian regions	- ESG strategy and sustainable development management system - Responsible financing and non-financial ESG products
Other UN SDGs		
SDG 2  End hunger, achieve food security and improved nutrition, promote sustainable agriculture	- Expanding access to financial services for vulnerable population - Developing payment infrastructure and service channels for rural, hard-to-reach and remote residents	- Responsible financing and non-financial ESG products - Social responsibility and population support

UN SDG	Sber's Contribution	Disclosure in the Report
SDG 6  Ensure availability and sustainable management of water and sanitation for all	• Safe management of water resources and their efficient use in operations • Financing of infrastructure development projects • Active engagement in water conservation projects and programs	• Environmental aspects
SDG 14  Conserve and sustainably use the oceans, seas and marine resources for sustainable development	• Contributing to the development of Russia's fishery industry, including financing of major development projects for fisheries	
SDG 15  Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat deforestation, and halt and reverse land degradation and halt biodiversity loss	• Developing and implementing environmental measures to minimize the environmental impacts of our operations • Participating in environmental events, raising environmental awareness and improving environmental literacy, including providing regular communications on environmental legislation requirements and the current state of the environment • Driving environmental volunteering • Creating and providing green and adaptation financing	• Environmental aspects • Responsible financing and non-financial ESG products