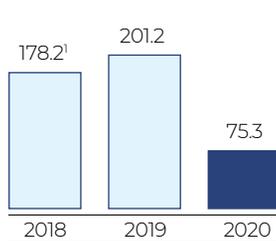


# KEY SUSTAINABLE DEVELOPMENT AREA INDICATORS

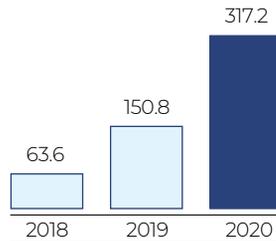


## Economic performance

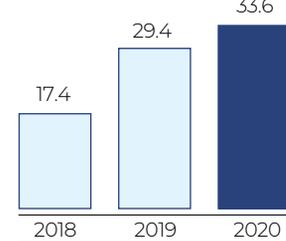
NET PROFIT, RUB billion



TOTAL VOLUME OF PURCHASES,  
RUB billion

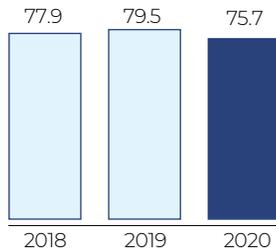


PURCHASES FROM SMALL AND MEDIUM  
BUSINESSES, RUB billion

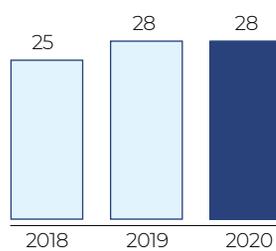


## Personnel

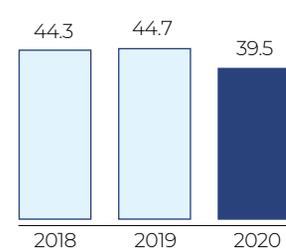
NUMBER OF EMPLOYEES<sup>2</sup>,  
thousand people



TOTAL STAFF TURNOVER RATE  
(OUTFLOW OF STAFF)<sup>3</sup>, %

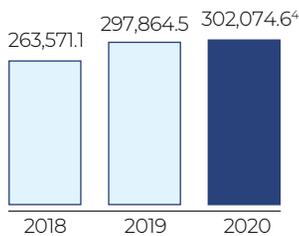


AVERAGE HOURS OF TRAINING PER  
GROUP EMPLOYEE, ac. hours

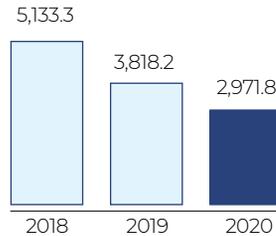


## Reducing the environmental footprint

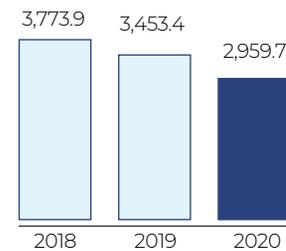
ELECTRIC ENERGY CONSUMPTION,  
thousand kWh



TOTAL FUEL CONSUMPTION,  
thousand litres



PAPER CONSUMPTION, tonnes



<sup>1</sup> The 2018-2019 figures are presented in the amount approved at the time of publication of the IFRS statements without further adjustments or reclassifications.  
<sup>2</sup> The values presented differ from those in the 2020 Annual Report due to the difference in the perimeter of the indicators. The perimeter of the Sustainability Report is specified in the *About the Report* chapter.

<sup>3</sup> The total staff turnover (outflow of staff) is calculated as the ratio of the total of employees who left the company of their own accord, were terminated for other reasons, retired, or passed away as an employee of a company to the average headcount.

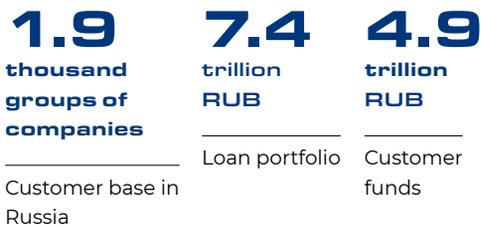
<sup>4</sup> The growth of total power consumption in 2020 is connected with the necessity of the uninterrupted operation of the whole complex of process equipment in the mode when 50 to 70% of employees work remotely.

# LE DEVELOP- RS

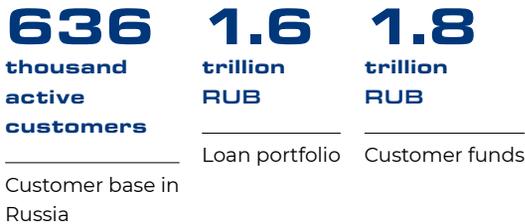


## Responsible financing

### CORPORATE AND INVESTMENT BUSINESS



### SMALL AND MEDIUM BUSINESS



### RETAIL BUSINESS

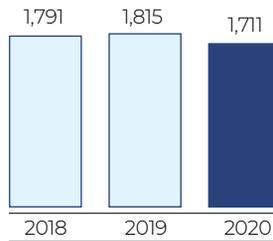


<sup>1</sup> Before provisions for loan impairment.  
<sup>2</sup> VTB Bank (PJSC) data.  
<sup>3</sup> MIESR: underpopulated and economically underdeveloped regions

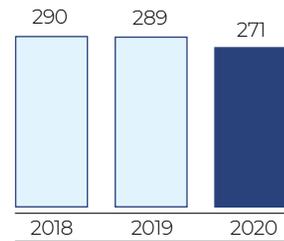


## Availability of banking services

TOTAL NUMBER OF SALES OFFICES IN THE RUSSIAN FEDERATION<sup>2</sup>

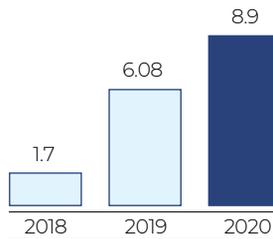


NUMBER OF SALES OFFICES IN MIESR<sup>3</sup>

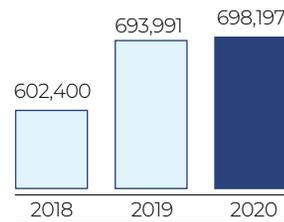


## Green financing

VOLUME OF ENERGY SERVICE FACTORING PORTFOLIO, RUB billion

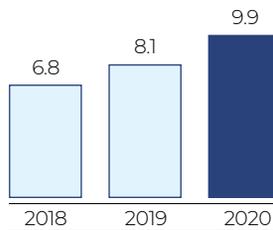


NUMBER OF RETAIL CUSTOMERS PARTICIPATING IN ENVIRONMENTAL INITIATIVES, people



## Sponsorship and charity<sup>2</sup>

SPONSORSHIP COSTS, RUB billion



CHARITABLE DONATIONS, RUB billion<sup>2</sup>

