



ENVIRONMENTAL AND SOCIAL RESPONSIBILITY REPORT 2021

INTRODUCTION

One of the key objectives of DSK Bank is to become a market leader in regard to all banking segments by establishing and maintaining high client service standards, advanced and suitable products and services, best corporate and ethic practices in its relations with all interested parties. We create key value for all our clients, employees and shareholders by providing appropriate solutions for their needs while following the relevant legislation and ensuring sustainable development.

In 2021, a strategic program for digitalization has turned out to be a highly impactful endeavor and undoubtedly has achieved its ambitious purpose to even further improve DSK Bank services and operations. During 2021, there were sharp market trends to be observed in digital activity in Bulgaria and DSK Bank was among leaders in this aspect by introducing important features. The main objective of DSK

Bank's digital strategy is to provide modern and high-quality online and mobile banking services and offer wide range of online services, starting from full E2E online onboarding of new-to-bank clients.

The share of DSK Bank's online and mobile banking penetration is one of the highest in the Bulgarian market, with faster growth of the mobile banking usage. Recent data for DSK Bank's online banking - DSK Direct, show that more than 1.3 million customers have credentials to use it.

In 2021, the mobile app development was focused on further improving the usability and payments possibilities - improvement of utility payments development of P2P payments to mobile number, integration with Apple pay and Google pay.

From 2022 onwards, DSK Bank will embark on a new era of customer experience and efficiency leadership. The Bank's vision is to

build excellence through combining large-scale digitization of customer journeys with a revamped operating model.

In the beginning of 2022, we built a Digital Factory to institutionalize the Bank's operating model at scale, resting on - customer-centric service design, journey driven digitization, agile way of working, developing talent and capabilities of employees and technology modernization.

Our engagements in the field of environmental and social responsibility are manifested through various initiatives and projects over time. By doing so, we strive to incorporate environmental, social and governance (ESG) considerations in as many activities and processes as possible. The concept of ESG is a way to achieve a future that benefits all of us in the long-term. It is not a single and stand-alone action, it is a long path to go but the only possible and necessary one to ensure economic development, greener and more equitable place for generations to live.



How do we imagine the practical application of this concept in DSK?

- by realizing the market opportunities with a strong governance;
- by creating products and services to support the transition plans of our customers to low-carbon economy;
- by building strategies, policies and systems to assess and manage the relevant risks;
- by setting ambitious goals to our institution aligned with the OTP Group ESG Strategy;
- by monitoring results and regular reporting on the progress achieved.

We strongly believe that every member of our society can make an effort and contribute for

attaining a more sustainable world. The Bank decided to publish this report apart from the regulatory required disclosures as a fair and transparent communication to all interested stakeholders in order to emphasize the importance of ESG topic and in particular – of climate and environmental matters in terms of their urgency. We use also the opportunity to share our initiatives that took place meanwhile, after the publication of 2021 Annual report.

For the first time we sought to associate our actual activities with the Sustainability Development Goals (SDGs), adopted by all UN member states, by selecting those which we think we have met at least to certain extent. This selection can be further refined and harmonized with our future plans after establishing the ESG Strategy of DSK Bank Group with the relevant targets.





Letter from the CEO

ESG stands for Environmental, Social, and Governance but despite its frequent use in conversations, it is a term that has no standard definition. Clearly, ESG stands for applying non-financial factors in the financial decision making process.

ESG can and should be defined as the corporate contribution to the realisation of the United Nations Sustainable Development Goals. There are 16+1 goals in this framework with the ultimate goal that every person on the Earth should live prosperous and fulfilling life in peace and in harmony with nature, protecting the resources of the planet for future generations.

There are three levers that make it imperative for businesses to consider ESG factors carefully. The first is self-interest. In the words of one of the world's most powerful businessmen „to prosper over time, every company must not only deliver financial performance, but also show how it makes a positive contribution to society“.

We want to prosper over time, however we can only do, what we can do. What we can do, are financial services. With our products we provide and more importantly, help our customers (Goal 17) to provide good jobs and economic growth (Goal 8), we finance not only affordable and clean energy (Goal 7), but industry, innovation and infrastructure (Goal 9 and Goal 6). We guarantee access for every Bulgarian citizen to high quality financial services, including savings and pension products, which in turn is essential to fight poverty (Goal 1) and enables sustainable communities (Goal 11). The Urban Development Fund of DSK Bank invests into local communities' sports facilities, hospitals, museums, educational establishments (Goals 3 and 4).

The second lever is regulatory and market pressure. Commercial banks, supervised by the European Central Bank are expected to consider climate-related and environmental risks when developing the institution's overall business strategy, business objectives and risk management framework, and to exercise effective oversight of climate-related and environmental risks. In practice we need to develop a system that not only quantifies but widely discloses our environmental credentials. In other words, how our activities contribute to Goal 13, Climate Action. The regulatory intention is to facilitate moral and market pressure. This seems to work in Europe, where according to recent surveys, attitudes towards the circular economy are extremely positive, but Bulgarians are much less informed about it and apply it in their daily lives.

The third lever is Corporate Social Responsibility. Our CSR program is an effort to be socially accountable to ourself and the general public, to help the communities we work in. "DSK Bank Helps", is focused on Children (Goals 1 and 4), on Nature (Goal 13), on Cities (Goal 11) and volunteering (Goal 17).

Charlie Munger, another great investor said that he does not know what the future of banking is. What he knows is „that a properly run bank is a great contributor to civilization“.

To paraphrase him, properly governed banking system is a great contributor towards the ultimate goal that every person on the Earth should live prosperous and fulfilling life in peace and in harmony with nature, protecting the resources of the planet for future generations.

Tamas Hak-Kovacs, CEO of DSK Bank

ESG

SUMMARY OF ESG ACHIEVEMENTS

	2020		2021
Electricity consumption (GJ), DSK Group	88481	-6%	83092
Fuel consumption (liters), DSK Bank stand-alone	120510	-19%	97700
Total energy consumption per capita (GJ)	23,19	-13%	20,07
Scope 1 and Scope 2 CO ₂ e emission (t) per capita	2,33	-17%	1,94
Volume of investment projects in RES powerplants financed (tsd EUR)	64781	+48%	96082

Currently, we finance ~20% of the total installed wind and solar capacities (MW) in Bulgaria.

We prepared the first large-scale assessment of carbon footprint of more than 200 corporate customers in connection with our participation in the first of its kind Climate Stress Test, conducted by the ECB.

Project was launched in 2021 for installation of photovoltaic plants on the roof of three DSK Bank's buildings that will reduce the CO₂ emissions by more than 125 tons.

Our new product Mastercard Wildlife Impact Card, produced by 85,5% recycled and recyclable material, won the Greenest Product Award in the national competition "The Greenest Companies in Bulgaria 2022". For the first three months since launching the sales, more than 24 000 cards were issued.

Nearly BGN 1 343 000 were invested in supporting cultural, urban development and other social projects.

Over BGN 600 000 were donated to SOS

Children Village through the DSK Bank's ATM system.

DSK Bank started its big and meaningful digital transformation which includes new processes and products, implementation of new systems and working models that will greatly benefit the customers. We were awarded by the Bank of the Year Association for the best bank digital project in 2021 – innovative solution for contactless payment in the Sofia public transport. The project combines innovation, safety and carbon footprint reduction.

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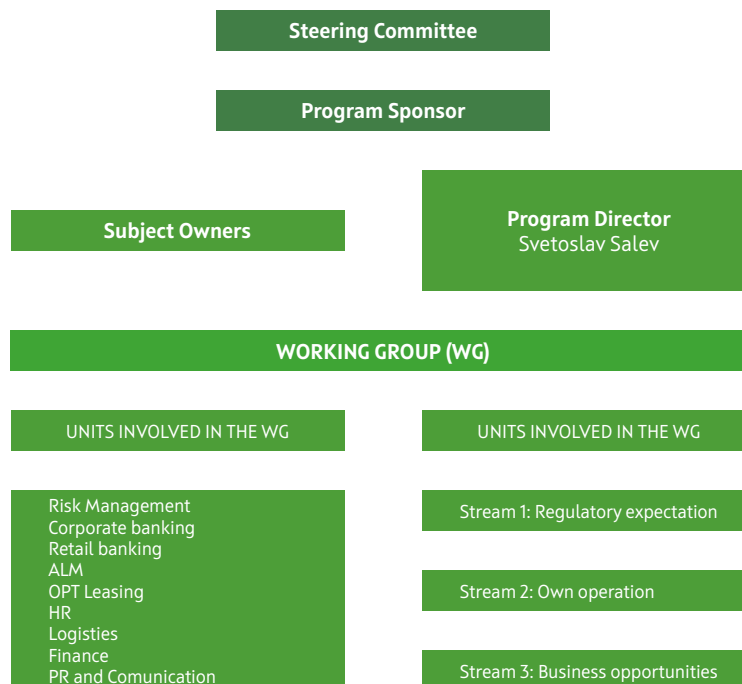


ESG GOVERNANCE



Organizational background

Given the increased regulatory requirements and following the OTP Group initiatives, in 2021 DSK Bank has put focus on the climate and environmental aspects of sustainable development and has defined the contribution to green transition by applying ESG standards as one of its major goals for the business year 2022.



Steering Committee: Key Governing body of the Program

Members:

- Tamàs Hák-Kovács** (CEO)
- Arnaud Leclair** (CRO and Program Sponsor)
- Boyan Stefov** (Corporate Banking Head)
- Gergely Pókos** (OTP)
- Tünde Barabàs** (OTP)

Subject Owners: Responsible for the execution of the tasks and for assuring respective resources.


Svetoslav Salev – Program Director and covering Business environment, Business strategy, Management body and organizational structure, Risk management framework, Credit risk management;

Lyuba Doykova – covering Risk appetite, Reporting operational risk management, Market risk management, Liquidity risk management, Stress – testing;

Nevyana Filipova – covering Disclosures and DSK own operations (Pillar 2).

Project Members:

Manage daily execution of the tasks. To be continuously updated until project scope and exact tasks are finalized



We started with an establishment of specially dedicated to this topic **project named ECO** in order to set the foundations of a systemic management of climate and environmental risks within DSK Bank's Group and a proper alignment with the objectives of OTP Group to be the regional leader in financing a fair and gradual transition to a low-carbon economy and building a sustainable future through responsible solutions. The main goals of the project are to ensure the Bank's business sustainability in the time of climate and environmental changes, and to develop and implement ESG Strategy and practices within the DSK Bank Group.

The project is structured in a way to guarantee on one hand that the ESG topic receives appropriate management focus and attention from the highest decision-making bodies while at the same time being broadly integrated into all Bank's operations.

Steering Committee is the key governing body and the most important platform for steering the Program. The Committee regularly receives status reports to monitor and evaluate the progress of the projected tasks and to make decisions related to the raised topics.

Project sponsor is the Bank's Chief Risk Officer, who is provided by the DSK Bank's Management Board with a mandate to lead the integration of climate-risk management in DSK Bank Group, in coordination with the OTP Green Program Directorate and OTP Credit Approval and Risk Management Division. Considering the potential strategic impact of transition and/or physical risks in the long term (as concluded from the materiality assessment made in 2021), the Chief Risk Officer is also mandated by the Management Board to develop a proposal for the ESG Strategy of DSK Bank Group by the end of the second quarter of 2022.

Subject Owners form the core ESG team of the Program. The members of the team are personally assigned with responsibility for executing the tasks in respective areas. The team performs weekly meetings with the Sponsor and is in contact with all relevant departments to ensure the necessary resources and to support the proper implementation of the relevant decisions.

The units involved in the project constitute the **Working Group**. They are represented by experts in different fields who manage the daily execution of the tasks. These project members can be continuously updated until project scope and exact tasks are finalized.

In the context of its key role in implementation of the overall business strategy and the risk strategy of DSK Bank Group, **Management Board** of the Bank oversees the climate-related and environmental risks and bears the primary responsibility for their managing. The Board approves key policies, procedures and methodologies relevant to climate-related and environmental risks and decides on the major actions to be taken with regard to them.

Qualitative performance criteria are determined in 2022 targets of those Management Board's members who are assigned with direct responsibilities for ensuring compliance with the envisaged approach to climate-related and environmental risks management.

In addition to the personal commitment of the senior management, DSK Bank has further enhanced the role and has engaged the **collective responsibility of different committees** within the Bank by embedding the climate-related and environmental risks and considerations into their agenda, incl. committees to the Supervisory Board (Risk Committee, Audit Committee, Remuneration Committee).



Practical aspects

The ECO project started in the last quarter of 2021. Following the preliminary assessment of the regulatory requirements and market conditions and after getting acquainted with OTP Group ESG Strategy, the ECO project team elaborated a **Roadmap** to address the ECB guidelines. It represents detail project plan structured around the thirteen supervisory expectations - tasks to be executed within the main areas defined, deadlines and responsible persons/units. The proposed Roadmap was approved by the Management Board of DSK Bank Group which also requested to receive quarterly updates on the progress.

The main focus of ECO project in 2021 was put on the establishment of methodology to **assess the impact of climate related and environmental risks on the Bank Group's risk profile**. Knowing how exactly and to what extent the climate changes can affect our revenue and sustainable performance is a prerequisite for defining concrete targets and appropriate mitigation and adaptation measures. For the purpose of this assessment climate-risk materiality is defined as the sensitivity of traditional risk types (credit risk, liquidity risk, operational risk.) and

related key risk indicators (KRIs) to the impact of climate and environmental changes. KRIs are derived from the Risk Appetite Framework of the DSK Bank Group and are considered based on their input components. Sensitivity is therefore assessed at component level. To assess the components' sensitivity, the transmission channels were considered for each of the traditional risk types, split by climate transition risk channels, climate physical risk channels and environmental risk channels. Considering the limitations of available data, the method is based on expert assessment supported by portfolio analytics (e.g. exposure by segments, sectors, geographical distribution of collaterals, etc.). With such quantification support experts and senior managers assessed the sensitivity of KRI components on a short-, mid-, and long term, using Low to High scale, and documented the articulated assessment rationale. Based on these inputs, the method derives KRI level and risk category level materiality assessment on a 5-step scale from Low to High materiality. Materiality level of Medium to High shows that the impact of climate related and environmental risks on the Bank Group's risk profile is material over the respective time horizon. This way

the outcome of the assessment leads to the conclusion that DSK Bank's Group is materially exposed to climate related and environmental risks in the long-term perspective (i.e. more than 5 years). DSK Bank's Management Board reviewed and approved the elaborated materiality assessment methodology.

Another important action initiated in 2021 was consultation with an external advisor on a methodology to be used for **measuring and estimating Scope 3 financed emissions**. It is vital to determine the finance-triggered emissions of the Bank not only because of the forthcoming regulatory obligation to start disclosing them but also because we assume as our responsibility to support the customers in reducing their Co2 emissions through the financial solutions provided by the Bank. After identifying the data gaps, methodology gaps, etc. we will set up granular plan for measuring carbon intensity by portfolios so that be able to start disclosing our indirect impact through Scope 3 financed emissions in alignment with the regulatory requirements and the OTP Group timelines.

We respect the environmental regulatory and supervisory requirements and **disclose the relevant information** on the Non-financial Declaration, part of our annual financial statements. In particular, in view of the regulatory requirements under Art.8 of Regulation (EU) 2020/852 on the establishment of a framework to facilitate sustainable investment (Taxonomy Regulation) that obliges all institutions which publish non-financial information according to Directive 2013/34/EU (NFRD) to report on how and to what extent their activities are associated with economic activities that qualify as environmentally sustainable, for 2021 we provided information related to the Taxonomy-eligibility of activities of our customers and other applicable indicators, together with explanations on the methodology applied for this assessment.

In accordance with the Regulation of the European Parliament and of the Council on sustainability-related disclosures in the financial

services sector (SFDR), in 2021 we disclosed specific information about our approach to the integration of sustainability risks and the consideration of the principal adverse impacts on sustainability in the investment decision-making and investment advice processes. It concerns the financial services provided by DSK Group and can be found on the websites of DSK Bank and its subsidiary DSK Asset Management AD.

In 2022, DSK Bank took participation in the first of a kind **Climate Stress Test**, carried out by the European Central Bank. The exercise is considered as a joint learning exercise with pioneering characteristics. One of its main objectives is to enhance the capacity of both banks and supervisors to assess climate risk, supervisory understanding of what climate-relevant data banks have available and the limitations when assessing climate-related risks. The stress test covers three modules focused on:

- overview of the institution's internally available stress testing capability and capacity including its climate risk stress testing framework, management and modelling practices;
- two climate risk metrics, designed to shed light on banks' analytical and data capabilities regarding climate risk. More specifically, the metrics provide insights into the sensitivity of banks' income to transition risk, their exposure to carbon-intensive industries and, in that sense, the sustainability of the banks' business model.
- bottom-up stress test projections, targeting transition risk and physical risk.

Based on the developed methodology, DSK calculated and declared the estimated Scope 1, Scope 2 and Scope 3 emissions of 236 counterparties.

We are currently preparing the **ESG Strategy of DSK Bank Group**, expected to be implemented in the second half of 2022. It will outline the opportunities in financing climate change mitigation and adaptation projects and will set up relevant targets and commitments on our road to achieve the goals defined by OTP Group for reducing the carbon emissions.



ENVIRONMENTAL CARE



Energy consumption and GHG own emissions

OTP Group sets ambitious goals in terms of its own operations, including the reduction of its own emissions. The energy consumption data is collected from all subsidiaries, incl. DSK Bank, and available since 2016. Scope 1 and Scope 2 own emissions related to systems that are within reasonable control of an entity, such as onsite and purchased energy, are mandatory part of OTP Group reporting process. The Group uses GRI Standard and indicators for writing its Sustainability report. The emission calculation methodology is based on the GHG Protocol, which is the best method currently used.

Volume of energy consumption within the organisation (GJ)

	2020	2021
Natural gas	3890	5441
Motor vehicles mineral	4861,87	19508,67
Motor vehicles biogen*	0,00	1158,41
Electricity	88480,80	83091,60
District heating	6830,00	2795,00
Total energy consumption	104062,67	111994,27
Total energy consumption per capita	23,19	20,07

* Motor vehicles biogen consumption collected separately since 2021

Scope 1 and Scope 2 CO2e emission (t)

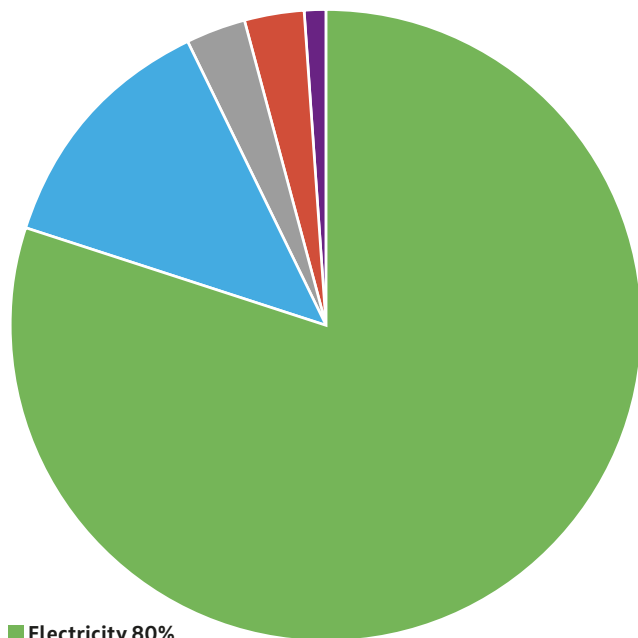
	2020	2021
Direct (Scope 1)	985,02	2088,22
Indirect (Scope 2), market-based	9470,46	8721,69
Total (Scope 1 + 2), market-based	10455,48	10809,91
Per capita, market-based	2,33	1,94

DSK Bank decided to start disclosing separately its own GHG emissions from 2021, at DSK Bank Group level. We published detailed consumption and emission data on the Non-Financial Declaration to our 2021 Annual report: <https://dskbank.bg/en/about-us/documents>

The overall energy consumption has increased by 7.6% compared to the previous year. It is because we collected comprehensive data from all subsidiaries of DSK Bank Group and added it in the calculations for the first time in 2021 (data for 2020 are on a stand-alone

basis). Energy consumption per capita has decreased by more than 13%.

The most significant increase is observed in the vehicles fuel consumption, resp. – fuel emissions (Scope 1), which is due to one of our subsidiaries with cash collection activity that requires the use of a large fleet and frequent car trips. Actually, the stand-alone fuel consumption of DSK Bank has decreased from 120 510 liters for 2020 to 97 700 liters for 2021.



- Electricity 80%
- Fuel of company cars 13%
- Air-conditioning 3%
- Natural gas 3%
- District Heating 1%

When buying new cars, the choice always includes environmentally-friendly vehicles. Currently, DSK Bank uses five **electric cars** for company needs and has planned to purchase another twelve **hybrid cars** by the end of 2022.

Electricity energy represents the largest part of our consumption and the main focus of our efforts for decreasing the own carbon footprint. It has decreased by 6% in 2021 compared to 2020.

Along with the reduction of the number of bank offices and work from home of employees due to Covid-19 pandemic, this effect is due also to some improvements made in our HQ buildings and branch network offices, such as implementation of simple Building Management Systems, optimization of the Heating Ventilation and Air-conditioning systems to work in a night mode with low capacity, switching off the secondary lighting, replacement of diesel heating systems with energy-efficient air-conditioning systems, partial replacement of depreciated air-conditioning systems.

All **renovated bank branch offices** are constructed in compliance with the vision of the Banking group, using power-saving facades, and the whole branch network uses power-saving bulbs. The reconstruction of all offices includes the use of energy-efficient and contemporary heating, cooling, ventilation and isolation systems and solutions, as well as ecological materials and elements.

As a part of ongoing efforts to reduce our carbon footprint, in November 2021 DSK Bank launched a project for **installation of photovoltaic plants** on the roof of three DSK Bank's buildings in Sofia and Stara Zagora. The project is expected to be completed by the end of 2022, and the result will be 125.1 tons less CO₂ emissions.

Technical specification was developed for launching procedure for **energy efficiency audit**. Initially, the audit is meant to cover part of the largest buildings – three in Sofia, one in Stara Zagora and one in Burgas. After the audit, additional actions will be defined based on the conclusions – repairs, replacement of windows, lights. The final output will be improved energy efficiency.

To draw the attention of employees and to provoke their commitment to the issue, in May 2022 internal **campaign "Green week"** took place as a step for reducing our carbon footprint on the environment and to limit the global warming. It was dedicated to the responsible energy consumption and passed by sharing information about the Bank's commitment to sustainable development and the Green Deal, interesting facts about energy and carbon emissions and good practices for prudent energy use or ideas on how to reduce energy consumption in the Bank. An internal challenge was set to reduce the electricity used in the Bank's premises by 5% compared to 2021. Electricity consumption data by buildings and branches will be shared on a quarterly basis during the whole 2022 and in early 2023 the unit with the highest contribution and the winners of the challenge will be announced.

"In DSK Bank 80 % of CO₂ emissions are created from the usage of electricity and 13% from motor vehicles. Reduce your carbon mark and don't waste energy. Our future is in your hands."



We also collect and monitor data on the **business trips** of the employees (that affect Scope 3 indirect emissions related to our own operations), incl. number of airplane trips, company use of own cars (km), taxi use (km). Although the data for 2021 include those of DSK Bank's subsidiaries (which was not the case for 2020), we observe significant decrease of kilometers travelled – by 25% of the company use of own cars and by 52% of the taxi use. It is partly due to the measures related to the pandemic and partly due to business reasons – use of online meetings, which has become common practice in our Group due to hybrid work.

In order to stimulate commuting of our employees by more environmentally friendly transport, in 2021 we created new **bicycle storage spaces** at two Bank's locations in Sofia.

Other environmental initiatives

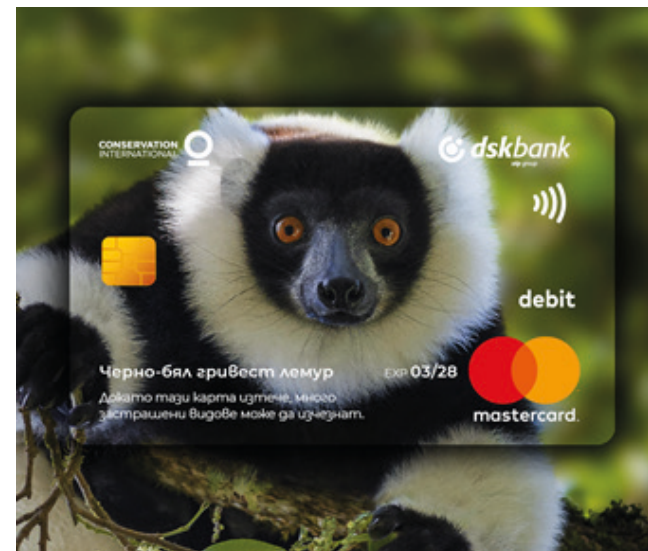
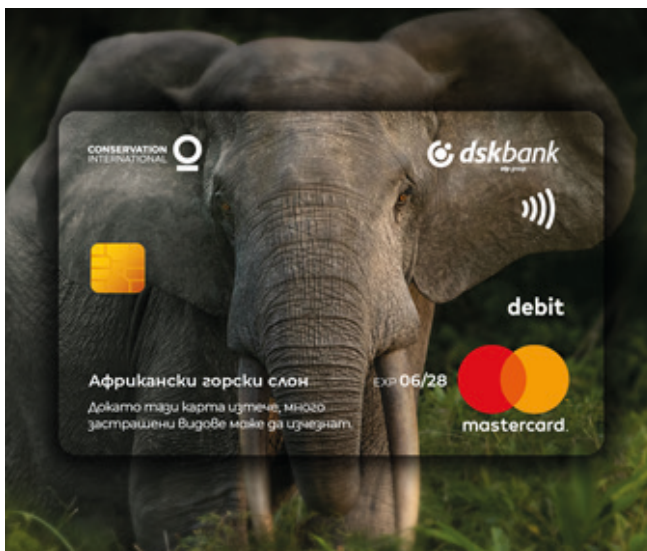
We have a tradition of raising awareness and taking joint action to protect environmental and natural resources. In 2021, we supported several environmental initiatives and encouraged the environmentally conscious behaviour of our employees.

The purpose of DSK Bank is to mitigate its negative impact on the environment. For years now, the Bank fulfils the policy for **no-waste banking administration**, which main goal is protection of the environment. In practice, this includes collection of all used toners and inkjet cartridges of the printing devices in all Bank branches and their recycling. The Bank applies also a policy of responsible paper consumption by optimizing the printing activities through migration of transactions to the electronic channels, double-sided printing, reducing the number of pages of the contract General Terms and Conditions for the products.

DSK Bank operates **selective waste collection** at its sites in Sofia and Varna and has expanded the selective collection of paper waste during the year – 52 t paper and 30 kg PET bottles waste collected separately in 2021.

For several years the Bank has created organization for **voluntary collection by the employees of plastic caps** and their disposal for recycling. On 17th April 2022 we donated 500 kg of plastic caps collected by the teams in our HQ buildings in Sofia. This activity unites the care for the nature and the support for noble causes – the plastic caps are delivered for recycling at the designated points and the amount collected is spent for different charity initiatives.

Knowing that more than 360 million tons of plastic products are produced worldwide and that 90% of the waste in the oceans is plastic, in the beginning of 2022 we launched a new initiative to introduce eco-practices in our offices by **minimizing the use of plastic products** in the workplace. As a first step, we urged our employees to replace the plastic cups with a bottle or reusable cup. Several quick changes were also made – all disposable cups were removed from the water machines in the Bank's HQ buildings, glass cups were provided for the needs of external visitors during business meetings, etc.



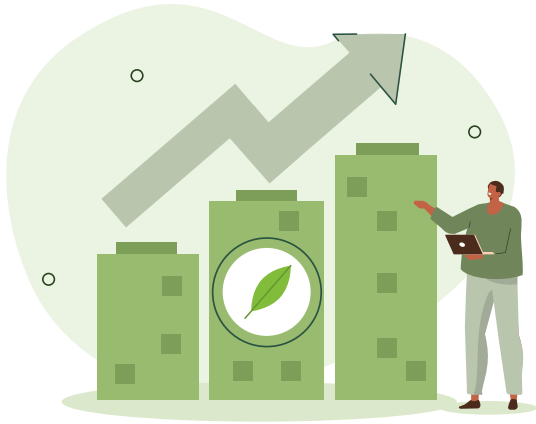
In 2021, together with Mastercard, the Bank supported the **OneTree project**. The initiative includes series of events in various parts of Sofia, that marked the beginning of the creation of a digital map of Sofia's trees. Marking the city trees on the streets and park alleys in Sofia was easy through all kinds of mobile devices at *ednodarvo.io*. With this project, OneTree drew the attention of all citizens to take care of the trees in the city by participating in their mapping - an important step for smarter city management, which aims to increase general knowledge about the green system and contribute for its better planning and management. The events for the project were 5 in total, starting on May 15th from Borisova Garden and ending on June

12th in Lagera Park. Within one month, more than 380 volunteers took part in mapping over 12,226 trees.

At the end of 2021, DSK Bank joined the global **Mastercard Wildlife Impact Card program** for preservation of the planet's biodiversity. Thanks to the efforts of the Bank and Mastercard, Bulgaria became the first European market to join the Program. It will allow debit card holders to become involved in the conservation of critically endangered species, including the African elephant, the black-and-white maned lemur, the yellow-tailed woolly monkey and the pangolin. The vision of the debit card draws attention to the message: "Until this

card expires, many endangered species may become extinct." The debit card can be easily integrated into mobile wallets, and the physical card is made from recycled materials. For each Mastercard Wildlife Impact card issued, DSK Bank and Mastercard will donate \$ 1 to Conservation International to help conserve and restore wildlife habitats. By 2030, this project will cover priority areas of 40 million hectares of land and 4.5 million square kilometers of water worldwide.

Customers have the opportunity to join the program by ordering their new card since the beginning of April 2022.



RESPONSIBLE FINANCING

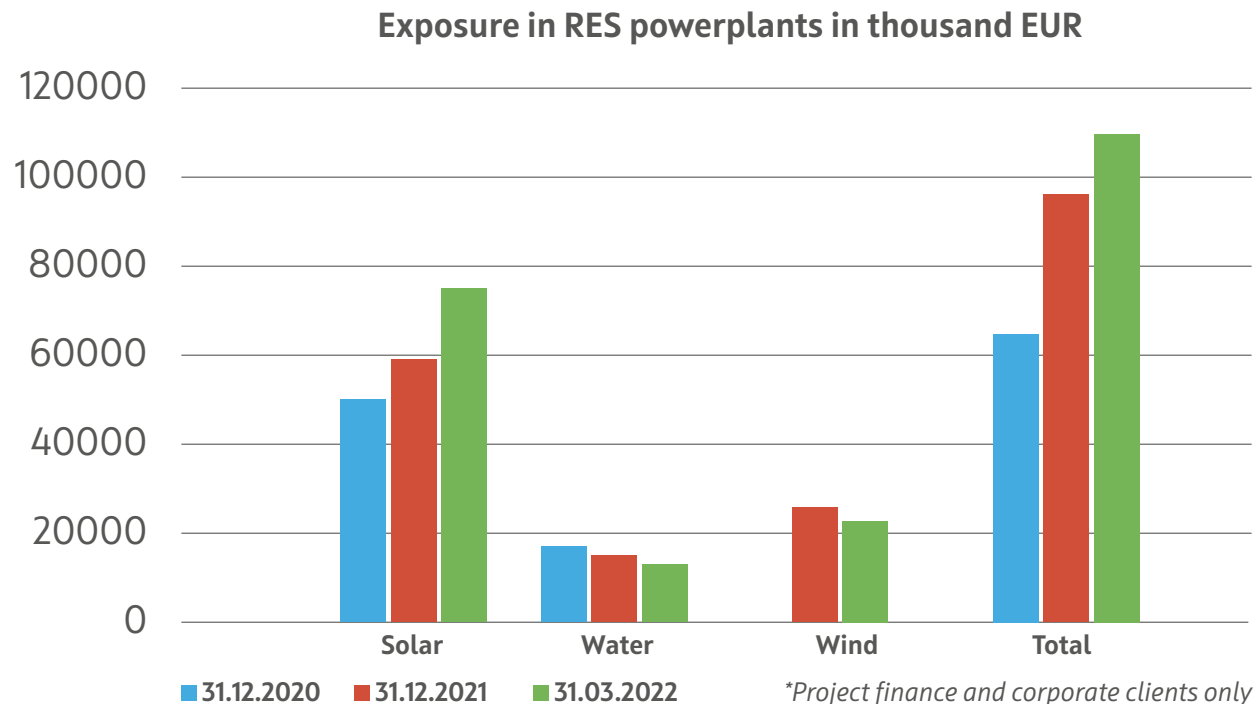


Financial solutions with positive environmental impact

Understanding banks' role in the changing climate and business environment, we in DSK Bank are aspired to provide fair and sustainable services to our clients.

Following the road to a low-carbon economy, we continue our financial support of investments in renewable energy sources powerplants. Our portfolio volume follows increasing trend, which is additionally accelerated by the increased demand for green energy as presented below.

On 29 June 2021, DSK Bank and OTP Bank closed

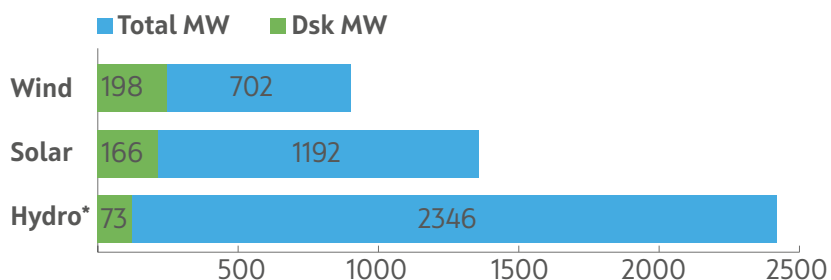


a deal with the fifth largest existing wind farm in Bulgaria, thus increasing our exposure in renewables It consists of two sites – Shabla and Kamen bryag. In total, there are 14 Vesta wind turbines with V90 power and every one of them has a capacity of 3 MW. The produced green energy in the windfarm will mainly be used locally in Kavarna region. This efficient source of energy accumulated by the power of the wind is only of the alternatives to fossil fuels and it contributes to the reducing of greenhouse gas emissions, diversifying energy supplies and reducing of dependence on unreliable and

volatile fossil fuel markets, especially oil and gas.

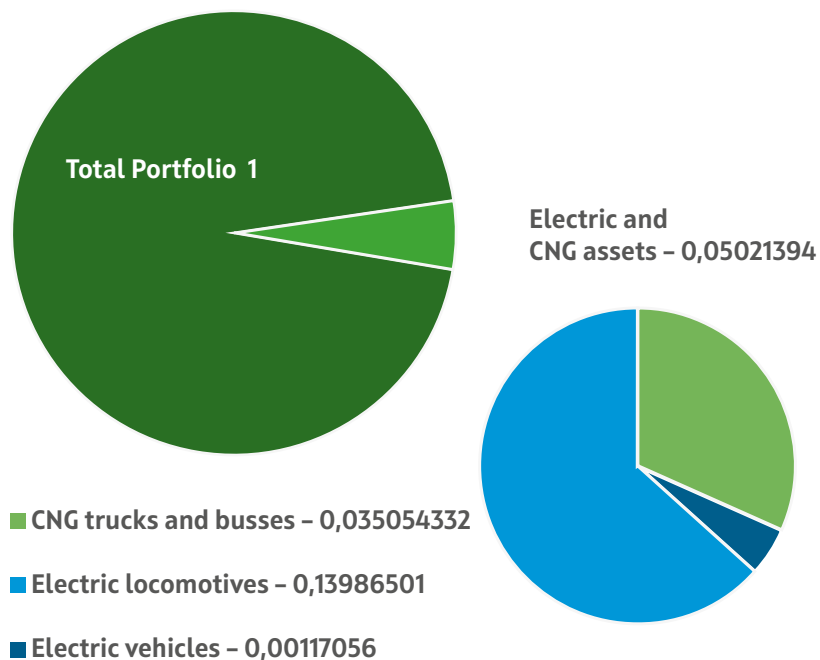
We finance not only large powerplants, but also small projects of our clients in the Small business segment – either for commercial purposes or for meeting their own electricity needs. By financing significant share of solar and wind investments in Bulgaria, we are well positioned on the market.

Renewable Installed Capacity, MW



*As of 31.12.2021

Leasing Portfolio

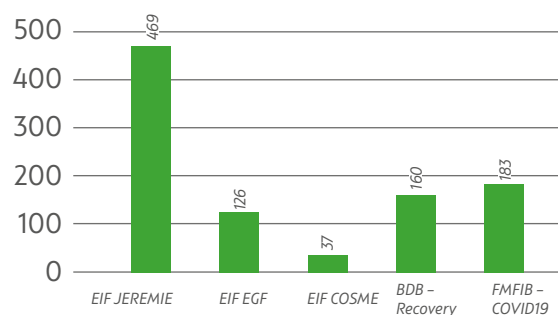


*As of 31.12.2021

Relatively small share in hydro powerplants is due to the huge capacity installed back in time (30+ years) by the state authorities. In addition, the utilization of these hydro PPs' capacity nowadays is 25-40%.

Bulgaria is still at the beginning of its transition period, especially in the transportation industry. Lack of charging infrastructure and higher price compared to fossil fuel engines are the main reasons for the lower pace of changing vehicle park. Only 5% (or 28,73 million EUR) of total OTP Leasing's portfolio of 574,68 million EUR represent electric and CNG/LNG assets. However, we are focused on development of a green leasing product which should lead to increasing number of requests for single purchase or fleet financing of electric vehicles.

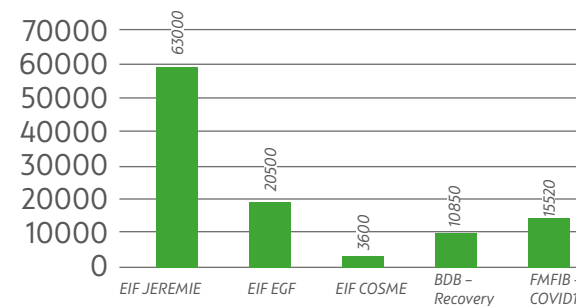
Contracts signed in 2021

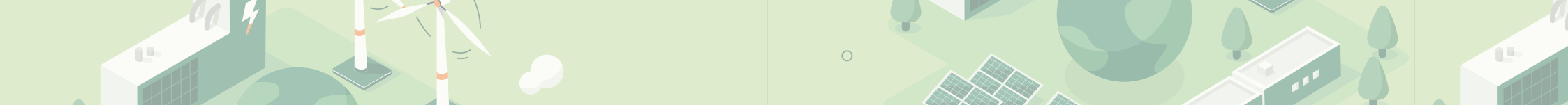


We are collaborating with major EU financing institutions such as EBRD and European Investment Fund, and Bulgarian authorities. Under EIF's and Bulgarian government schemes we support the most vulnerable entities on the market - micro and SMEs credit.

As COSME scheme was introduced in the midst of the corona-virus pandemic, its resource was almost depleted by the end of 2020. In 2021, we continued mainly with JEREMIE guarantee, followed by implementation of EGF scheme in late 2021. Bulgarian government, through state owned Bulgarian Development Bank and Fund Manager of Financial Instruments in Bulgaria, provided additional guarantee schemes for support SMEs liquidity and recovery.

Contracted amount, thousand EUR





Length of transaction	Long	Medium	Medium - High	High	High
	Medium	Low	Medium	Medium - High	High
	Short	Low	Medium	Medium	Medium - High
		Low	Medium	Medium - High	High

Sectoral/client ESG risk category

ESG risk management in the lending

Apart of renewable energy sources powerplants financing, we assess our entire business portfolio in line with ESG, as we understand that managing ESG-related risks is key factor in the credit process. Implemented in 2021, the ESG Risk Management Framework in Loan Origination and Monitoring of DSK Bank Group (hereinafter: The Framework) describes roles and responsibilities in the credit process for DSK Bank and its leasing subsidiary OTP Leasing.

Under the Framework we apply an ESG Exclusion List that lists activities and behaviors whose controversial nature and impact make them incompatible with OTP and DSK Bank Group's values for safeguarding human rights and promoting sustainable development.

Based on established methodology, applied in European banks and authorities, which considers

environmental and social factors, as well as sector specific physical and transition risks, we defined our own industry based ESG Risk Heat Map. It categorizes industries in four ESG Risk Categories, representing different risk levels: Low, Medium, Medium-high and High ESG risk.

ESG risk category of the clients is determined by using the Sectoral ESG Risk Heat Map, where the business sector of the client's main business activity is the driver of the ESG risk categorization.

ESG risk category of the transaction is determined by considering two factors – the ESG category of the client as mentioned above, and the length of the transaction (residual in case of existing exposure). The length of the transaction is determined as

- Short-term: residual maturity is equal to or less than 1 year (including the expired transactions or transactions with no fixed maturity, i.e. "until further notice");
- Medium-term: residual maturity is more than 1 year, but equal to or less than 5 years;
- Long-term: residual maturity is more than 5 years.

By applying the matrix above the final ESG risk category of the transaction is set:

For large tickets falling in medium-high or high category we apply ESG questionnaire for overall assessment of the client based on its readiness and activity in ESG. If the score is positive, ESG risk category of the deal could be improved by 1 notch.

Support of cultural and urban development projects

Last year the Bank also contributed to the development of local projects for cultural and urban development. The strategic goal of these projects is to preserve the traditions and culture, as well as to attract more visitors and also to use the potential and advantages of city more hospitably and effectively.

Together with the Regional Urban Development Fund, DSK Bank co-financed a project for modernization of community center "Bratya Grancharovi-2002" in Gorna Oryahovitsa. The building of National Community Center "Bratya Grancharovi-2002", as well as the largest open stage in the region - the Summer Theater with a capacity of over 2,000 people, will be renovated at the initiative of the Municipality of Gorna Oryahovitsa cultural center with an area of 3,975 sq.m.

The Tutrakan Epic Memorial Complex will also be built thanks to funding from DSK Bank and the Regional Urban Development Fund. The complex will be built on the land of the village of Shumentsi in Tutrakan Municipality. The emblematic location is recognized as a historical cultural value with a category of "national significance" in 2018. The project envisages the construction of an energy efficient (energy independent) exhibition building with futuristic design and

modern interactive equipment and furniture. The building will be located on an area of about 800 square meters and will include a main exhibition hall, diorama, space for commercial activities and technical premises. The project will improve the area around the memorial and the building, as well as create a green recreation area.

In 2021, started the renovations of the multimedia visitor center "Tsarevgrad Tarnov" and the museum "Revival and Constituent Assembly" in Veliko Tarnovo. Within the project "Expansion of Multimedia Visitor Center" Tsarevgrad Tarnov " will be expanded the existing center, also known as the " Museum of Silicone Figures ", using 2 more floors of the same building located on street" Nikola Piccolo "№ 6, Veliko Tarnovo. The implementation of the project will enrich the collection of figures recreating commemorative events from the period of the Second Bulgarian Kingdom, thus increasing the impact of the proposed tourist attraction - unique in nature. Among the newscenes that will be recreated in the form of dioramas are "The Battle of Klokochnitsa" from 1230, "The Four Gospels of Ivan Alexander", the so-called "Medieval Market", as well as a number of other interesting reconstructions. It is expected that the renovation activities will start in early 2022 and end in early 2023.

DSK Bank together with the Regional Urban Development Fund grants under OP "Regions in Growth" 2014 - 2020" and the Municipality

of Vratsa co-financed the renovations of the Regional Library "Hristo Botev" in Vratsa. Established in 1954, the Regional Library is an icon image of Vratsa - it shows the soul of the city and it stands for the city's prosperity and development. The building is located in the center of the city, on one of the most attractive shopping streets - Petropavlovska Str. The renovations will improve the energy efficiency and contribute to the interior environment making it more comfortable for the readers. As a result, the building will acquire a renovated and welcoming look.

Last year started the renovation of the organ hall in Dobrich with investment of over 2 million leva. The funding is provided by the Regional Urban Development Fund, DSK Bank and grants under OP "Regions in Growth" 2014 - 2020". The project is a part of the Integrated plan for reconstruction and development of the Municipality of Dobrich. It will provide the renovation of "Dobrich" hall - a visual hall with 534 seats and the corresponding lobbies, dressing rooms, rehearsal, work and service premises in order to encourage participation in the cultural life of the citizens. The hall is an important cultural and historical hub for the community. In the implementation of the project the construction and repair work will be carried out in order to adopt efficiency measures and to improve the access to the hall for people with disabilities.

CORPORATE SOCIAL RESPONSIBILITY

Our social approach includes various initiatives and projects directed to, in particular, the most numerous groups of stakeholders of the Bank, i.e. clients and employees. Our social activities and support to other groups of the society are described in the following chapter.

THE CLIENT AT THE CENTER *Digitalization and innovation*

By digitalizing the existing core products and services in a customer-centric way, following a journey-by-journey approach with the objective of creating market leading and loveable digital solutions, we strive to save clients' time and money, and also to protect the environmental resources.

Following its strategy for digitalization, in 2022 DSK Bank has opened its **Digital Factory**. The new unit will be a technology company within the company, which will focus its activities on creating digital products and personal solutions for the clients of the largest bank in the country. The Digital factory is the place where will be created products and new customer experiences. There the products will be developed not only by employees from the Bank, but also by partners, even by the customers themselves. With this factory the Bank will completely change the way

the products are created so that in time DSK Bank become as good as fintech companies.

One innovative solution is the opportunity to apply for consumer loan with individual conditions entirely online. The process can be completed in less than 5 minutes without need to visit a bank office.

Another innovative solution is an online virtual POS application form. Online payments are made 24/7 on the e-shop through the virtual POS. DSK Bank allows traders to apply and receive prior approval, even if they are not customers of the Bank. By integrating with public registers, the form takes 2 minutes to complete.

In addition to the existing products, two new, all-digital processes will be presented to customers in the middle of 2022.



The first is onboarding for business clients - a completely online process for registering business clients, without an analogue on the market, which saves time. The advantages are that no visit to a bank office and paper documents are required, and the signing is done through an electronic signature for all documentation. The Bank's experts expect the whole process to take no more than 20 minutes.

The second innovation is BizCredit - an online application for business credit overdraft. With this service, the Bank's business customers can receive financing in a few easy steps, again entirely online. The advantages are that there is no fee for examining a loan application, no additional documents are required and clients can perform the process from the comfort of their own office.

Signature pads

From the beginning of 2022 DSK Bank implemented new signature pads in its entire branch network. The functionality covers the writing of 33 types of basic documents - contracts and additional agreements to current or savings account agreements, time deposit annexes, general terms and conditions, declarations, package contracts, internet banking and two cash transactions - installment and withdrawal. This new way of working is liked by both employees and customers because it is considered more modern, convenient, without printing paper and saves the effort of scanning paper. Customers like it too - they are committed to signing a one-page consent document and putting 10 signatures on the device itself.

Mortgage loan client journey and value proposition

In line with its efforts to be innovative and to increase the quality of customer journey of clients who are searching for a real estate property, in 2021 DSK Bank launched a new platform www.dskhome.bg, which is the backbone of a new housing ecosystem. The platform www.dskhome.bg enables customers to find offers for real estate properties according to their personal preferences with wider information for the area and the profitability of the property in case it will be rented out.



Game changing service for Sofia public transport

One of the Bank's objective is to develop and implement smart solutions and innovative projects aimed at improving the urban environment and increasing the penetration of cashless payments.

Jointly with its subsidiary DSK Mobile, in 2021 DSK Bank introduced an innovative solution that completely transformed the service for purchasing transport documents in the public transport in Sofia. Passengers who use buses, trolleybuses, trams and Sofia metro no longer need to carry small amounts of cash or buy a ticket before using the transport. They can directly use their debit or credit cards, or mobile NFC wallets. It is enough just to tap them on validators only when boarding the vehicle.



Financial education

During 2021, DSK Bank kept its educational campaign **"Calm on the Internet"**, dedicated to raising consumer awareness of safe banking and safe use of the Internet. The campaign again was aimed not only at the bank's customers, but also at all those who use online financial and other services. The purpose of the initiative is to present in a simple and understandable way the main highlights of safe online banking and Internet browsing. As a socially responsible and engaged institution, DSK Bank has a mission to provide knowledge to consumers so that they are at ease while using electronic channels for banking or other services in an online environment.

Client services in COVID-19 pandemic

The focus on the client is of key importance for DSK Bank's activity. That is why, in the last two years, during the corona-virus pandemic, the Bank continued its efforts to ensure more flexible services and products according to the clients' individual needs, so that they can make the right financial decisions in an extraordinary situation. We reacted in fast and adequate manner, in order to ensure the safety of our clients. Special section was developed and offered on the corporate website of the Bank, as well as visual materials used by the clients as to receive current information about the procedures for safe servicing in the branches, the possibilities for using remote services and other useful information. During the periods of active virus spread in the country, DSK Bank provided safe access of customers to its offices, recommended the use of a wide network of machine channels - ATM, electronic banking DSK Direct and mobile banking DSK Smart, as well as cashless payments to merchants (incl. Online). In order to avoid the concentration of a large number of clients, DSK Bank continued to promote the service among the clients for pre-booking an appointment for a visit to the larger offices.

In support of clients affected by the pandemic mitigation measures in place, various options were offered for deferral and settlement of debts in order to ensure stability, calm and security. In 2021, the clients of DSK Bank continued to use options for deferral of loans under the Procedure for deferral and settlement of due liabilities to banks, in connection with the state of emergency imposed on March 13, 2020. Also, DSK Bank extended the term and proposed new additional deferral schemes, which actually enabled its clients to use a longer grace period, initially agreed under the moratorium. Additionally, we have retained the opportunity for our customers to use interest-free loans under the Program for guaranteeing interest-free loan for protecting people who cannot exercise their occupational activities due to the situation caused by COVID-19, on the basis of agreement concluded with Bulgarian Development Bank (BDB). DSK Bank has supported also its business clients, small and medium enterprises, by providing an option for BDB guaranteed loans with an agreement for portfolio guarantees in supporting the liquidity.



Client satisfaction

Generally, DSK Bank has well established traditions for measuring the satisfaction of its banking clients. In 2020, DSK Bank has implemented new metrics for measuring customer experience that allows the client to rate the services immediately after a visit to the Bank office. This approach guarantees the transparency and provides an opportunity for immediate actions for improving the services in every bank office. The Bank uses as a metric the world leading indicator on customer experience measurement – **transactional Net Promoter Score** (NPS). Transactional NPS for 2021 has increased compared to 2020 and remained stable throughout the year. This result of transactional NPS which reached 72 in December 2021, shows high service quality level and positive experience that customers receive in DSK Bank.

We continue to work for improving the client services. In 2021, the Bank actively developed its strategic initiative (**New Service Vision**), aimed to ensure outstanding client services. In 2022, a second phase of the initiative will be implemented, focusing on improving DSK Bank's employees' knowledge on the modern project management methodologies (agile, service design methodology, etc.) which aims for DSK Bank to be one step further on its way to digitalization.

Following the trends of the recent years and mainly the reorientation of a numerous part of transactions to machine and electronic channels, as well as based on the growing demands of consumers to receive pre-contractual information and advice on the financial products and services that are most appropriate to them, DSK Bank has started implementing **New Service Model** in a whole branch network for mass customers. The Model ensures specialized customer service - those who visit the office only for a payment transaction can rely on faster service with significant decrease of waiting time, while the customers who are interested in banking product/service can rely on professional and individual consultation and financial advice from individual banking consultant. The purpose of the New Service Model is to offer an even better customer experience with the Bank, improve the management of customer flow in the branches and support employees in the process of improving their confidence, upgrading their skills and competence.

And last, but not least, for improving the client services, DSK Bank performs regular research of the financial services market, in order to discover new opportunities and niches for improving the services offered and to monitor the development of the standard already adopted by the market in regard to the client services.

Complaints handling

For every received complaint a comprehensive check and analysis of the collected information is performed. We use the complaints as an opportunity for improving our services. When a mistake on the part of the Bank is established, measures are immediately undertaken by the responsible units. The Management is regularly informed about the established weaknesses and problems. To improve the competence of the employees, trainings and consultations from the management teams in the regional centers are organized. Each complaint reply contains a contact phone number and e-mail for connection with the complaints unit if additional information is needed regarding the answer provided.



RESPONSIBLE APPROACH TO EMPLOYEES

DSK Bank in its capacity of an employer

In DSK Bank we have a clear vision on our employer brand: Everyone looks for employees, we look for people! This means that our employees are above all people of whom we take care in the best possible way and help them develop and reach their goals. In order to support DSK Bank's employer brand, a complete **Employee Value Proposition (EVP)** was prepared and communicated internally and externally. It shows all of the non-financial aspects that the Bank is offering to its employees. The EVP is structured in 5 main areas: Flexible way of working, Digital technologies, Health and well-being, Learning and development and Culture. They are available on the Bank's corporate website as well as in the internal learning platform Moodle.

The Bank regularly participates in different career forums, which is another connection of the institution with young talents and proven professionals. In addition, this regular



participation in such events keeps DSK Bank's relation with the universities and local authorities at very good level. As a result, they exchange know-how and cooperate in finding the best students as a source for the Bank's internship program and recruitment in general.

In 2021, the first large-scale **employee engagement and satisfaction survey** was held for the entire OTP Group, with a high response ratio of 92% at Group level and 92% as well for DSK Bank. Based on the results, the rate of employee engagement in DSK Bank was 67%. In response to the feedback, action plans were prepared for all areas that need improvement. On Bank level these are Communication and collaboration, Recognition and Feedback Culture, Better access to the right tools. The respective action plans are either completed or ongoing as planned.

Healthy and safety at work

Contract with Occupational Health Service is in place which provides full support of the needed activities, assessment of the microclimat conditions in the work space. Periodic instruction on occupational health and safety is performed to all employees at an annual basis and compulsory for newly hired employees.

In 2021, the second year of the COVID-19 pandemic, we continued to protect the health of our employees as much as possible. For employees from all HQ units we continued to apply the opportunity to work at home office, incl. by schedule. Over and above the statutory rules, we initiated an internal vaccination campaign and provided vaccination to the interested employees at the workplace as well as individual consultations with specialists in COVID-19 pandemic.

DSK Bank also ensures health support to its employees through the Wellness Program provided, sports card at preferential rate as well as prophylactic examinations that were resumed after an interruption due to the pandemic.

Diversity and inclusion

The DSK Bank's mission as an employer is to create a work environment in which its employees have the opportunity to work in a diverse, mutually supportive team and in an inclusive work culture that allows them to use their potential to the fullest. Diversity and inclusion are essential for the implementation of the corporate strategy. In March 2022, we prepared and published on our website the Diversity and Inclusion Policy of DSK Bank. The Policy promotes diversity in management bodies in order to attract a wide range of qualities and competencies when recruiting members of management bodies, to achieve diversity of views and experiences, and to facilitate independent opinions and reasonable decision-making within the collective body aiming at adequate gender representation and ensuring that the principle of equal opportunities is respected in the election of members of the governing body.

The Bank commits itself to adhere to the following principles:

DSK Bank individual basis employees (31 Dec)	2020			2021		
	Total	Men	Women	Total	Men	Women
Employees, total	5302	1136	4166	5358	1159	4199
Distribution by gender	100%	21,43%	78,57%	100%	21,63%	78,37%
Turnover rate	16,18%	3,54%	12,64%	18,33%	3,58%	14,75%

Principle 1: Diversity

In particular, the Bank is committed to increase the share of the under-represented gender in the governance, while fulfilling the legal requirement that the members of the management body have adequate knowledge, skills and experience. We set the goal for 2023 at least two of the members of the Management Board and of the Supervisory Board to be women.

Principle 2: Equality

The Bank commits to ensure that all employees are provided equal opportunities and conditions throughout the life cycle of employees, general working conditions, or career development. Under the Remuneration Policy of DSK Bank, we consistently apply the principle of "equal pay for equal work", including by providing equal pay to men and women for the same position and performance.

Principle 3: Inclusion

The Bank has zero tolerance to all forms of harassment, abuse and discrimination, and is committed to create an inclusive culture free of such behavior.

Our employees' interests are represented by their trade union - National Banking Syndicate, with the Collective Agreement signed by DSK Bank, setting out the rights and obligations of every employee. As of the end of 2021, the rate of the trade union members is 53%.

RULES OF CONDUCT

Our employees' professional and ethical conduct is one of the basic prerequisites for the company's successful development. We follow strong principles of behaviour that respect the human rights, and do not support or tolerate any form of violation of the Bank's rules of conduct.

Ethics Code and Anti-Corruption Policy

DSK Bank as part of OTP Group is committed to the fight against corruption and states zero tolerance to any kinds of bribery. The Bank has adopted a Policy for corruption prevention, where the principles of anti-corruption activity are defined, as well as the main fields with risk of corruption. The Policy applies for the entire DSK Bank Group, incl. the subsidiaries. In the course of and in connection with the DSK's activities, all staff members and any other contractual partners of DSK Bank Group are strictly prohibited from performing any act of corruption and from participating or being involved in corruption. The Bank consistently and resolutely stands up against corruption. In case of violation of the Policy by any person, the Bank shall take all steps necessary to avert potential negative consequences and to avoid similar events in the future. DSK Bank ensures the full enforcement of all Bulgarian, European Union and international anti-corruption regulations, and requires all of its staff members

and contractual partners to comply with such regulations.

In addition, the Ethics Code of the Bank defines clear principles and requirements for the employees and the partners of the Bank, as well as its affiliated companies, in relation to the adherence to the ethical norms at work. The main emphasis of the Ethics Code includes the right of employees to participate in the political or public life, ensuring safe and healthy occupational environment, promotion of mutual respect, prohibition of discrimination and abuse, integrity in business relations, zero tolerance to corruption and attempts to influence, restrictions on offering and accepting gifts above the specified value.

The Ethics Code of DSK Bank and the Anti-Corruption Policy are publicly accessible on DSK Bank official website.

Whistleblowing

A whistleblowing system operates within the Bank to facilitate adequate identification and handling of cases on potential misconduct and unethical behavior, including discrimination. In case of doubt or possible violation of the norms of Ethics Code and Anti-Corruption Policy, the employees are provided an option to report it, including anonymously, to Regulatory Compliance Department, which will undertake the measures necessary as per the internal rules.

Any request affecting human rights is treated by the Bank as a priority.



SPONSORSHIP AND CHARITY



Early childhood development

Last year DSK Bank continued its successful partnership with **SOS Children's Villages Bulgaria** - an organization for social development that guarantees the right of every child to have a family and grow up in an environment full of love, respect and security. The partnership dates back to 2011, when the bank committed to constantly taking care of two SOS families.

In 2021, we celebrated 10 years of partnership under the title "10 years together". We celebrated



the anniversary with several additional joint initiatives. One of the children from the foster family we look after was an intern at the bank for 6 months. We also sent gifts to the children for the beginning of the school year and June 1st. In October, we launched online lessons on financial literacy and personal finance management which were led by volunteers from the Bank on Fridays, in the afternoons. The training targets teenagers from the SOS Youth Centers.

Our Chief Executive Officer, Mr. Tamas Hak-Kovac, was awarded the special prize "10 years together" by SOS Children's Village, and the bank was once again the largest corporate donor and partner of the association.

In 2021, over BGN 600 000 were accumulated as donations through the different banking channels. Overall, BGN 4 506 000 were provided to SOS Children's Villages for the last 10 years, thanks to the successful partnership.

Charity events with the participation of employees

In 2021, our employees participated in various events which combined running and charity. On 19th September, the annual edition of the **mini-marathon with cause "Run2Gether"** took place. The initiative unites the efforts of people with different abilities. By participating, the team of DSK Bank gave its support to the disadvantaged people.

In August 2021, 13 teams from the Bank took part in the **Business Run event**. The event with cause was held for the 8th time in a row. Each team consists of 4 competitors and runs the distance of 4 km. Traditionally, 30% of the event fees are donated to charity.

In 2021, DSK Bank has also launched its own Corporate Social Responsibility project for improving the urban environment – the **campaign "City as its people"**. The initiative aims to help make Sofia a better place for living, as well as draw attention to the problem of vandalism and ugly inscriptions. The idea of the campaign was to transform the scratched walls

of a location in the central part of the city, and with the help of established Bulgarian graffiti artists to turn them into a work of street art, the so-called mural. The project was implemented in three stages. During the first stage DSK Bank challenged the residents and guests of Sofia to send their proposal for a location or a building that will undergo artistic transformation. At the end of this stage, a place was chosen - one of the walls in the subway on Bulgaria Blvd. and Acad. Ivan Geshov", which was transformed with the help of graffiti artists from "140 Ideas". During the second stage of the campaign, the artists, together with the help of the campaign ambassadors transformed the chosen location. The mural recreates in a beautiful and colorful way the theme of continuity and tolerance among the people in the city. This way, DSK Bank, the artists and the ambassadors stood behind the idea that there is a more beautiful way to change the look of our capital than to have hate speech on its walls. In the third stage the mural was presented to all the residents and guests of Sofia.

Other social projects supported

DSK Bank continues its partnership with the **BCause foundation**, whose main goal is the further development of the donation culture, it implements policies in the field of sponsorship and social investments, etc. In 2021, the Bank provided a financial support for the foundation's campaign for collecting funds in favor of the Fund supporting women – victims of domestic abuse. The financial resources are directed to the crisis centers providing services for women and children, victims of domestic abuse.



AWARDS



In February 2021, DSK Bank was awarded first prize in the category of „Services“ in the prestigious advertising festival, distinguishing the efficiency of marketing communications in Bulgaria – Effie Bulgaria.

During the same month, our campaign “Everyone is looking for employees, we’re looking for people” won the prize of the best Employer Branding Campaign awarded by B2B Media.

In May 2021, our financial literacy initiative “Financial Olympics” won the prestigious 3rd place in the Corporate Social Responsibility Campaign category.

June 2021 was definitely the month of the most awards in the Bank. At the awards of the Bulgarian Association of Public Relations for public relations, DSK Bank was the winner of 6 awards: for crisis communication, for employer branding campaign, for digital campaign, as well as two special awards.

During the same month, DSK Bank was presented with its fifth award for Most Generous and Significant Corporate Partner from SOS Children’s Villages Bulgaria.

In July 2021, DSK Bank was awarded Best Bank of the Year by the Bank Association in Bulgaria and was distinguished in “Dynamics in development” category.

During the same month, DSK Bank was pronounced The Best Bank in Bulgaria for 2021, according to the specialized magazine Euromoney.

In November 2021, Global Finance recognized DSK Bank as the Best service supplier of foreign exchange operations in Bulgaria.

In December the Executive Director of DSK Bank and Chairman of the Management Board of the Association of Banks in Bulgaria Mrs. Diana Miteva, was awarded Banker of the Year for 2021.

At the beginning of 2022 DSK Bank CEO Mr. Tamas Hak-Kovacs was awarded Team Lead of the Year.

Our HR manager Radoslava Krosneva was awarded HR Manager of the Year for 2021.

DSK Bank received the prestigious award Business Honoris Causa for its long-term support for SOS Children Village.

In April 2022 our campaign “City as its people” was awarded in category PR Digital on IAB Mixx Awards.

In May 2022 our new product in collaboration with Mastercard – Mastercard Wildlife Impact Card, won the Greenest Product Award in the national competition The Greenest Companies in Bulgaria 2022.