

APPENDICES

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Membership in Business Associations

VTB GROUP COMPANY	BUSINESS ASSOCIATIONS
VTB Bank (PJSC)	<p>American Chamber of Commerce in Russia (AmCham)</p> <p>Asia-Pacific Economic Cooperation Business Advisory Council</p> <p>SME Corporation</p> <p>London Bullion Market Association</p> <p>International Capital Market Association</p> <p>International Chamber of Commerce</p> <p>National Council on Corporate Governance</p> <p>Russian Union of Industrialists and Entrepreneurs</p> <p>Climate Partnership of Russia</p> <p>National Securities Market Association</p> <p>CIS Financial and Banking Council</p> <p>Russian Managers Association</p> <p>Association of Banks of Russia</p> <p>Association of Corporate Treasurers</p>
Vozrozhdenie Bank PJSC	<p>Opora Russia (Moscow region and Volgograd region offices)</p> <p>Moscow region, Chamber of Commerce and Industry</p> <p>National Association of Securities Market Participants</p> <p>National Finance Association</p>
Zapsibkombank PJSC	<p>Association of Banks of Russia</p> <p>Association of Tyumen region Lending Institutions</p> <p>National Finance Association</p> <p>Regional Association of Tyumen region Employers</p> <p>Yamalo-Nenets Autonomous Area Chamber of Commerce and Industry</p>
VTB Factoring	<p>Association of Factoring Companies</p> <p>Factors Chain International</p>
VTB Pension Fund	<p>National Association of Non-Governmental Pension Funds</p>

VTB GROUP COMPANY	BUSINESS ASSOCIATIONS
VTB Capital	<p>American Chamber of Commerce in Russia (AmCham)</p> <p>National Association of Securities Market Participants</p> <p>Association of Corporate Lawyers</p> <p>Russian National SWIFT Association</p> <p>Russo-British Chamber of Commerce</p> <p>British Bankers Association</p> <p>Association of Foreign Banks</p> <p>Association for Financial Markets</p> <p>German–Bulgarian Industrial and Commercial Chamber</p> <p>International Capital Markets Association</p> <p>Association of Banks in Singapore</p> <p>Financial Industry Disputes Resolution Centre (Singapore)</p> <p>Singapore Business Federation</p>
VTB Registrar	<p>National Securities Market Association</p> <p>National Settlement Depository</p>
VTB Specialised Depository	National Association of Securities Market Participants
VTB Bank (Kazakhstan)	<p>Kazakhstan Taxpayers Association</p> <p>Financial Institutions' Association of Kazakhstan</p> <p>Kazakhstan Stock Exchange</p> <p>Kazakhstan Deposit Insurance Fund</p> <p>Society for Worldwide Interbank Financial Telecommunication (S.W.I.F.T. SCRL)</p> <p>Council of Representatives of Banking Ombudsman</p> <p>Damu Entrepreneurship Development Fund</p>
VTB Bank (Azerbaijan)	<p>Azerbaijan Banks Association</p> <p>National Confederation of Entrepreneurs of Azerbaijan Republic</p> <p>Azerbaijani–Russian Chamber of Business Cooperation</p> <p>United States–Azerbaijan Chamber of Commerce</p>
VTB Bank (Armenia)	Union of Banks of Armenia
VTB Bank (Belarus)	<p>Association of Belarusian Banks</p> <p>Association of Securities Market Participants of the Republic of Belarus</p>
VTB Bank (Georgia)	Association of Banks of Georgia
VTB Bank (Europe)	International Capital Market Association

Abbreviations

The principal initialisms and abbreviations used in this 2020 Sustainability Report are listed in the table below.

ABBREVIATED NAME	FULL NAME
Bank, VTB Bank	VTB Bank (PJSC)
CJSC	Closed joint-stock company
CSR	Corporate social responsibility
ESG	After the Eng. Environmental - ecology, Social - social development, Governance - corporate governance
FGUP	Federal state unitary enterprise
GRI	Global Reporting Initiative
GC	Group of Companies
GUP	State Unitary Enterprise
Housing & Utilities	Housing and public utilities
IFRS	International Financial Reporting Standards
JSC	Joint-stock company
LLC	Limited liability company
MM	Mass Media
OJSC	Open joint-stock company
PJSC	Public joint-stock company
RES	Renewable energy source
Report	2020 VTB Group Sustainability Report
RIA	Russian Implementation Agency
RUIE	Russian Union of Industrialists and Entrepreneurs
SME	Small and medium-sized enterprise
Supervisory Council	VTB Bank (PJSC) Supervisory Council
UN	United Nations
VTB Bank (Armenia)	ZAOVTB Bank (Armenia) CJSC
VTB Bank (Belarus)	VTB Bank (Belarus) CJSC
VTB Bank (Georgia)	VTB Bank (Georgia) JSC
VTB Bank (Kazakhstan)	VTB Bank (Kazakhstan) JSC branch office
VTB Bank (Europe)	VTB Bank (Europe) CE
VTB Capital	Holding VTB Capital JSC
VTB Leasing	VTB Leasing JSC
VTB Pension Fund	VTB Pension Fund JSC, non-state pension fund
VTB Registrar	VTB Registrar JSC
VTB Factoring	VTB Factoring LLC
VTB, Group, VTB Group	VTB Group (within the scope of this Report)

GRI Standards Reference Table

INDICATOR	DEFINITION	REPORT SECTION / NOTE	PAGE OF REPORT	EXTERNAL ASSURANCE
GENERAL DISCLOSURES				
102-1	Name of the organisation	About this Report Contact information	156 171	
102-2	Primary brands, products and services	Business model and market presence Events and results of the year	24-25 26-27	
102-3	Location of headquarters	Contact information	171	
102-4	Location of operations	Business model and market presence Events and results of the year About this Report	24-25 26-27 156	
102-5	Ownership and legal forms	About the report	156	
102-6	Markets served	Business model and market presence	24-25	
102-7	Scale of the organisation	Key Sustainable Development Indicators Business model and market presence Events and results of the year About this Report Accessibility of retail banking services	6-7 24-25 26-27 156 87	+ number of sales offices
102-8	Information on employees and other workers	Key Sustainable Development Indicators VTB team The headcount of VTB Group employees in 2020 was 75,748 (22,695 males and 53,053 females) The average headcount of VTB Group employees in 2020 was 68,726 people The number of full-time VTB Group employees in 2020 was 75,155 (22,515 males and 52,640 females) The number of VTB Group employees working part-time in 2020 was 593 (178 males and 415 females)	6-7 116-117	+ average headcount, headcount by gender and employee category
102-9	Supply chain	Responsible procurement approach	51-52	
102-10	Significant changes to the organisation and of its supply chain	About this Report	156-159	

INDICATOR	DEFINITION	REPORT SECTION / NOTE	PAGE OF REPORT	EXTERNAL ASSURANCE
102-11	Precautionary principle or approach	The Group does not explicitly utilise the precautionary principle		
102-12	External initiatives	The VTB Group endorses the Banks Against Money Laundering Declaration and the Russian Anti-Corruption Charter for Business		
102-13	Membership of associations	Appendix. Membership of business associations	162-163	
102-14	Statements from Chairman of the Board of Directors and Chairman of the Management Board	Statement from Andrey Kostin, President and Chairman of the Management Board	2-5	
102-15	Key impacts, risks, and opportunities	Statement from Andrey Kostin, President and Chairman of the Management Board	2-5	
		Business model and market presence	24-25	
		Sustainability management	38-39	
		Sustainability risk management	46-47	
102-16	Values, principles, standard and norms of behaviour	VTB's mission, vision and strategy https://www.vtb.ru/o-banke/gruppa-vtb/missiya-i-cennosti/	28-29	
102-18	Governance structure	Corporate governance	40-45	
		www.vtb.ru		
102-35	Remuneration policies for the highest governance body and senior executives	www.vtb.ru		
102-40	List of stakeholder groups	Stakeholder Engagement	53-63	
102-41	Collective bargaining agreements	No collective bargaining agreements in place		
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	53-63	
102-43	Approach to stakeholder engagement	Stakeholder Engagement	53-63	
		About this Report	157-158	
102-44	Key topics and highlighted concerns	Stakeholder Engagement	53-63	
		About this Report	157-158	
102-45	Entities included within the consolidated financial statements	About this Report	156	
102-46	Defining Report content and topic boundaries	About this Report	157-158	
102-47	A list of the material topics identified in the process for defining Report content	About this Report	157-158	

INDICATOR	DEFINITION	REPORT SECTION / NOTE	PAGE OF REPORT	EXTERNAL ASSURANCE
102-48	Restatements of information and reasons for the changes	Methods for calculating greenhouse gas emissions was updated in 2020. Thermal energy has also been taken into account regarding calculating indirect energy greenhouse gas emissions (Scope 2). Data for previous reporting periods were recalculated in accordance with the updated methodology		
102-49	Changes in reporting	The data disclosed in this Report has been gathered according to an updated scope. In particular, the environmental indicators include data on the following companies: Hals Development and UK Dinamo. These companies were not included in the scope of environmental indicators disclosed in the Sustainability Report 2019		
102-50	Reporting period	About this Report	156	
102-51	Date of the most recent report	About this Report	156	
102-52	Reporting cycle	About this Report	156	
102-53	Point of contact for questions regarding the report	Contact information	171	
102-54	Claims of reporting in accordance with the GRI Standards	About this Report	157	
102-55	Table of GRI indicators	GRI Standards reference table	165-170	
102-56	External assurance	Independent practitioner's assurance report	160-161	
MANAGEMENT APPROACH				
103-1	Explanation of material topics and their boundaries	About this Report	157-158	
103-2	Management approaches and their components	Corporate governance Sustainability management Sustainability risk management Responsible banking Environmental impact management VTB team Promoting social development	40-45 38-39 46-47 66-69 102, 108-109 116-118 138-139	
103-3	The evaluation of management approach	Corporate governance Sustainability management Sustainability risk management Responsible banking Environmental impact management VTB team Promoting social development	40-45 38-39 46-47 66-69 102, 108-109 116-118 138-139	

INDICATOR	DEFINITION	REPORT SECTION / NOTE	PAGE OF REPORT	EXTERNAL ASSURANCE
MATERIAL TOPICS				
ECONOMIC CATEGORY				
ECONOMIC PERFORMANCE				
201-1	Direct economic value generated and distributed	VTB Group's consolidated financial statements together with the independent auditor's report for 2020: pp. 13-14		
201-3	Defined benefit plan obligations and other retirement plans	VTB Group's consolidated financial statements together with the independent auditor's report for 2020: p. 68		
INDIRECT ECONOMIC IMPACTS				
203-1	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or via pro bono engagement	VTB's response to the COVID-19 pandemic	12-17	
		Responsible investments	96-99	
		Promoting social development in the regions of operation	138-155	
203-2	Significant indirect economic impacts, including the extent of said impacts	Responsible banking	66-93	
		Green financing	103-107	
PROCUREMENT ACTIVITIES				
103-1	Explanation of aspect materiality and the description of management approach	Responsible procurement approach	51-52	
302-1	Percentage of procurement from local suppliers	Responsible procurement approach	51-52	
ENVIRONMENTAL CATEGORY				
MATERIALS				
301-1	Materials used by weight/volume	Improving inherent environmental performance	108-111	+ amount of paper consumed

INDICATOR	DEFINITION	REPORT SECTION / NOTE	PAGE OF REPORT	EXTERNAL ASSURANCE
ENERGY				
302-1	Energy consumption within the organisation	Improving inherent environmental performance	108-111	+ electricity and fuel consumed
302-4	Reduction of energy consumption	Improving inherent environmental performance	108-111	
EMISSIONS				
305-1	Direct GHG emissions (Scope 1)	Improving inherent environmental performance	111	+ direct GHG emissions
305-2	Energy indirect GHG emissions (Scope 2)	Improving inherent environmental performance	111	+ indirect GHG emissions
SOCIAL CATEGORY				
EMPLOYMENT				
401-1	Total number and rates of new employee hires and employee turnover by specific age group, gender and region	Key Sustainable Development Indicators VTB team	6-7 116-117, 120	+ employee turnover (outflow of staff)
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Motivation and remuneration	129	
LABOUR/MANAGEMENT RELATIONS				
402-1	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	The minimum notice period is defined by the applicable laws and the countries of operation and are strictly observed by all Group companies		
OCCUPATIONAL HEALTH AND SAFETY				
403-6	Promotion of employee health	Ensuring employee safety due to the COVID-19 pandemic Ensuring work safety Motivation and remuneration	119 134-135 129	
403-9	Workplace-related injuries	Ensuring work safety	134-135	+ accident frequency rate
TRAINING AND EDUCATION				
404-1	Average hours of training per year per employee, gender and employee category	Human rights, gender equality and inclusion Training and development	118 124-127	+ average hours of training per Group employee per annum
DIVERSITY AND EQUAL OPPORTUNITIES				
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group and other indicators of diversity	VTB team http://www.vtb.ru/group/management/	116-118	

INDICATOR	DEFINITION	REPORT SECTION / NOTE	PAGE OF REPORT	EXTERNAL ASSURANCE
SOCIETY				
LOCAL COMMUNITIES				
413-1	Percentage of operations with implemented local-community engagement, impact assessment, and development programmes	Not applicable to Group financial companies		
ANTI-CORRUPTION				
205-2	Communication and training related to anti-corruption policies and procedures	Business ethics and anti-corruption	50-51	
MATERIAL TOPICS AND INDICATORS OUTSIDE THE GRI STANDARDS				
FS5	Interaction with customers, investors, and business partners regarding environmental and social risks and opportunities	Responsible banking	66-93	
		Responsible investments	96-99	
		Environmental impact management	102-113	
		Promoting social development	138-155	
FS6	Percentage of the portfolio for business lines by specific region, size, and sector	Responsible banking	66-67	
FS7	The monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Responsible financing	68-79	
		Accessibility of financial services	80-89	
FS13	Access points in low population or economically disadvantaged areas by type	Accessibility of financial services	87	
FS14	Initiatives to improve access to financial services for the disadvantaged	Accessibility of financial services	87-88	
C&S	Charity and sponsorship	Promoting social development	138-139	+ charity expenses