



*SKI AUSTRIA*

# OVERVIEW



## IN 2020

THE SUSTAINABILITY STRATEGY WAS EXTENDED TO THE ASSOCIATION.

## 10TH DISTINCTION

FOR THE QUALITY OF SERVICE AND CONSULTANCY OF 'DER FAIRE CREDIT' AWARDED BY TÜV AUSTRIA.<sup>1)</sup>



**29,231**

JOINT CUSTOMERS ARE SERVED BY VOLKSBANK WIEN AG AND ITS PARTNER ERGO.<sup>2)</sup>



**BY 75 %**

HAS THE CONSUMPTION OF PRINTING AND COPYING PAPER DECREASED COMPARED TO THE PREVIOUS YEAR.

**1,532 EMPLOYEES**

WORK FOR VOLKSBANK WIEN AG.<sup>3)</sup>

## FOR 13 YEARS

IN A ROW, VOLKSBANK HAS BEEN SPONSORING THE SKI-JUMPING TALENTS OF TOMORROW.



**89 %**

OF THE RESPONDENTS OF THE IMAS STUDY ON "REGIONALITY" FIND THE TERM QUITE OR EVEN VERY APPEALING.<sup>4)</sup>



**24**

ELECTED WORKS COUNCIL MEMBERS REPRESENT THE INTERESTS OF THE EMPLOYEES WITHIN THE VOLKSBANK WIEN GROUP.

1) See page 32

2) As at 31.12.2020

3) Employees as at 31.12.2020

4) Source: IMAS 2020 on behalf of the ÖGV

# OVERVIEW

**99.3%**

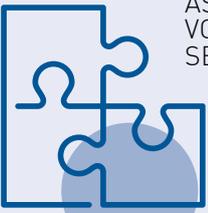
OF THE GROUP EMPLOYEES  
REQUIRED TO COMPLETE  
COMPLIANCE TRAINING  
ATTENDED RELEVANT COURSES  
IN THE REPORTING YEAR.



**1,400**

ONLINE TRAINING HOURS  
HAVE BEEN INVESTED IN  
THE TRAINING OF DIGITAL  
AMBASSADORS.

## 3 STRONG PARTNERS



ASSIST THE ACCOUNT MANAGERS OF  
VOLKSBANK WIEN AG IN PROVIDING OPTIMAL  
SERVICES TO THEIR CUSTOMERS.

**EURO 60.9 BILLION**

ARE MANAGED BY UNION INVESTMENT  
IN SUSTAINABLY MANAGED FUNDS AND  
MANDATES.<sup>1)</sup>



**136**

SUBSIDISED REAL ESTATE PROJECTS  
WITH A VOLUME OF EURO 128.7 MILLION  
WERE FINANCED BY VOLKSBANK WIEN  
AG IN 2020.



BY SPECIFICALLY SELECTING THE  
ORGANISATIONS IT JOINS,  
VOLKSBANK WIEN AG  
DEMONSTRATES ITS DEDICATION  
AND COMMITMENT.



<sup>1)</sup> As at 31.12.2020, source: Union Investment

# SUSTAINABILITY REPORT 2020

*To know who you are,  
you need to know  
where you come from.*

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IN

# 2020

**THE SUSTAINABILITY STRATEGY WAS  
EXTENDED TO THE ASSOCIATION.**



# SUSTAINABILITY REPORT 2020

<b>FOREWORD BY CHAIRMAN OF THE MANAGING BOARD GERALD FLEISCHMANN</b>		6
<b>ABOUT THE REPORT</b>		8
<b>COOPERATIVE</b>		10
<b>SUSTAINABILITY MANAGEMENT</b>		12
<hr/>		
<b>CORPORATE VALUES</b>	CODE OF CONDUCT AND COMPLIANCE	24
	DATA SECURITY	29
	QUALITY OF CUSTOMER SERVICE	31
<b>ECONOMY</b>	SUSTAINABLE PRODUCTS AND SERVICES	36
<b>DIGRESSION</b>	PRODUCT PARTNERS OF VOLKSBANK WIEN AG	41
	UNION INVESTMENT	42
	TEAMBANK AG	45
	ERGO VERSICHERUNG AG	47
	REGIONALITY	50
	RISK MANAGEMENT	58
<b>DIGITISATION</b>		62
<b>ECOLOGY</b>	RESOURCES AND ENERGY	68
<b>SOCIAL MATTERS</b>	EMPLOYEES	76
	SOCIAL COMMITMENT	90
<hr/>		
<b>ANNEX</b>	SIGNIFICANT NON-FINANCIAL RISKS	94
	FULLY CONSOLIDATED COMPANIES OF VOLKSBANK WIEN AG	97
	GRI CONTENT INDEX	98
	AUDIT REPORT OF KPMG	102
<b>LEGAL NOTICE</b>		104



# EXCERPT FROM THE KEY INDICATORS

2020

<b>Compliance</b>	Unit	Separate <sup>1)</sup>	Group <sup>1)</sup>	Page
Confirmed cases of corruption	Number	0	0	26
Total financial penalties of all kinds	Euro	0	0	26
<b>Data security</b>				
Employees who received training on the topic of information security and data privacy	%	98	98	30
<b>Subsidised financing transactions</b>				
Subsidised projects	Number	136	136	36
Volume of subsidised projects	Euro m	128.7	128.7	36
<b>Digression / product partners</b>				
VBW volume in Union Investment funds	Euro thousand	1,214,345	1,214,345	43
Share of sustainable funds in Union Investment volume	%	9.9	9.9	43
Volume of 'der faire Credit' TeamBank VBW customers	Euro thousand	212,154	212,154	45
Joint customers TeamBank VBW	Number	15,260	15,260	45
New ERGO insurance contracts VBW customers	Number	3,334	3,334	47
New business volume ERGO insurance contracts of VBW customers	Euro thousand	8,080	8,080	47
<b>Regional products</b>				
Share of regional financing in all financing transactions	%	-	98	52
Share of regional financing in all savings deposits and other deposits	%	-	81	52
<b>Resources and energy</b>				
Total specific heat consumption <sup>2)</sup>	kWh per m <sup>2</sup>	111	111	71
Specific electricity consumption headquarters <sup>2)</sup>	kWh per m <sup>2</sup>	49	49	71
Print-out and reprographic paper	kg per FTE	9.9	9.9	72
<b>Employees<sup>3)</sup></b>				
Headcount	Number	1,085	1,532	78
Full-time equivalents	FTE	932	1,302	78
in positions with managerial responsibility <sup>4)</sup> (F) <sup>5)</sup>	%	27.6	30.1	79
In positions with managerial responsibility <sup>4)</sup> (M) <sup>5)</sup>	%	72.4	69.9	79
Works council members	Number	14	24	88

1) The key indicators of the parent company (Separate) are shown separately from the key indicators of the Group (Group) (cf. page 9).

2) The calculation of the consumption data per m<sup>2</sup> is based on the total floor space of the Group of 14,252 m<sup>2</sup> and a pro-rata floor space of 10,204 m<sup>2</sup> for VBW Separate.

3) as at 31.12.2020

4) group managers, branch managers, department managers, division managers; share of all employees with managerial responsibility

5) F = female, M = male

# FOREWORD



Dear readers,

the COVID-19 pandemic in 2020 confirmed the importance of VOLKSBANK WIEN AG's regional business model. Because of our close proximity to our customers, we were able to respond quickly to the situation, which was very unusual for our customers, and to provide targeted assistance. We are convinced that it was very important to accompany our customers consistently from the beginning, despite the many public support options, for them to be able to continue to participate successfully in economic life after the crisis and after the end of the state measures. The pandemic has also brought great progress in the sphere of digitisation, both in internal collaboration and in retail business through "hausbanking", the digital world of finance. This trend will continue in the longer term and will help us ensure that our business operations are not only more efficient, but also more resource-efficient.

The year 2020 was important for sustainability management, as VOLKSBANK WIEN AG initiated extensive steps at the beginning of the year to further implement sustainability in its core business. To this end, sustainability ambassadors have been appointed in all areas throughout VOLKSBANK WIEN AG who, through internal communication and forward-looking ideas, are taking the bank further towards its goal of being THE regional sustainable relationship bank in Austria.

In addition, the entire Managing Board approved a sustainable mission and the "Sustainability Project", in which almost all areas of the Bank are actively involved, implementing measures defined by a newly formed strategy team and the ambassadors. These measures will be extended to the Association of Volksbanks over the next two years. Sustainability officers have also been appointed at the individual Volksbanks, who are responsible for the implementation and communication of sustainability within the Association of Volksbanks. The Management Conference 2020, which was attended by all executives of the Association of Volksbanks, was also entirely dedicated to sustainability.

## **Our cooperative approach**

Our cooperative identity and the sustainability values we go by are distinguishing features of VOLKSBANK WIEN AG. Our focus is on customers, partners and employees. We act responsibly, sustainably, quickly and flexibly, with business acumen. We respect human rights and disapprove of any form of discrimination. The fight against corruption is of high priority at VOLKSBANK WIEN AG. These basic principles are set down in our Code of Conduct and honoured by all our employees within the scope of our corporate activities.

And it is precisely in these turbulent times that VOLKSBANK WIEN AG deliberately chooses to remain a regional bank. In this way, the bank supports the long-term economic success of its customers in the region. Hence, the core elements of the activities of VOLKSBANK WIEN AG are trust, customer focus and regionality (regional dimensions), making it a relationship bank in the truest sense of the word: from the region for the region.

One of our main concerns is the conscientious management of available resources and the protection of the environment. Owing to its business model, VOLKSBANK WIEN AG is able to minimise risks for its owners, employees and the bank itself. Any risks are systematically taken account of within the risk management process.

# FOREWORD

## **Our business model**

VOLKSBANK WIEN AG is a purely Austrian bank and only operates within its catchment area and on the Austrian market. There are no foreign shareholders. Our business strategy is based on a combination of regional customer service know-how, on the one hand, and on the services of the central organisation, on the other hand. This means that decisions relevant to customers are taken quickly and directly on the spot where the customers are, while administrative activities are increasingly handled in central units. In this way, cost reductions can be achieved that our customers benefit from.

Despite COVID-19, VOLKSBANK WIEN AG remains committed to the retail branch as an important channel of distribution. It is a central point of contact with our customers and a comprehensive competence centre within the regional trading areas. In all divisions, customers may rely on comprehensively trained account managers. This is emphasised by defining the traditional consultancy-based customer relationship to be the main focus of the business strategy and by holding on to the requirement of quick, customer-oriented decisions directly on the spot where the customers are.

We take care of the core services of a retail bank ourselves: loans, deposits and payment transactions. Other products and services are offered by competent partners. Over the past few years, therefore, cooperation agreements were concluded with reliable product partners. Our product partners also pursue sustainable business policies – which is of essential importance to us. Through considerable streamlining and standardisation of the product range, transparency is increased for our customers due to a neat array of products.

## **Our positioning**

The aim of VOLKSBANK WIEN AG is to be perceived as the relationship bank of business enterprises and private customers with an entrepreneurial mindset within the region. This means that Volksbank and its services are always easily available, and it also includes the presence of retail branches at highly frequented locations, on the one hand, and a stable Digital Banking offer, on the other hand. Volksbank offers all the products and services that our customers need, but without any unnecessarily wide and complex range. The relationship bank is there for its customers, whenever it is needed, with a long-term perspective. It knows its customers and is familiar with their needs – this is the foundation that trust is built on!

In the digital world of finance, VOLKSBANK WIEN AG has evolved into a service provider offering precisely the kind of services that customers actually need – at a high level of quality, based on convenient handling and stable performance.



Gerald Fleischmann  
Chairman of the Managing Board of VOLKSBANK WIEN AG

# ABOUT THE REPORT

## *Sustainability Report 2020*

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The report of VOLKSBANK WIEN AG was prepared in accordance with the GRI Standards: "Core" option. The GRI standards (Global Reporting Initiative) constitute the de facto benchmark in sustainability reporting, the application of which ensures continuous and standardised reporting for VOLKSBANK WIEN AG. The GRI Index is contained in the Annex. The Sustainability Report 2020 also represents the annual progress report in accordance with the UN Global Compact.

The last Sustainability Report 2019 was prepared in accordance with the GRI standards for the first time. Compared to the previous year, the main product-related topics have been summarised for this Sustainability Report 2020 (see chapter Sustainability Management). A new uniform structure is meant to improve the readability of the report. The impact of the COVID-19 pandemic on VOLKSBANK WIEN AG and how it is being dealt with is discussed in detail in the chapters on sustainability management and employees. There have been no other substantial changes in reporting. No changes occurred in the reporting year in terms of company size, structure or ownership that might entail any significant economic, ecological or social changes. Moreover, no relevant changes have occurred regarding the location of suppliers, the structure of the supply chain or the relationships. Nor have there been any new presentations of information from previous reports. The reporting period extends from 1 January 2020 until 31 December 2020. The last report was published on 22 April 2020, the reporting cycle of VOLKSBANK WIEN AG is once a year.

# ABOUT THE REPORT

At group level, VOLKSBANK WIEN AG is obliged to prepare a consolidated non-financial statement/non-financial report under section 267a Austrian Business Code (UGB). Moreover, as a parent company VOLKSBANK WIEN AG is equally obliged to prepare a consolidated non-financial statement under section 243b Austrian Business Code. The present report summarises the required information about concepts, results and risks relating to environmental, social and employee matters, the respect of human rights as well as the fight against corruption and bribery. In an overview table in the chapter on sustainability management, the main topics and chapters in the report are classified according to the topics set out in the Austrian Sustainability and Diversity Improvement Act (NaDiVeG). The information provided applies to both the Group and the parent company in equal measure. The performance indicators are shown separately in the table of key indicators (Separate and Group). VOLKSBANK WIEN AG, as parent company, has a headcount of 932 FTE (2019: 976); the Group has 1,302 FTE (2019: 1,270); for exact details regarding the fully consolidated companies please refer to the Annex.

In operational terms, the following key topics and the associated key indicators are dealt with only in the banking operation of the parent company VOLKSBANK WIEN AG; therefore the key indicators of the parent company (Separate) correspond to the key indicators of the Group (Group): [Subsidised Real Estate Financing](#), [Product Partners](#), [Digitisation/Innovation](#).

As for the key topic of [Resources](#) (environment), an allocation key is applied based on full-time equivalents (FTE), since no clear breakdown on the basis of ACTUAL values is possible. The [Code of Conduct and Compliance](#) topic is dealt with at group level only. The key indicators for the topic of [Employees and Employee Representation](#) are reported based on actual figures for the parent company (Separate) and the group (Group), to the extent possible and reasonable. As for the topic of [Data Security](#), actual figures have equally been determined for Separate and Group. The key indicators for the key topic of [regionality](#) are reported at group level only. As [digitisation](#) is the most important innovation factor at VOLKSBANK WIEN AG, the essential topic of "Digitisation/Innovation" will only be reported as "Digitisation" for the 2020 report.

The results of the due diligence process regarding the risks of the individual key topics are contained in the respective chapters; they were revised within the scope of a project meeting and summarised in a table for better convenience. This table is included in the Annex to the sustainability report for the 2020 reporting year.

The e-mail address [information@volksbankwien.at](mailto:information@volksbankwien.at) is available for questions regarding the sustainability report of VOLKSBANK WIEN AG.

To improve readability, all terms are used in their male form in this report; they are meant to refer to female persons in equal measure.

# COOPERATIVE

*We are committed  
to a corporate  
culture of sustainability.*

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VOLKSBANK WIEN AG is part of the Association of Volksbanks, an association of credit institutions organised as a cooperative according to Schulze-Delitzsch, pursuant to section 30a Austrian Banking Act (BWG). The Association consists of VOLKSBANK WIEN AG as central organisation, as well as the regional Volksbanks, and Österreichische Ärzte- und Apothekerbank, jointly forming a liability and liquidity association.

With 75 locations\* in the Vienna, Burgenland, Weinviertel, Waldviertel and Industrieviertel regions, as well as with the cross-regional SPARDA-BANK brand, VOLKSBANK WIEN AG is the biggest among Austrian Volksbanks. The focus of the regional bank is on sustainable partnerships with customers and continuous improvement of customer service – VOLKSBANK WIEN AG is the relationship bank of customers from the region.

#### **Cooperative principles**

VOLKSBANK WIEN AG operates in line with cooperative principles and has been built up successfully and sustainably over many generations of members. These values trace back to Hermann Schulze-Delitzsch, co-founder of the cooperative system. Part of the vision is a sustainability-oriented corporate strategy that is based on the values of freedom and responsibility, as well as on trust and reliability.

# COOPERATIVE

Sustainable development is the equivalent of the present-day implementation of cooperative principles. That means finding contemporary answers to economic, ecological and social challenges of our times that include all groups of stakeholders. VOLKSBANK WIEN AG is making a contribution to speed up the evolution of society with a view to sustainability.

Sustainable development is equivalent to future viability. It means adapting to significant social, ecological and economic trends already today. Hence, VOLKSBANK WIEN AG is convinced that by acting sustainably it will be economically successful in the long run.

## **Cooperative system of VOLKSBANK WIEN AG**

A total of eight 'Verwaltungsgenossenschaften' (managing cooperatives) and 'Beteiligungsgenossenschaften' (holding cooperatives) hold participations in VOLKSBANK WIEN AG. They have contributed their banking operations to VOLKSBANK WIEN AG. The purpose of the cooperatives still is to advance the procurement and other economic activities of their members. They realise their mission together with VOLKSBANK WIEN AG. They hold general meetings, promoting a sense of community within the region concerned, and supporting the success and independence of VOLKSBANK WIEN AG. For more than 150 years, one distinguishing feature of credit cooperatives has been that the banks' customers have also been shareholders of the bank. At VOLKSBANK WIEN AG, this option of participation is guaranteed indirectly through the managing cooperatives.

One of the measures to strengthen the cooperatives is to win even more customers as members by actively selling shares in cooperatives. At present, the managing cooperatives of VOLKSBANK WIEN AG have a total of 174,000 members, who enjoy corresponding benefits.

# SUSTAINABILITY MANAGEMENT

In 2019, with the involvement of the managing board members within the Association, the values “trust, regionality and customer proximity” were defined as core values for Volksbank, and all employees were trained to understand these core values. In 2020, the core values were expanded to include the following mission:

The Volksbank

- operates sustainably within the region on the basis of cooperative values.
- takes responsibility for the long-term well-being of customers and employees.
- acts in an eco-minded and climate-conscious manner.

These three pillars form the basis of Volksbank’s sustainable actions. The focus is on the topic of “regional sustainability”. Ever since the formation of the Volksbanks, this has formed the basis of their successful work for customers. Especially in these very turbulent times, which are marked by special social and economic challenges (COVID-19) and clearly noticeable climate changes, these values are becoming increasingly important.

## Principles

- Our activities are aimed at achieving stable success in the long run.
- We are aware of our social responsibility as a business operator.
- We respect our system of values as a regional bank.
- We are striving for stability by focusing on our core business.
- We limit our risks by creating a purely Austrian association of banks.
- The individual – employee, customer or inhabitant of our region – is the centre of our attention.
- We expect our partners and suppliers to respect our system of values.
- For over 150 years, we have been doing business with our customers within the scope of sustainable partnerships.
- We use all our resources sparingly and with a sense of responsibility.
- Social commitment and making a contribution to society are very important to us.

The sustainability charter of the Association of Volksbanks and hence of VOLKSBANK WIEN AG reflects our sustainable corporate culture.

## Who we are

We are a strong Austrian association of banks consisting of independent regional Volksbanks and their central organisation, as well as one special bank and the affiliated banks.

## What we stand for

We represent the cooperative core values of self-reliance, self-help and self-administration. We have a sustainable business model, and we know and understand the needs of our customers.

## We are truly regional

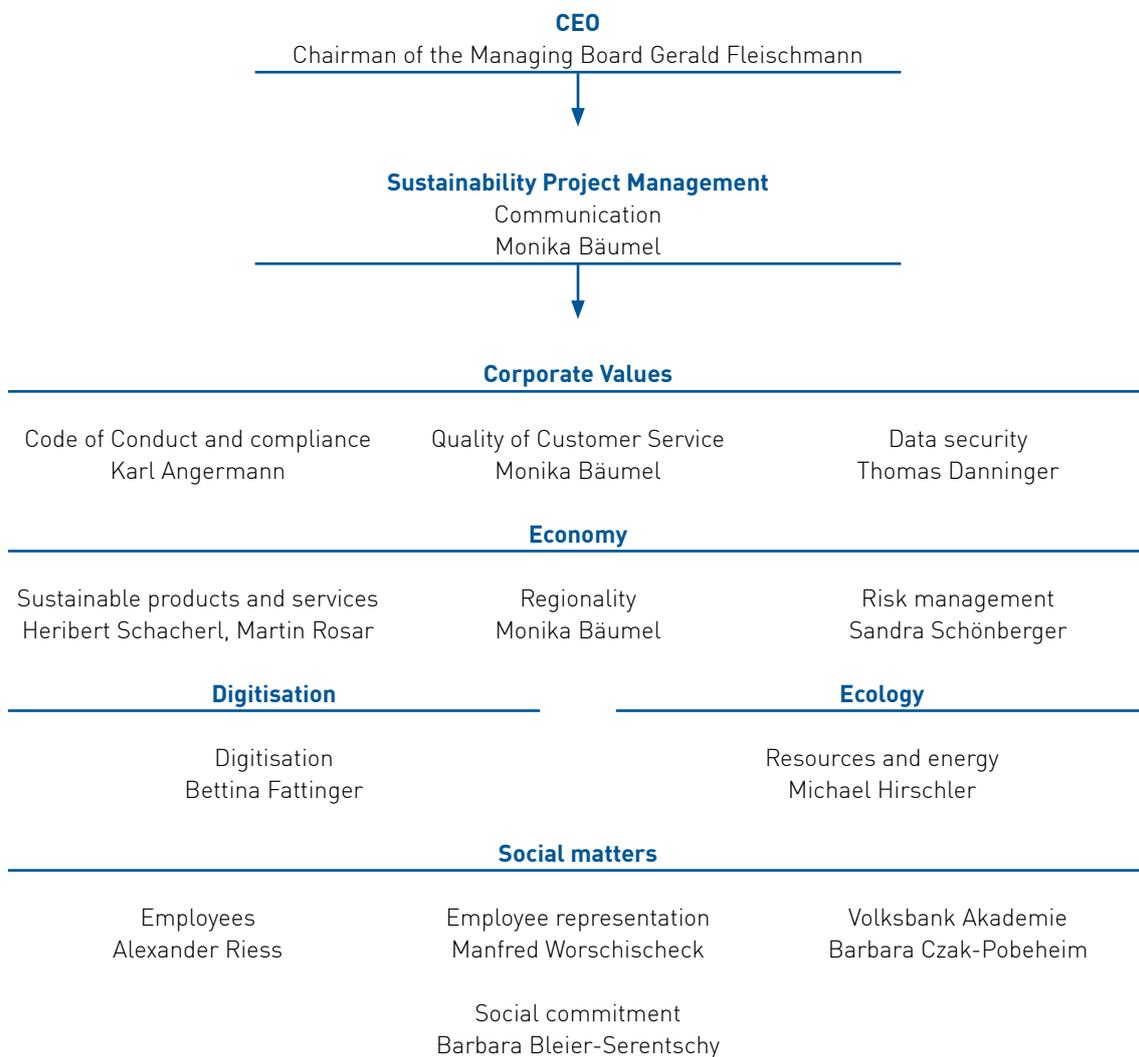
As a purely Austrian banking group, we are committed to encouraging the positive development of our regions. As a reliable partner of small and medium-sized enterprises and of the population in general, we make a contribution to the creation of value and prosperity in all regions of Austria.

## Our approach

The individual is the focus of our efforts at all times. Utmost efficiency and cooperation with strong partners enable us to provide contemporary services on competitive terms.

# SUSTAINABILITY MANAGEMENT

## SUSTAINABILITY REPORT TEAM



### Materiality analysis

As they form the basis of the sustainability report, the key topics were worked out together with the stakeholders of VOLKSBANK WIEN AG in 2018. The key topics were selected considering the ecological and social impact of the sustainability topics identified, as well as their relevance to the stakeholders. Identification as well as impact assessment of the sustainability topics were effected within the scope of a workshop involving the relevant departments of VOLKSBANK WIEN AG.

# SUSTAINABILITY MANAGEMENT

## Stakeholder survey

By means of an online questionnaire, stakeholders were asked about the sustainability topics they consider important in relation to VOLKSBANK WIEN AG. The selection of stakeholders for the survey was done on the basis of their interest in and influence on the company.

In 2018, the stakeholders were asked to evaluate the importance of the sustainability topics as well as the commitment of VOLKSBANK WIEN AG to sustainability topics. To improve comprehensibility, each topic was described in greater detail in the questionnaire. More than 380 individuals from the stakeholder groups of Retail and Corporate customers, employees and works council, shareholders, product partners, the political sphere, Österreichischer Genossenschaftsverband (Austrian Federation of Cooperatives), and housing cooperatives participated in the survey in August and September 2018, thus making an important contribution to defining the main topics of the report.

An update of the stakeholder survey and – building on this – the materiality analysis is planned, as is an extension of sustainability management to the Association of Volksbanks.

## Materiality matrix of VOLKSBANK WIEN AG

The results of impact assessment and of the stakeholder survey are put together in the materiality matrix of VOLKSBANK WIEN AG. The matrix shows the key topics (topics above the blue line), in other words those of particularly high relevance from the stakeholders' point of view, on the one hand, and with substantial ecological and social impacts on the other hand. The basic assumption is that all the topics analysed are relevant in economic terms. Professional Ethics and Compliance as well as Resources and Energy are situated on that line and have been included.



# SUSTAINABILITY MANAGEMENT

For this report, the materiality analysis has been re-clustered in order to better delineate the sustainability topics and the associated management approaches. Clustering was based on impact and stakeholder assessment data. Clustering does not result in any changes to the content of the reporting. The four product-related material topics "Sustainable Products and Services", "Regional Products", "Sustainability of the Business Model" and "Subsidised Financing" were combined to form the topic "Sustainable Products and Services". Furthermore, the two material topics "Quality" and "Customer Care and Relationship" were combined to form the topic "High-quality Customer Care and Relationship". Finally, the three sustainability topics "Social Commitment", "Sports Sponsoring" and "Sponsorships" were combined to form "Social Commitment and Sponsoring".

For better convenience, the topics relevant to VOLKSBANK WIEN AG, the respective matters pursuant to the Austrian Sustainability and Diversity Improvement Act (NaDiVeG), as well as the GRI aspects are described in the following table.

Material topics	Description	Chapter in the report	Matters under the NaDiVeG GRI aspect	
Sustainable Products and Services	Sustainability as a success factor for a competitive business and meeting different customer needs through regional products, subsidised financing and innovative services	Sustainable Products and Services	Environmental matters, social matters	No GRI equivalent
Regionality	Volksbanks as local providers of financial services, contributing to the regional creation of value	Regionality	Environmental matters, social matters	GRI 201
Professional Ethics and Compliance	Ensuring compliance with all legal requirements in all spheres	Code of Conduct and Compliance	Fight against corruption and bribery	GRI 205, GRI 206, GRI 419
Data Security	Ensuring the protection of personal data	Data Security	Social matters	GRI 418
High-quality Customer Care and Relationship	Clear expression of customer and quality orientation in terms of customer satisfaction and excellent quality in processes, products and consultancy	Quality and Customer Care	Employee and social matters	GRI 417
Resources and Energy	Contribution to climate and environmental protection by steadily increasing energy efficiency and reducing the consumption of energy, heat and electricity	Resources and Energy	Environmental matters	GRI 302, GRI 305
Training, Professional Development and Internal Communication	Central importance of ongoing training and professional development, as well as active open communication	Employees	Employee matters, social matters	GRI 404
Human Rights	Respect for human rights and no tolerance of human rights violations	Code of Conduct and Compliance	Respect of human rights	GRI 412
Digitisation / Innovation	Response to changed customer behaviour through digital products and services and exchanging ideas with fintechs, startups and other Corporates	Digitisation	Social matters	No GRI equivalent

# SUSTAINABILITY MANAGEMENT

## UN Global Compact

The UNGC (United Nations Global Compact) is a global convention between the United Nations and business entities aiming to advance globalisation with a view to sustainability. The UNGC was initiated by UN Secretary-General Kofi Annan in 1999. This voluntary commitment comprises 10 basic principles in the spheres of labour standards, human rights, environmental protection and the fight against corruption that are meant to encourage business entities to act sustainably.

VOLKSBANK WIEN AG participates in the United Nations Global Compact with the "Signatory" status. The present sustainability report of VOLKSBANK WIEN AG equally represents the annual progress report in line with UNGC requirements.

## Sustainable Development Goals

In 2015, the member states of the United Nations adopted 17 goals for sustainable development: the Sustainable Development Goals (or SDGs in brief). These goals address the topic of sustainability at an economic, social and ecological level. On 1 January 2016, the SDGs entered into force for a term of 15 years. The political sphere, civil society and the economy are all meant to cooperate to implement the SDGs, and accordingly they are of relevance to VOLKSBANK WIEN AG as well.

Starting in 2018, therefore, specific SDGs were allocated to the key sustainability topics of VOLKSBANK WIEN AG. The SDGs most relevant to VOLKSBANK WIEN AG are:



# SUSTAINABILITY MANAGEMENT

Description of the SDGs relevant to VOLKSBANK WIEN:



## **Good health and well-being**

*Promoting a healthy life for all people of all ages and their well-being.*

VOLKSBANK WIEN AG offers comprehensive measures in the sphere of work-life balance. Flexible working time models and a positive attitude to part-time employment are part of this. Gratuitous health checks by the company physician, vaccinations, the Volksbank-Aktiv courses, and sports groups are only some of the preventive measures to promote employees' health that are being offered. During the COVID-19 pandemic, numerous protective measures were put in place for customers and employees. An industrial psychologist as well as the "Keep Balance" coaching programme in cooperation with Hilfswerk Österreich provide support to employees in case of pandemic-related stress.



## **Quality education**

*To guarantee inclusive high-quality education, equal for all, and enhance options of lifelong learning for all.*

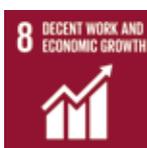
At Volksbank Akademie, with the training formats offered by that institution, such as courses and professional training events that constitute an essential part of HR development, VOLKSBANK WIEN AG demonstrates its commitment to quality education. Programmes to promote female high potentials, as well as mentoring contribute to inclusive equal education for all. With the onset of the COVID-19 pandemic, the educational programme was quickly converted to online.



## **Gender equality**

*To achieve gender equality and empower all women and girls for self-determination.*

The promotion of female high potentials comprises talks delivered by experts, a talent course programme, and the so-called WoMentoring programme, where all division managers and managing board members are available to act as mentors. Options regarding more flexible working hours, improved compatibility of family and career, as well as paternal leave of one month following the birth of a child ('Papa-Monat'), which is getting increasingly popular, all contribute to achieving that goal. Moreover, in the works council, the position of women's affairs officer was established on a permanent basis.



## **Decent work and economic growth**

*To promote stable, sustainable economic growth with a broad impact, efficient full employment and decent work for all.*

As a bank for small and medium-sized enterprises with knowledge about the customers in the region, VOLKSBANK WIEN AG offers quick, need-based loans, thus contributing to

# SUSTAINABILITY MANAGEMENT

local, sustainable economic growth. Additionally, the employer branding initiative positions VOLKSBANK WIEN AG as an attractive, strong and authentic employer brand. Almost 100 % unlimited employment contracts, flexible organisation of the workplace, especially through remote working during the pandemic, and constructive communication with the works council are only some of the pillars of promoting favourable working conditions.



## **Industry, Innovation and Infrastructure**

*To build up a resilient infrastructure, encourage sustainable industrialisation with a broad impact, and to support innovations.*

The preparation of a digital agenda operating as signpost for further developments of digital products and services consolidates the company's positioning as fast follower – also involving fintechs and start-ups in innovative developments. A clear trend towards involving customers in organising customer processes serves as a basis for sustainable and resilient innovations.



## **Sustainable cities and communities**

*To organise cities and communities with a view to inclusion, safety, resilience and sustainability.*

With financing concepts based on builder-owner models, VOLKSBANK WIEN AG makes an essential contribution to sustainable development in the sphere of creating and improving living space and making the same more ecological. Through subsidised housing financing, a great amount of regional planning and socio-political steering potentials can be realised. For over 150 years, the Volksbanks have been local providers of financial services in their regions, making an essential contribution to value creation and prosperity.



## **Peace, justice and strong institutions**

*To promote peaceful and inclusive societies for sustainable development, to provide all people with access to justice, and to develop strong, accountable and inclusive institutions at all levels.*

Compliance and transparency are two fundamental values of VOLKSBANK WIEN AG. The Code of Conduct available on the website summarises the most important compliance topics. Apart from the definition of undesirable branches of industry and areas of business, they also include topics such as the prevention of money laundering and the fight against terrorism, confidentiality, data protection and data security, fiscal honesty, lobbying, etc. VOLKSBANK WIEN AG also commits to transparency with respect to its corporate activities in its regularly published reports.

# SUSTAINABILITY MANAGEMENT

## Sustainability Project

In order to implement ESG factors even more strongly in Volksbank's core business, a project encompassing the entire bank was set up in 2020. Measures defined by the newly established strategy team and the sustainability ambassadors of VOLKSBANK WIEN AG are worked through in a structured manner, and legal requirements are implemented jointly in the project.

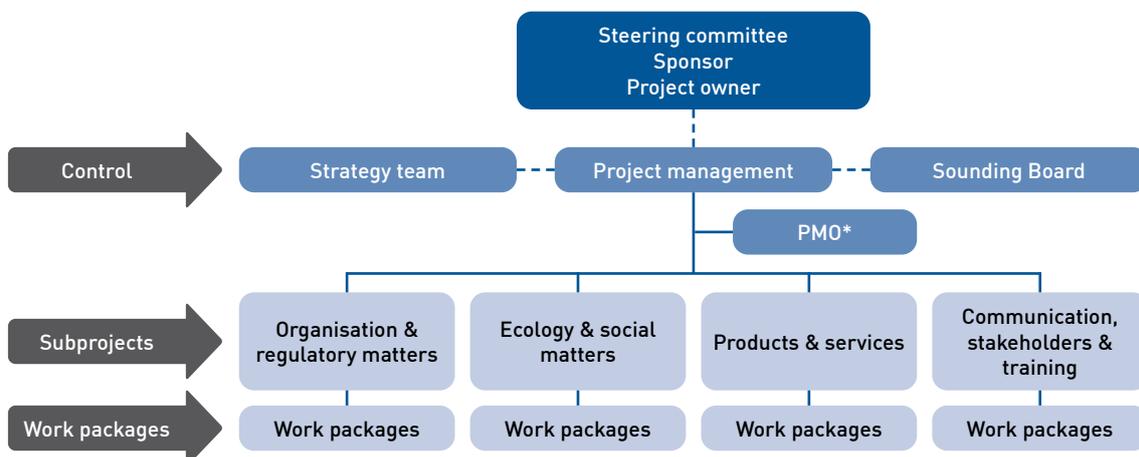
With Gerald Fleischmann, Chairman of the Managing Board, as sponsor, the project is anchored at the highest level in the hierarchy of the Association of Volksbanks in organisational terms and is supported by the sustainability officer of the Association of Volksbanks, Monika Bäumel, as project owner. All areas of the bank are involved in implementation measures and each has a sustainability ambassador who is responsible for internal communication on the subject of sustainability.

In a first step, the project was set up in VOLKSBANK WIEN AG as the central organisation of the Association of Volksbanks, but will subsequently be extended to the entire Association of Volksbanks. To this end, sustainability officers were designated at the Volksbanks and Österreichische Ärzte- und Apothekerbank, who are responsible for the coordination of measures and internal communication in the individual banks. The managing board members of the Association of Volksbanks are directly involved in the implementation of the measures in a "Sounding Board".

The structure of the project was aligned with the ESG factors. In addition to the further development into a sustainable company, legal requirements are being worked through, the ecological footprint of the bank itself is being reduced, Volksbank is being strengthened as an attractive employer, and products and services are being expanded to include sustainability aspects. Another essential aspect is the communication with stakeholders and the training of employees, which are also covered by the project.

A communication platform was set up on the Intranet for the Association as a whole, where all information relating to sustainability is available.

Overview of the project structure:



# SUSTAINABILITY MANAGEMENT

## Management Conference on “Sustainability”

In November 2020, the 2nd Management Conference was held under the motto “Sustainably regional” – as an online event due to COVID-19.

In addition to Peter Haubner, Chairman of the Board and legal counsel of the ÖGV (Austrian Federation of Cooperatives), who spoke about “The power of regional anchoring”, university professor Dietmar Röbl, Head of the Research Institute for Cooperations and Cooperatives at Vienna University of Economics and Business, was invited to give a lecture on “The Cooperative as a Sustainable Hub”. The sustainability project was led by Monika Bäumel, Sustainability Officer of the Association of Volksbanks. In addition, Marcus Wadsak addressed the approximately 280 managers from the Association on the subject of climate change and thus on the importance of sustainability, and once again raised the awareness of the employees in this regard.

## ESG criteria in the investment strategy of the banking book

In 2020, the implementation of the ESG measures defined in the investment strategy was started. The main content is the simultaneous pursuit of an active and a passive strategy.

In the course of the active strategy, a defined minimum proportion of sustainable investments is made. In the passive strategy, exclusion criteria are applied to ensure that ESG-damaging investments are avoided.

By setting minimum standards, this strategy helps to avoid greenwashing and thus makes VOLKSBANK WIEN AG even more sustainable.

## Stakeholder information

Within the scope of the materiality analysis and stakeholder survey, the following stakeholder groups were classified as relevant to VOLKSBANK WIEN AG: Retail and Corporate customers, employees and works council, shareholders, product partners, the political sphere, the Austrian Federation of Cooperatives, and housing cooperatives.

## Public relations

In order to inform the stakeholders of VOLKSBANK WIEN AG about new developments within the bank, VOLKSBANK WIEN AG performs regular PR work in the form of interviews with the Chairman of the Managing Board or press officer, press conferences, advertorials or press releases.

## “Newsroom”

Press releases are issued at regular intervals containing all relevant corporate news, personnel information or interesting topics from sales, which are published on the website of VOLKSBANK WIEN AG.

A dedicated “Newsroom” has been set up for journalists and all other interested stakeholders, where information about the Managing Board of VOLKSBANK WIEN AG, press releases, event dates, annual reports and sustainability reports, market news and information about sponsorships are announced.

[www.volksbankwien.at/presse](http://www.volksbankwien.at/presse)

# SUSTAINABILITY MANAGEMENT

## Dialogue with shareholders

Already in 2017, VOLKSBANK WIEN AG approached the executive officers of the managing cooperatives with a new initiative. Within the scope of the shareholder dialogue, the Managing Board of the bank provides information about goals, strategies and planned measures. But also ideas and suggestions from the shareholders' representatives are welcome. In 2020, the shareholder dialogue was held as a face-to-face event only in September due to the pandemic, and in May the Managing Board provided information in the form of a shareholder letter.

## Investor relations

VOLKSBANK WIEN AG has set up a web page for investors of VOLKSBANK WIEN AG, where a great variety of other information is available, apart from all information subject to disclosure requirements: presentations for investors, rating information, financial calendar, prospectuses etc.

[www.volksbankwien.at/investoren](http://www.volksbankwien.at/investoren)

## Sustainability communication platform for employees

The Intranet of the Association of Volksbanks provides all employees with a communication platform containing a wide range of information on the subject of sustainability, for employees to obtain an overview of the targets, the planned procedure for achieving them as well as the contributions they are required and/or able to make.

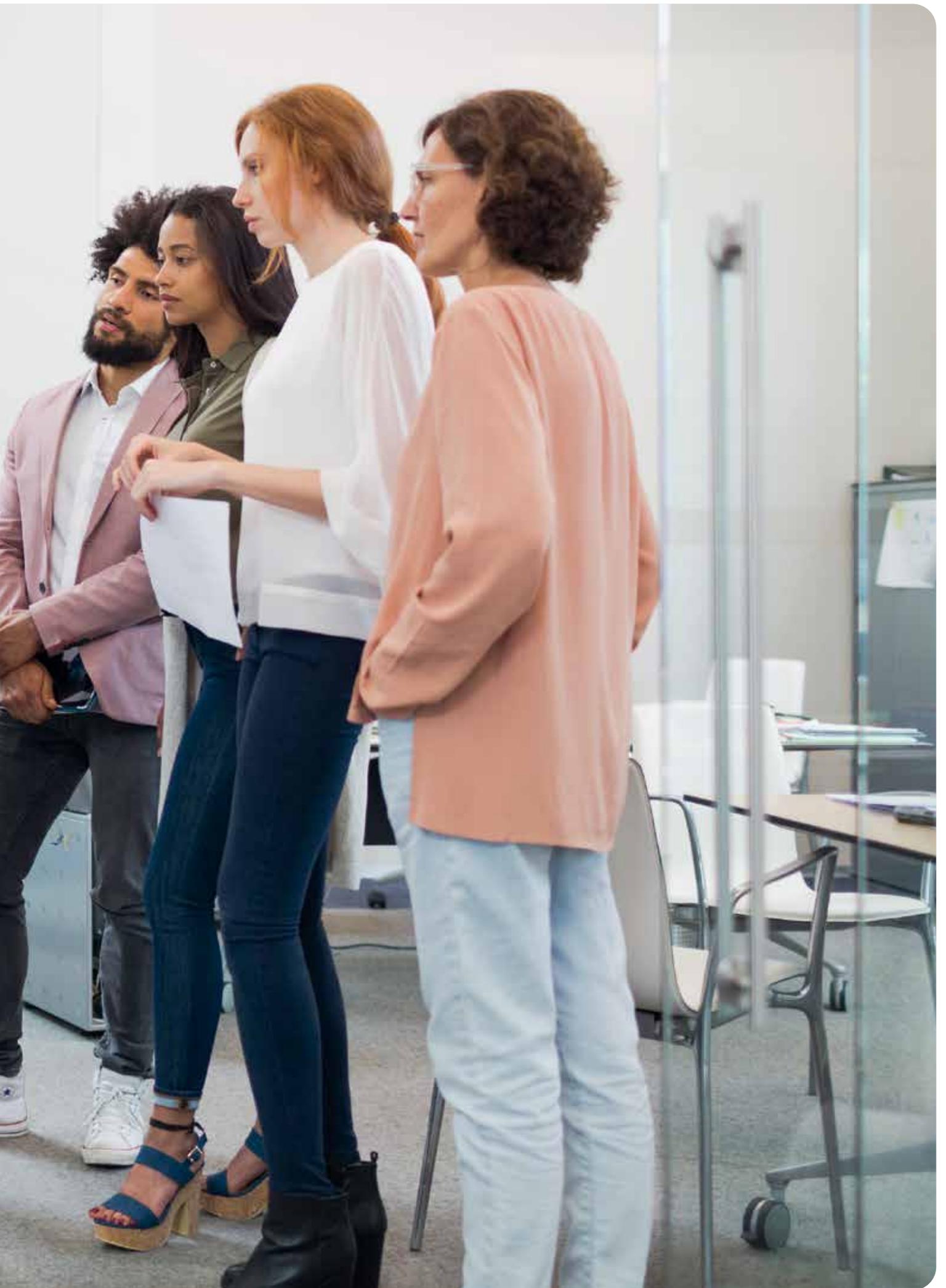
### DIGRESSION: COVID-19 MANAGEMENT AT VOLKSBANK WIEN AG

In 2020, the business development at VOLKSBANK WIEN AG was influenced significantly by the outbreak of the COVID-19 pandemic. During this highly challenging period, the bank's ability to serve its customers was ensured at all times, both with respect to personnel and in technical and organisational terms. Customer service was guaranteed on all channels based on quick and flexible solutions. Excellent teamwork between front office, account managers/loan officers and VB Services für Banken Ges.m.b.H. enabled the bank to quickly process urgent customer requests regarding deferments and bridging loans. To help these customers through the crisis in 2020 and 2021, a variety of support measures were offered in the form of deferments and bridging loans.

The focus of VOLKSBANK WIEN AG, as a retail bank, on retail banking is meant to be continued in these challenging times, supported in particular by increasing digitisation of the sales process, which constitutes one of the major opportunities of the COVID-19 crisis. Not least because of the change in customer behaviour and its impact on sales, this is a key focus within VOLKSBANK WIEN AG. This provides an opportunity to offer faster services to our customers, thus strengthening the customer relationship. It is gratifying to note that VOLKSBANK WIEN AG has a very competitive product on the market now in the form of the "hausbanking" app. The consequences of COVID-19 on social and employee matters can be found in the chapter on employees.

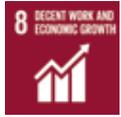
# CORPORATE VALUES





# CORPORATE VALUES

CODE OF CONDUCT AND COMPLIANCE



*We assume responsibility  
and create trust.*

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**99.3%**

**OF THE GROUP EMPLOYEES REQUIRED TO COMPLETE  
COMPLIANCE TRAINING ATTENDED RELEVANT COURSES  
IN THE REPORTING YEAR.**



# CORPORATE VALUES

## CODE OF CONDUCT AND COMPLIANCE

### GOALS

In 2020, the goals of VOLKSBANK WIEN AG in the area of Code of Conduct and Compliance were:

- to avoid penalties and fines
- to strengthen the permanent management mission
- to replace in-class training by online training

### IMPORTANT SUCCESSES AND RESULTS

In the year 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Stabilisation of the training rate at a very high level
- Addition of the "Sustainability" chapter to the Code of Conduct
- No penalties and fines

### MEASURES

Measure	Time horizon	Status
Revision of Web-Based Training to include the "Sustainability" chapter	2021	ongoing
Implementation of fraud detection software	by 2022	ongoing
Expansion of the Code of Conduct to include the "Sustainability" chapter	2020	completed

**Actively exemplifying the values of VOLKSBANK WIEN AG and the commitment to modern compliance is the mandate of the Managing Board and part of the permanent management mission across all hierarchical levels. The issue of human rights also has a high priority at VOLKSBANK WIEN AG and is taken into account in all units involved in the Company's core business.**

The Code of Conduct was established by the Supervisory Board and documents the values of VOLKSBANK WIEN AG in its internal and external relations. The accompanying measures for the implementation of the principles anchored therein support the bank's employees in avoiding mistakes and in strengthening the trust of customers and business partners in VOLKSBANK WIEN AG.

In addition to the Code of Conduct published on the website of VOLKSBANK WIEN AG, there are relevant regulations and measures for internal implementation, among others:

- a clear organisational structure with defined responsibilities,
- clearly structured written standing orders,
- target group-adequate training with practical examples,
- annual appraisal interviews,
- specialist staff in the Compliance department,
- a stringent complaints procedure and
- transparent and consistent sanctioning processes.

The measures implemented also led to a high level of awareness of compliance issues in 2020, so that unintentional violations could be avoided.

The permanent management mission plays a decisive role in the implementation of compliance issues. It is only by way of executives acting as compliance role models that a high level of integrity can be maintained among employees. The Managing Board personally exemplifies this approach and communicates this expectation very clearly on various occasions. Violations will be met with sanctions appropriate to the severity of the violation, the focus always being on talking to the employee concerned.

# CORPORATE VALUES

## CODE OF CONDUCT AND COMPLIANCE

Since October 2019, all new employees joining the bank are instructed about the Code of Conduct of VOLKSBANK WIEN AG by the Compliance function in the course of an introduction event. Moreover, employees receive training in relation to the Code of Conduct by way of e-learning modules. In the reporting year, 57.4 % of all employees required to attend compliance training were trained in the Code of Conduct. These training modules also include training with respect to human rights. The rate is determined from the reciprocal 2-year rhythm of compliance training.

The Code of Conduct essentially describes the core values of VOLKSBANK WIEN AG: Trust – Integrity – Respect – Confidentiality.

Moreover, the Code of Conduct deals with selected compliance issues which also document the integrity of VOLKSBANK WIEN AG in its external relations.

### **Undesirable branches of industry and business areas**

VOLKSBANK WIEN AG reserves the right not to enter into any business relationships with sectors or in business areas that are in conflict with the core values of the bank. In case of doubt, a special approval process is initiated that Compliance is significantly involved in. In this way, reputational risks due to financing transactions or investments that may be subject to criticism are largely avoided.

### **Whistle-blowing**

By means of the Business Keeper Monitoring System (BKMS®), which has been implemented at VOLKSBANK WIEN AG for years, all employees have the opportunity to submit a report completely anonymously in the following categories:

- Violation against regulatory provisions
- Fraud
- Corruption
- Theft
- Breach of trust/fraudulent conversion/embezzlement

at any time. The Managing Board has committed itself to the fundamental protection of the whistle-blower and the persons mentioned in the hint. Information on the BKMS® and about the login details is accessible to all employees on the Intranet page of the Compliance function, in addition to being communicated to employees in numerous training events.

### **Preventing corruption**

VOLKSBANK WIEN AG pays great attention to actively fighting corruption. Through appropriate rules, in particular on accepting and granting benefits or on the handling of donations and sponsorships, the bank ensures participation in business life and minimises the risk of criminal offences or damage to its reputation. The Compliance department monitors adherence to the rules and counters violations with appropriate measures. As in the previous year, no cases of corruption were found in 2020.

Employees are made aware of the regulations through compliance training and circulars. In the 2020 financial year, 1,449 employees were required to attend compliance training, and 1,439 employees completed a compliance training event, which corresponds to a participation rate of 99.3 %.

As in the previous year, the bank (Group perspective) did not have to pay any fines or penalties in 2020, nor were there any violations of product information and advertising standards. The measures implemented for

# CORPORATE VALUES

## CODE OF CONDUCT AND COMPLIANCE

2021 are also aimed at avoiding fines and penalties, thus keeping the associated reputational risk as low as possible.

### **Sponsorships**

VOLKSBANK WIEN AG supports sporting, cultural, social or charitable events or organisations in the form of sponsorships within defined limits. Nevertheless, these limits allow the Company to make a valuable contribution to regional social life in Austria. For example, the values represented by the events, groups or organisations that we sponsor must not conflict with the values upheld by VOLKSBANK WIEN AG. Without a culture of sponsorship, any business strategy would be affected by reputational risk that might negatively impact on the company.

### **Lobbying**

VOLKSBANK WIEN AG is not involved in any lobbying activities within the meaning of the lobbying act.

### **Anti-competitive behaviour, cartel arrangements or monopolistic practices**

No complaints were filed against VOLKSBANK WIEN AG for anti-competitive behaviour, cartel arrangements or monopolistic practices.

### **Sustainability**

The new "Sustainability" chapter was introduced in 2020 by way of an amendment to the Code of Conduct. In this way, VOLKSBANK WIEN AG manifests its commitment to acting sustainably.

### **Information, communication and public relations**

VOLKSBANK WIEN AG sets great store by the accuracy and completeness of the information prepared and documented by it. All matters that VOLKSBANK WIEN AG gets to know about within the scope of its activity will be treated as confidential in accordance with statutory requirements.

### **Awareness building**

Apart from established topics such as AML or capital market compliance, other compliance topics have increasingly emerged in Austria over the past years, for instance the systematic fight against business crime and other criminal acts that require the proper implementation of awareness building within the population and hence also among the employees.

The Compliance function has set itself the goal of creating that kind of awareness through training events on the one hand and by consistently incorporating the same in the written rules of the bank on the other hand, and of supporting it through a targeted control environment.

### **Data protection**

In 2020, as in 2019, no justified complaints were raised by external parties or regulatory authorities in relation to the protection of customer data. In 2020, VOLKSBANK WIEN AG received 42 data protection-related inquiries (2019: 42). All inquiries were processed by the data protection team in a timely manner. Inquiries break down as follows:

- 33 requests for access under Art 15 GDPR
- 7 requests for erasure under Art 17 GDPR
- 2 reports to the Austrian Data Protection Agency regarding data protection violations under Art 33 GDPR

# CORPORATE VALUES

## CODE OF CONDUCT AND COMPLIANCE

All data protection violations reported to the data protection authority have been closed. None of the data protection violations were associated with any danger to the rights and freedoms of the data subjects.

The customer complaint submitted to the Data Protection Authority in 2019 was closed by the authority in 2020.

### Complaint management

Complaint management is controlled centrally by the Compliance department. This ensures that an accumulation of complaints is quickly identified and appropriate countermeasures can be initiated.

VOLKSBANK WIEN AG considers complaints as an opportunity to improve existing processes. The bank also attaches great importance to the rapid and transparent handling of all complaints to further strengthen customer loyalty.

All staff are trained via e-learning to respond correctly to complaints, including ensuring that complaints are consistently recorded. The management monitors implementation as part of their ongoing management mission and focuses on the positive aspect of complaints.

At VOLKSBANK WIEN AG complaints may be submitted orally or in writing using all communication channels. As a general rule, due to knowledge being available about business processes and the facts relevant to the complaint, the branch or unit where the incident occurred will best be able to help quickly and efficiently. If no solution is found on that level, or if the customer does not consider it constructive, it is also possible to get in touch with the ombudsperson's office, [ombudsstelle@volksbankwien.at](mailto:ombudsstelle@volksbankwien.at), of VOLKSBANK WIEN AG.

## BEST PRACTICE

For the Compliance department, too, the year 2020 was marked by the crisis. Therefore, one focus was on replacing the established in-class training courses with suitable online training courses. The unexpectedly urgent requirement for activities to be performed remotely has changed the process landscape in a very short time. In order to counteract weaknesses in the internal control system, VOLKSBANK WIEN AG has implemented targeted measures to avert a possible risk of loss under all circumstances.

At the same time, the behaviour of customers changed, and there were more opportunities for perpetrators to commit criminal acts. Therefore, VOLKSBANK WIEN AG promptly published a catalogue internally with examples of criminal acts in order to enable sales staff in particular to recognise suspicious transactions as such and to protect both customers and the bank.

## OUTLOOK

In 2021, the measures to improve compliance at VOLKSBANK WIEN AG, some of which were implemented at very short notice in 2020, will have to be reviewed and corrected if necessary.

# CORPORATE VALUES

## DATA SECURITY



### GOALS

In 2020, the goals of VOLKSBANK WIEN AG in the area of data security were:

- Regular discussion of the topic of data security in board meetings
- Maintaining and improving the defined security levels
- Maintaining and improving the IT security competence of employees

### IMPORTANT SUCCESSES AND RESULTS

In the year 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Data security topics were regularly addressed in Managing Board meetings
- The security measures have been adapted to new threats
- The training content was adapted to new conditions, e.g. remote working

**Banking transactions are a matter of trust. We consider the trust of our customers in the Volksbank brand as an obligation to pursue a comprehensive, diligent and responsible approach to the topic of data security, in order to avoid any violation of personal rights of customers and employees, and the associated reputational risks.**

Aiming for a consistently standardised level of security is of utmost importance to VOLKSBANK WIEN AG. Relying on its security policy that corresponds to present-day threats, VOLKSBANK WIEN AG is fit for the future.

VOLKSBANK WIEN AG considers the following to be key aspects of data security and the fight against cyber-crime:

- a secure IT landscape,
- comprehensive training of employees, and
- stringent contracts with business partners.

### IT security

The governance of IT security is determined centrally by VOLKSBANK WIEN AG together with the other Volksbanks of the Association.

Binding requirements applicable to all employees of VOLKSBANK WIEN AG are described in policies the observance of which is regularly checked on by the Security and IT Risk Management team. New laws, requirements and recommendations are included in the respective policies. All policies are accessible to all employees at any time on the Intranet. Should any vulnerabilities be found by the Security and IT Risk Management team, they will be eliminated based on the respective risk. Security incidents are managed centrally at VOLKSBANK WIEN AG and will subsequently be included in the training of employees and customers.

During the period under review, no data leaks, theft or loss of customer data were found by the IT Security function.

In case of outsourced IT services, the relevant IT security requirements are imposed upon the supplier.

# CORPORATE VALUES

## DATA SECURITY

### Training of employees

Another important aspect is awareness raising among employees and customers of VOLKSBANK WIEN AG on the topic of information security.

New employees will be invited directly to attend the information security training which must absolutely be completed by all employees of VOLKSBANK WIEN AG every year. All employees are aware of the confidentiality of customer data and have signed a non-disclosure agreement.

Training events on data protection/information security	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
Employees who received information security or data protection training	%	98	98	92	91	96	94

These training measures lead to enhanced IT security skills among employees of VOLKSBANK WIEN AG, which in turn contribute to raising customers' awareness of the topic of IT security through direct communication with them in counselling sessions.

### Stringent contracts with business partners

No transmission of customer data will take place except within the scope of contract performance and observing statutory requirements.

The data are encoded during transmission, depending on their security classification. The recipients are obliged under the contract to observe confidentiality and data security. Business partners and also employees of VOLKSBANK WIEN AG who need to inspect or have access to sensitive company data must submit to appropriate non-disclosure obligations in other spheres as well.

Outsourcing agreements are reviewed, regularly monitored, controlled and checked annually in terms of their compliance with the law, in order to reduce the risk of non-performance, the bank's reputational risk, and to protect the personal rights of customers and employees.

# CORPORATE VALUES

## QUALITY OF CUSTOMER SERVICE



### GOALS

In 2020, the goals of VOLKSBANK WIEN AG in the area of customer service quality were:

- Good customer service and ease of use in the digital world of finance
- Regular feedback from customers on products and services
- Feedback from customers also on the products and services of our product partners

### IMPORTANT SUCCESSES AND RESULTS

In the year 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Volksbank "hausbanking" is the best banking app, according to an ÖGVS study
- SPARDA-BANK offers the best value for money in the current accounts category, according to an ÖGVS study
- Third 'Unternehmer-Studie' published
- Numerous awards for product partners

**Good customer service and ease of use in the digital world of finance are the fundamental prerequisites for retaining customers at Volksbank in the long term and ensuring a positive user experience for Volksbank customers. Therefore, it is important to VOLKSBANK WIEN AG to receive regular feedback from its customers and/or external experts on its products and services. After all, together with the company's reputation, the quality of customer service decisively influences the decision for or against Volksbank.**

### Customer surveys

In line with the special importance attached to the customer relationship, surveys of customer satisfaction constitute important parameters of the business success of VOLKSBANK WIEN AG. This is why customer satisfaction in Retail and Corporate banking is assessed at regular intervals, with measures being derived for further improvement of customer service.



### Volksbank Unternehmer-Studie

In 2020, the "Volksbank Unternehmer-Studie", or survey of entrepreneurs, illuminated the personal environment of self-employed persons in Austria for the third time. Together with the Austrian Gallup Institute, 1,000 self-employed persons throughout Austria were again interviewed for this statistically representative survey. The focus of the current issue was on different generations of entrepreneurs: What distinguishes each of them? How do they act and what do they have in common despite the difference in age? Volksbank considers it important to be close to its customers.

[www.volksbank.at/unternehmerstudie](http://www.volksbank.at/unternehmerstudie)

# CORPORATE VALUES

## QUALITY OF CUSTOMER SERVICE

### Volksbank "hausbanking" is the best banking app



This is confirmed by a customer survey conducted by the Austrian Society for Consumer Studies (ÖGVS). Volksbank's "hausbanking" app was rated best by customers and emerged as the winner of the eight branch banks surveyed\*. The expansion of online services by means of the "digital shopping cart" enables extensive self-service features that are available at any time, regardless of opening hours.

### SPARDA-BANK offers the best value for money in the current accounts category



In a nationwide online customer survey, the Austrian Society for Consumer Studies (ÖGVS) identified Austria's best current accounts (branch banks) 2020\*. SPARDA-BANK emerged as the clear winner in the coveted category of best value for money. It convinced customers in all three assessment criteria, clearly outperforming all the other seven branch banks examined.

### Product partner of VOLKSBANK WIEN AG

### Tenth anniversary – Another distinction of the quality of service and consultancy for 'der faire Credit'



For the tenth time already in 2020, TÜV AUSTRIA awarded a distinction to 'der faire Credit' for the quality of service and consultancy. As part of comprehensive audits in the period from June to October 2020, the independent auditors confirmed a high level of customer friendliness as well as an objective and transparent credit decision.

# CORPORATE VALUES

## QUALITY OF CUSTOMER SERVICE

### **ERGO remains the undisputed service champion with multiple award winning products**

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In 2020, ERGO Austria, Volksbank's insurance partner, was distinguished as Service Champion in the insurance industry for the sixth time in a row. The result was again improved compared to the previous year. Once a year, ServiceValue GmbH and Goethe University Frankfurt jointly prepare Austria's most comprehensive service ranking, a broadly based survey on customer service experience based on customer reviews. With a service experience score of 77.1 %, ERGO Versicherung AG clearly exceeds the industry average of 68.4 % and ranks first within the industry. In addition, this year ERGO has also improved its overall ranking among all companies from a "bronze" to a "silver" medal. ERGO's products were particularly successful in Austria in the "Branchen-Monitor 2020" (Industry Monitor) – the largest national ranking in terms of customer satisfaction, customer service and value for money – achieving three top rankings.

### **Certification of VOLKSBANK WIEN AG**

#### **VOLKSBANK WIEN AG certified as 'Leitbetrieb' (model business)**

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Within the scope of the entrepreneurs' dialogue of VOLKSBANK WIEN AG on 21 May 2019 at Kursalon Wien, Monica Rintersbacher, Managing Director of Leitbetriebe Austria, handed over the 'Leitbetrieb Austria' certificate to Chairman of the Managing Board Gerald Fleischmann, in the presence of numerous corporate customers. After a comprehensive screening process, those companies are distinguished as 'Leitbetriebe', or model businesses, that are sustainably successful, drive innovation and commit to their social responsibility.

## **OUTLOOK**

In 2021, VOLKSBANK WIEN AG will continue to strive to obtain feedback on its products and services through customer surveys, thus continuously improving the services it offers to customers.

A fourth edition of the Unternehmer-Studie is being planned. In addition, Telemark Marketing will again conduct a customer survey in 2021, aimed at deriving strategic goals for the entire Association of Volksbanks within the scope of an internal management event.

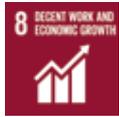
# ECONOMY





# ECONOMY

SUSTAINABLE PRODUCTS AND SERVICES



*Lasting values for your private personal pension provision.*

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# 136

**SUBSIDISED REAL ESTATE PROJECTS  
WITH A VOLUME OF EURO 128.7 MILLION  
WERE FINANCED BY VOLKSBANK WIEN AG IN 2020.**



# ECONOMY

## SUSTAINABLE PRODUCTS AND SERVICES

### GOALS

In 2020, the goals of VOLKSBANK WIEN AG in the area of sustainable products and services were:

- to increase sales of sustainable funds
- to increase the financing volume to euro 110 million (+83.6 %)
- to increase the asset volume of the Non-profit Housing department by 11 %
- to finance at least 100 subsidised projects per year

### IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Award for sustainable funds with the Austrian eco-label
- Granting of financing volumes in the amount of euro 128.65 million (+114.8 % compared to 2019)
- Increase in the asset volume of the Non-profit Housing department by 32.9 %
- Financing awards for 136 subsidised housing projects (+47.8 % vs. 2019)

### MEASURES

Measure	Time horizon	Status
Collaboration on the Green Bond project	2020 – 2021	ongoing
Participation in the internal working group on the "Sustainability Project", appointment of sustainability ambassadors from the division	2020 – 2022	ongoing

**One of VOLKSBANK WIEN AG's greatest levers for the transformation towards a sustainable economy lies in its products and services. Sustainable products can reduce negative impacts on the climate and the environment, such as sustainable funds or the financing of housing projects with high energy efficiency, also considering social aspects.**

The business model of VOLKSBANK WIEN AG is to focus on the bank's core business and to enter into cooperations with strong product partners. Union Investment is VOLKSBANK WIEN AG's product partner in the area of funds and has two sustainable funds on its list of recommended funds for sale in Austria. In 2020, the share of sustainable funds increased from 5.8 % (2019) to 9.9 %, and the two sustainable funds were awarded the Austrian eco-label. Further details on the cooperation with Union Investment and on the sustainable funds can be found in the following chapter on product partners.

Subsidised housing financing is an instrument of political leverage that can be used to create affordable, high-quality living space that meets the needs of the market. Apart from affordability, this can also be used to realise regional planning and socio-political steering potentials. Finally, housing subsidies also allow for climate policy targets to be realised more efficiently, thus making an essential contribution to climate protection.

Due to the historically strong commitment of VOLKSBANK WIEN AG in the area of real estate financing, as a result of the inclusion of subsidised real estate financing, the increased focus on non-profit housing and the commitment in the area of builder-owner model financing, a considerable contribution was made to sustainable development in the area of housing creation, improvement, affordability and ecology.

# ECONOMY

## SUSTAINABLE PRODUCTS AND SERVICES

To underpin the relevance of subsidised real estate financing for VOLKSBANK WIEN AG and to be able to take into account the corresponding special features of this type of financing during lending, separate lending criteria have been developed for non-profit housing and builder-owner model financing.

Working instructions and loan disbursement criteria specially tailored to this business segment were also introduced to facilitate work and speed up processes. In the credit process, specialised front-office, back-office and administrative units for credit documentation specifically tailored to these financing purposes enable resources to be used very effectively, including the tailoring of processing times to customer needs – off the standard forms in many cases.

The focus on growth in this business segment, which is planned to continue for the next few years, is meant to form the basis for a Green Bond issue by VOLKSBANK WIEN AG and serve as a model for further issues in this area in the future, involving all the banks of the Association. All projects financed with these funds will be particularly energy-efficient, thus making a valuable contribution to the creation of sustainable housing.

### BEST PRACTICE

Particularly in view of the current pandemic situation with all its effects on the economy and the people, the focus in Real Estate Financing is on the creation of affordable housing with ecological standards in accordance with the respective regional subsidy requirements. Another important aspect is the creation of new educational facilities, housing for the elderly (assisted living) and care facilities for young children (kindergartens and nurseries). The following projects are presented as examples for 2020:

#### **Construction of a residential complex “Senioren Aktiv” in 2542 Kottlingbrunn, Rengasse 24**



The 33 residential units with sizes ranging from 49 m<sup>2</sup> to 74 m<sup>2</sup> of living space are available with either a terrace or balcony. In addition, a gym with approximately 35 m<sup>2</sup>, a craft room with approximately 31 m<sup>2</sup> and a lounge with approximately 104 m<sup>2</sup> were provided. All apartments are barrier-free, have an emergency call system and a spacious bathroom suitable for senior citizens. The high-quality equipment meets the most modern standards. In all projects, importance is attached to a good location in the village. This means that all important facilities such as doctors, public transport, restaurants etc. are within easy reach. “Living in the heart of the community” is the philosophy of these homes. In addition to the high energy efficiency of the building, future residents are also provided with housing at prices lower by 12-32 % than those of comparable apartments at customary market rents, thanks to the state subsidy.

# ECONOMY

## SUSTAINABLE PRODUCTS AND SERVICES

### Construction of a subsidised nursery on the ground floor and an after-school care centre for adolescents on the first floor in 2823 Pitten, Georgistollengasse



In addition to the kindergarten, which is already in operation for 120 children, a “House of Children and Youth” with two infant and two after-school groups was built in 2020 and leased to the municipality on a long-term basis. The building was handed over to the tenants in a turn-key state and has a total floor space (incl. loggia) of 457 m<sup>2</sup>. Furthermore, there are two terraces and a garbage room.

## OUTLOOK

As part of the “Sustainability Project”, further sustainable products and services will be implemented from 2021. The following product and service categories are planned:

- Sustainable loans for private and corporate customers
- Expansion of the range of sustainable investments (together with Union Investment)
- Sustainable payment transactions or savings cards
- Consultancy concept for private and corporate customers with sustainable regional aspects and inclusion of cooperative networks

The project was launched at the end of 2020, so as yet there are no concrete results to report for 2020.

In the area of sustainable real estate, the company plans to strengthen its positioning, also with a view to socio-economic benefits for fellow citizens. This is associated with preferential cooperation with non-profit real estate developers in the direct catchment area and in cooperation with the affiliated banks throughout Austria.

The following targets in the area of subsidised real estate financing are planned for 2021:

- Loan growth in the non-profit real estate development sector of at least 10 % compared to 2020
- Increase in subsidised real estate financing by 5 % compared to 2020
- Subsequent entry of all necessary property data required for the planned Green Bond issue



## COOPERATING WITH PRODUCT PARTNERS

VOLKSBANK WIEN AG has decided to increase its strategic cooperation with Genossenschaftliche Finanz-Gruppe Volksbanken Raiffeisenbanken (Geno FinanzGruppe) in Germany. At product level, TeamBank has been cooperating with Geno FinanzGruppe successfully in the consumer financing sphere for several years already; in 2015, the cooperation was further reinforced through the sale of Volksbank Invest KAG to Union Investment Service Bank AG.

The cooperation with the product partners was successful in 2020 as well; with TeamBank and Union Investment, in particular, VOLKSBANK WIEN AG achieved goods results in spite of the pandemic. In the sphere of investment funds, the fifth year of cooperation with Union Investment was very encouraging again. The demand for excellent products of the German investment company has increased.

Distinguished as Service Champion once again, ERGO Versicherung AG has been the insurance partner of VOLKSBANK WIEN AG since 1985. The focus is on insurance solutions for private customers who are offered high-quality products – from comprehensive life insurance policies by Volksbank employees, up to special property and accident insurance contracts by ERGO employees at the individual Volksbank retail branches. The customer can make use of comprehensive advice on all insurance solutions.



These successful cooperations with long-term product partners have enabled VOLKSBANK WIEN AG to achieve yet another milestone towards becoming a strong and efficient regional bank.

# ECONOMY

SUSTAINABLE PRODUCTS AND SERVICES

**DIGRESSION  
PRODUCT  
PARTNERS**

## UNION INVESTMENT

**Since 2016, Union Investment has been a reliable product partner of VOLKSBANK WIEN AG. The investment company with over 60 years of experience in the field of financial investments has received several distinctions. Union Investment funds offer numerous opportunities – for the purpose of investing existing wealth, for asset structure optimisation or continuous asset accumulation.**

In line with the legal setting, customers have always expected utmost transparency and stability in the field of financial investments from VOLKSBANK WIEN AG – and they have never been disappointed. The focus of VOLKSBANK WIEN AG is on the customers, and therefore it is extremely important to find the ideal investment solution for our customers. It is important to VOLKSBANK WIEN AG to offer the highest degree of stability in asset structuring, in combination with future-proof earnings opportunities adjusted to personal risk appetite and individual needs.

The increase in regulatory requirements with a view to investor protection is accounted for: The product standards for securities were accurately defined, as were the customers that a certain investment product is meant for. Investor protection increases, as the customers' investment goals, experience and knowledge are checked even more comprehensively and reconciled with the product features defined.

Even the very high standards in account manager training are subject to continuous improvement processes that VOLKSBANK WIEN AG has committed to together with its partner Union Investment. In practice, ongoing training updates regarding product and capital market know-how and efficient quality control ensure high-quality consultancy for the customer's benefit at Volksbank retail branches. The transparent presentation of all costs, a more stringent regulation of the markets, and the obligation to maintain the best possible price are components of another, even more essential, pillar of statutory regulatory requirements that was implemented at VOLKSBANK WIEN AG, namely to increase the safety, transparency and efficiency of European financial markets.

Since 1 August 2017, VOLKSBANK WIEN AG has been carrying the UniRak Nachhaltig Konservativ A fund, and since Q3 2018 the UniNachhaltig Aktien Global fund in the list of recommendations for funds sold in Austria. VOLKSBANK WIEN AG is striving to increase the sale of sustainable funds in the years to come.

In 2020, UniNachhaltig Aktien Global and UniRak Nachhaltig Konservativ A were awarded the Austrian eco-label. The government seal of approval certifies ethically oriented projects and companies in the financial sector that generate profits through sustainable investments. Eco-label certified products must meet a number of criteria and are subject to a rigorous overall assessment process. Investors thus benefit from greater transparency and a clear picture of the funds' sustainable investment policies.

Union Investment	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
VBW volume in							
Union Investment funds	Euro	1,214,345,439	1,214,345,439	1,138,276,622	1,138,276,622	1,008,049,317	1,008,049,317
Share of sustainable funds in the Union Investment volume	%	9.9	9.9	5.8	5.8	3.7	3.7
Securities accounts with fund units of Union Investment	Number	21,792	21,792	20,582	20,582	19,398	19,398
Securities accounts with shares in sustainable funds of Union Investment	Number	4,954	4,954	3,596	3,596	2,254	2,254

#### Leading German asset manager in the field of sustainable investment

With over 30 years of experience, Union Investment is one of the pioneers of sustainable investment and is considered one of the leading German asset managers in this segment thanks to its numerous awards and the volume of assets under management. As market leader, Union Investment takes a clear stance: Considering sustainability criteria within the scope of the investment process reduces risks and creates added value beyond the mere return of the investment in the long run. As at the end of December 2020, Union Investment manages more than euro 60 billion in sustainable funds and mandates. The portfolio of sustainable funds and mandates held by customers of the Austrian Volksbanks increased by 50 % compared to the same period of the previous year.

#### Sustainability criteria in the investment process

Sustainability criteria have been taken into account in the investment process of Union Investment for many years already. They comprise ecological and social considerations as well as certain aspects of corporate governance. In the compilation of sustainable funds, the fund management follows a predefined procedure:

- In a first step, the portfolio management will submit eligible companies and countries to an ESG analysis (Environmental Social Governance analysis = environment, social topics and corporate governance). The result is expressed in the so-called ESG score. In other words, the ESG score evaluates the extent to which any company or state acts sustainably with a view to the environment, to social factors and corporate governance. In case of companies, the business model is analysed as well.
- Union Investment then checks whether companies or even states violate fundamental sustainability principles (based on the UN Global Compact guidelines). The relevant factors include, among others: human rights violations, compliance with labour standards, waiver of child labour or animal experiments. Companies or states that violate against the standards are excluded from the investment universe by the portfolio management.
- In the last step, portfolio managers will check if the investment not only meets sustainability criteria, but also economic requirements and whether a positive effect is to be expected for the fund. Only if all valuations are positive, the investment will be carried out.

# ECONOMY

SUSTAINABLE PRODUCTS AND SERVICES

DIGRESSION  
PRODUCT  
PARTNERS

## BEST PRACTICE

### Commitment in the investors' interest

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#### *Being an active shareholder*

Union Investment is an active investor. This means that, in contrast to funds of other providers that are managed by machines (so-called ETFs), the fund's portfolio managers will specifically get in touch and exchange information with businesses and states that they invest in. Part of this so-called stakeholder engagement approach are more than 4,000 investor talks and the participation in votes at more than 1,800 general meetings in 28 countries in 2020. The aim of this endeavour is to actively influence companies, in the interests of investors, to make themselves fit for the future in economic terms by acting sustainably. The main topics on the agenda were general corporate governance issues such as board appointments, remuneration and dealing with sustainability issues.

#### *Sustainability by tradition*

Due to its cooperative self-image, Union Investment has always considered sustainability to be highly important. Based on the cooperative idea of more than 170 years: What one cannot do alone, many can. This cooperative motto covers essential sustainability aspects such as the promotion of economic and social interests of the members. Aspects such as a long-term approach, customer orientation, partnership and regional roots are fundamental to sustainability and also to the cooperative idea. As a result, Union Investment employees are less interested in short-term profits than long-term returns. As a result of this orientation, sustainability has always been an important part of the company's way of thinking and action.

As one of Germany's biggest asset managers, Union Investment assumes its responsibility for a sustainable transformation of the economy also by contributing to many initiatives and through its membership in relevant associations. In this way, the company is making an active contribution to increasing the acceptance and implementation of sustainability principles within the investment industry.

## TEAMBANK AG

As a competence centre for modern liquidity management, TeamBank AG has been a close and reliable partner of VOLKSBANK WIEN AG ever since the year 2008. With the 'der faire Credit' product family, it offers secure financing with clear and straightforward contract terms.

VOLKSBANK WIEN AG sets great store by making it completely transparent to customers what they have to expect when taking up a retail credit. The risk of over-indebtedness is a serious issue, as the parties concerned are not only affected by repayment itself, but also by a loss of quality of life and often considerable psychological stress. Therefore, the account managers of VOLKSBANK WIEN AG provide unbiased, responsible advice on financial leeway, optimal credit instalments and the maximum credit limit. This is supported by an objective scoring procedure based on the long-term experience of TeamBank AG. Additional flexibility is created through variable adjustment of instalments, the option to suspend the payment of instalments or to extend the term of the loan.

In the 2020 reporting year, VOLKSBANK WIEN AG had over 15,000 'der faire Credit' customers. On average, credits in the amount of euro 10,878 were granted.

TeamBank AG	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
Volume of 'der faire Credit' with VOLKSBANK WIEN AG	Euro thousand	212,154	212,154	206,585	206,585	187,408	187,408
Joint customers with VOLKSBANK WIEN AG	Number	15,260	15,260	15,394	15,394	14,708	14,708

### Sustainability as part of the cooperative DNA and corporate values

Fairness is an attitude that defines the way that TeamBank acts: towards customers and partners, towards society, employees and the environment – in other words, comprising all dimensions of sustainability. The credo logically following from this is: Fairness in everything we do.

As part of the Volksbanken Raiffeisenbanken cooperative financial network in Germany, TeamBank is committed to the binding sustainability parameters of the DZ BANK Group, such as the Diversity Charter, the Code of Conduct, the UN Global Compact, the ISS ESG Rating or the joint climate strategy.

### Sustainability has many facets and innovation potential at TeamBank

One successful example of how digital innovations and environmental protection can be combined is the digital contracting solution introduced late in the summer of 2020 at the partner banks' retail branches in Austria and Germany. Not only can this smart and customer-focused application save a great many pages of paper, but the cooperative banks also gain valuable time for them to invest in their customers instead. Since the introduction of digital contracting at the end of August 2020, VOLKSBANK WIEN AG has been able to save 28,840 pages of paper and 152.5 kg of CO<sub>2</sub> in the reporting year.

In addition, TeamBank has been entitled to bear the label of the European Union – "Eco-Management and Audit Scheme" (EMAS for short) – in relation to environmental management since September 2020 and to call itself a member of the Bavarian Environmental Pact.

# ECONOMY

## SUSTAINABLE PRODUCTS AND SERVICES

### DIGRESSION PRODUCT PARTNERS

Another sustainability-related project realised in 2020 gave TeamBank's discarded laptops a second life. Within the framework of a cooperation, these were handed over to the non-profit company "AfB – Arbeit für Behinderte" (work for people with disabilities) that refurbished the equipment for resource- and environment-friendly reuse. All the proceeds realised in this way went to the independent "Deutschland im Plus" foundation established by TeamBank.

#### Financial education

TeamBank will only consider the criterion of sustainability to have been met within the scope of its core business if the joint customers are supported during the entire customer journey in a spirit of fairness. This also includes actively preventing the risk of over-indebtedness. According to experts, teaching financial literacy at an early age can protect against over-indebtedness. For this reason, TeamBank indirectly promotes financial education by supporting "Deutschland im Plus", the non-profit public foundation under civil law initiated by TeamBank in 2007, which has been active in the prevention of over-indebtedness in Germany and Austria for more than ten years. The promotion of financial education among young people is at the core of their work. With the school teaching unit "Konsum geplant – Budget im Griff" (Plan your purchases, get a grip on your budget), it has already reached more than 80,000 schoolchildren, thus increasing the young people's awareness for dealing with money responsibly. Beyond that, the foundation offers special teaching modules for teenage refugees.

The foundation also makes its educational offerings available digitally. A brand new feature is the virtual classroom: here interactive workshops can be conducted online. Schoolchildren and teachers will also find multimedia teaching materials which, in addition to the workshops, will help them deepen the knowledge they have acquired.

For more information, please go to [www.finanzielle-bildung-foerdern.at](http://www.finanzielle-bildung-foerdern.at)

## BEST PRACTICE

### The telephone loan as the key to digital personal advice

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Detached from contact restrictions to contain the COVID-19 pandemic, digital-personal consultancy is becoming increasingly important. The telephone loan introduced at VOLKSBANK WIEN AG in December 2020 offers account managers the opportunity to be digitally and personally close to their mutual customers, even in times of physical contact restrictions. This opens up the possibility of getting advice on 'der faire Credit' from the comfort of your own home – and even taking it out online. For customers, this means: even more flexibility and the feeling that they are in good hands with VOLKSBANK WIEN AG. This strengthens customer loyalty. In addition, there is no need to travel to the bank, which saves resources and the environment.

### Permanent liquidity support with the financial reserve

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The joint customers of VOLKSBANK WIEN AG and TeamBank benefit from the permanent liquidity support provided by the financial reserve. SEPA real-time transfers can be used to retrieve the financial reserve in no time, by telephone, on the customer portal, and obviously also in person with the local account manager. The extra financial buffer can be used immediately, also for impulse purchases. With this feature, TeamBank, together with VOLKSBANK WIEN AG, offers its customers an innovative tool for forward-looking liquidity management.

## ERGO VERSICHERUNG AG

**ERGO Versicherung AG is part of the Munich Re Group. Volksbanken and ERGO have been working together successfully for many years in the sale of insurance products on the Austrian market.**

It is not only excellent insurance solutions for private customers – from comprehensive life and personal accident insurance solutions to property insurance such as motor and household/homeowners insurance – and commercial and industrial insurance solutions for corporate customers that ERGO brings to this partnership, but also global expertise, innovative strength and a strong focus on sustainability. In 2021, the company will also enter the health insurance segment with initially two products, one of which is unique in the Austrian insurance market.

Through its pronounced commitment to sustainability, ERGO Versicherung AG fits in very well with the supply chain of VOLKSBANK WIEN AG.

ERGO Versicherung AG	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
Number of ERGO insurance contracts of VOLKSBANK							
WIEN AG customers	Number	42,246	42,246	48,233	48,233	51,906	51,906
VOLKSBANK WIEN AG and ERGO customers							
	Number	29,231	29,231	31,871	31,871	35,399	35,399
New insurance contracts of customers of VOLKSBANK							
WIEN AG	Number	3,334	3,334	4,209	4,209	4,762	4,762
New business volume of ERGO Versicherungen from customers of							
VOLKSBANK WIEN AG	Euro	8,079,764	8,079,764	8,831,703	8,831,703	6,374,039	6,374,039

### Insurance group with a sustainable attitude

ERGO Versicherung AG is part of the ERGO Group based in Düsseldorf, Germany. ERGO is committed to the common welfare and the cohesion of society. The company's actions are based on their corporate responsibility strategy. Together with partners, it wants to change things for the better to meet major global challenges. It is committed to contributing to the achievement of the Sustainable Development Goals (SDGs).

The insurance group has identified three challenges that are of special importance to the company, its customers and society:

1. mitigating the consequences of climate change,
2. improving access to healthcare services, and
3. enhancing risk awareness.

ERGO disposes of the skill set, resources and risk know-how to develop new approaches to solutions and to use business opportunities. Closely cooperating with accredited partners, it creates added value by contributing not only financial means, but above all expert knowledge.

# ECONOMY

## SUSTAINABLE PRODUCTS AND SERVICES

### DIGRESSION PRODUCT PARTNERS

Social responsibility is assumed in four spheres of activity:

- Sustainable business management: taking into account environmental, social as well as governance aspects in insurance business as well as in investment management
- Environment: development of an environmental management system that is applied across the group, CO<sub>2</sub> neutral since 2015
- Commitment: Through its social commitment, ERGO is living up to its responsibility as a business enterprise and in doing so also relies on projects bearing a close relation to its core business.
- Reporting: Regular reports on activities and consultation with stakeholders to understand their needs even better

In this context, voluntary commitments like the Ten Principles of the UN Global Compact, the Principles for Responsible Investment, and the Principles for Sustainable Insurance form the basis of all activities.

#### **ERGO environmental policy 2020**

“We insure people and businesses for the future. For us, looking ahead and acting sustainably is a matter of course. We want to harmonise economic, ecological and social interests to create added value for our customers, partners, our employees, our company and society,” said Philipp Wassenberg, Chairman of the Board of Management of ERGO Versicherung AG.

ERGO Versicherung AG is aware of its responsibility for the environment and advocates carbon neutrality. In 2016, ERGO Versicherung AG established its own environmental policy based on existing joint policies of ERGO Group AG. The strategy aims to achieve improvement through ongoing projects and actions in the following four areas:

- Energy & efficiency
- Transport & CO<sub>2</sub>
- Waste & resources
- Communication & monitoring

Apart from employees, buildings & equipment, the corresponding targets and measures are going to concern products and customers as well. ERGO also aims to take account of the three challenges identified above in its selection of donation recipients and in its sponsoring commitments.

#### **BEST PRACTICE\***

By using an environmentally compatible office building that was certified as “Green Building+” by the Austrian Energy Agency, ERGO Versicherung AG is banking on energy efficiency at work. Measures to optimise the reduction of CO<sub>2</sub> emissions of the company are continuously developed by the environmental management team and evaluated in the course of an energy audit.

The digitisation of business processes is being driven forward and a sustainable investment strategy with clear exclusion criteria is being pursued. When it comes to reducing the consumption of resources in the company – whether it is energy, paper, water or the avoidance of waste and business trips – the contribution of each individual employee is called for. For this reason, information on environmentally friendly behaviour is provided at events and on the Intranet, and action days are held on individual topics.

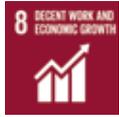
Many projects – such as a canopied bike park, closed loop recycling management for office supplies, printer output optimisation, installation of a video conference system to cut down on business trips, events to raise employees' awareness such as the regular "ERGO Umwelttage" (environmental days), as well as participation in campaigns such as "Österreich radelt" (Austria cycles) and "Österreich radelt zur Arbeit" (Austria cycles to work), sustainable charity campaigns, and the introduction of a returnable system in the cafeteria – have already been implemented with a view to sustainable commitment.

In 2020, the following priorities have been set:

- All meeting rooms in the ERGO Center were equipped with video conference systems, that will contribute to a long-term, significant reduction in future business travel.
- By participating in the ERGO Group-wide "Data Delete Challenge" repeated after 2019, people have been deleting data they no longer need from their drives. Unused data costs energy, especially due to the necessary cooling of the data servers. This challenge saves electricity and reduces the emission of climate-damaging CO<sub>2</sub>.
- Despite home office phases and shift work at the ERGO Center, many employees once again took part in the "Austria cycles" and "Austria cycles to work" campaigns. In doing so, they not only made a significant contribution to improving their health, but also saved a great deal of climate-damaging CO<sub>2</sub>.
- Plastic avoidance in everyday life: The focus on plastic avoidance, that started in 2019, culminated in February (for the time being) with a lecture by Ines Fritz from BOKU Vienna on the topic of "Bioplastics – all organic, all good?".
- Support for the national holding of the "Climate Launch Pad", the world's largest idea contest on sustainable entrepreneurship
- Sustainable charity campaign in cooperation with Caritas
- Products & customers: The range of sustainable funds available to customers for individual life insurance products such as 'ERGO fürs Leben' (ERGO for life) and 'ERGO fürs Sparen' (ERGO for savings) has been significantly increased.

# ECONOMY

## REGIONALITY



*Short distances  
through regional focus.*

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**89%\***

**OF THE RESPONDENTS OF THE IMAS STUDY  
ON "REGIONALITY" FIND THE TERM QUITE OR EVEN  
VERY APPEALING.**



### GOALS

In 2020, VOLKSBANK WIEN AG's goals in the area of regionality were:

- to further increase the regional focus through training, internal and external communication
- to support customers in the region
- maximum share of financing abroad 5%
- to commission a study on regionality

### IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Share of financing abroad 2%
- Numerous information events support customers in the region
- Regional procurement was further promoted
- ÖGV study on the topic of regionality

**Volksbank's focus is on being the customers' relationship bank in the region. In addition, Volksbank's business territory has been limited to Austria in recent years, thus keeping distances short. This business model minimises the risk of negative impacts on the environment and human rights, as well as any associated reputational risk for the bank.**

All Volksbanks, including VOLKSBANK WIEN AG, have regional head offices (6 at VOLKSBANK WIEN AG) to improve market cultivation. The employees of these regional head offices are mostly from the region, they know their customers, offer regional know-how in dealings with customers, and customer-relevant decisions can be made quickly and directly on site with the customers. This results in short distances, which also leads to lower CO<sub>2</sub> emissions due to travel and to a direct exchange with business people in the region. The regional head offices organise their own events that serve to connect customers from the region – so that the added value will remain in the region.

Regionality was therefore defined as a core value and represents the most important focus in sustainability management alongside the topic of cooperatives. Cooperatives are regional because they are built on proximity and personal contact. They are usually very deeply rooted in the region and among the people who live there. In this way, they strengthen regional economic cycles, which in turn serves the goal of sustainability.

In 2020, the Austrian Federation of Cooperatives commissioned IMAS to conduct a study on the topic of regionality, which found that Austrians are rather partial to the concept of regionality. 89 percent of respondents find the term quite or even very appealing. This is the highest value of all the terms queried in the study – even ahead of the term "sustainability".\*

VOLKSBANK WIEN AG focuses on customers in Austria. In regions close to the border, VOLKSBANK WIEN AG offers its services to selected foreign customers upon request. No active foreign expansion activities are planned. Rather, the role as regional financial service provider is meant to be consolidated even further.

The COVID-19 pandemic has vindicated the Volksbank business model. The trend towards regionality was further strengthened by the crisis.

# ECONOMY

## REGIONALITY

In order to ensure sustainable business management, it was defined among others that a maximum of 5 % of loans and receivables to customers are allowed to exist in neighbouring countries. A limitation was effected in this respect in the risk strategy, which is monitored continuously, with appropriate reporting to the Managing Board.

Business orientation is towards loans, deposits and payment transactions, other products or services are purchased from external providers. Consumer credits are offered in the form of the TeamBank credit, Union Investment is the partner of VOLKSBANK WIEN AG in fund business. More detailed information about this is contained in the chapters on product partners.

The following table shows the regional roots of VOLKSBANK WIEN AG. In general, lending business decreased slightly in the reporting year (2019: euro 5,526,955 thousand, 2018: 5,416,158); the share of regional financing transactions in all financing provided by VOLKSBANK WIEN AG amounted to 98 % in 2020 (2019: 98 %, 2018: 97 %). As in the past few reporting years (2019: 2 %, 2018: 3 %), the 2 % share of financing transactions in foreign countries is way below the target set in the risk strategy. These figures are perfectly in line with the motto "from the region for the region". For the sake of completeness, savings deposits are shown as well; however, a clear allocation of savings deposits to financing transactions is not possible (2019: euro 6,438,600 thousand, 2018: euro 6,344,232 thousand).

### Regional investment and share of foreign financing transactions\*

Euro thousand	2020 Regional	2020 Foreign	2020 Total	2020 Share Regional	2020 Share Foreign
<b>Financing transactions of all customers</b>	<b>5,352,370</b>	<b>99,284</b>	<b>5,451,654</b>	<b>98 %</b>	<b>2 %</b>
of which Private Customers	2,285,811	24,610	2,310,421	99 %	
of which SMEs	2,390,529	25,374	2,415,903	99 %	
of which Corporate Customers	228,076	45,401	273,477	83 %	
of which others	447,954	3,899	451,853	99 %	
<b>Savings deposits and other deposits</b>			<b>6,636,565</b>		
Share of regional financing transactions in savings deposits and other deposits			81 %		

For over 150 years, the Volksbanks have been the local providers of financial services in their regions. Right from the start, the focus has always been on "servicing medium-sized businesses in the retail and trade sectors" (circular of the Association of 20 June 1960). VOLKSBANK WIEN AG has held on to this main focus until today, accommodating its traditional values of freedom, responsibility and self-reliance in its retail and SME business as well.

VOLKSBANK WIEN AG is making an essential contribution to creating value and prosperity in its regions, by fulfilling the following core functions for private households as well as small and medium-sized business enterprises in a very special way: financing investments, ensuring payment transactions, and facilitating needs-based financial investments that offer a risk/return profile appropriate to the respective goal.

\*Due to the merger with the SPARDA brand, which operates throughout Austria, in mid-2017, the catchment area of VOLKSBANK WIEN AG was expanded to all of Austria in 2018. The entire volume of domestic financing for customers was defined as Regional.

The following table shows a breakdown of the directly produced and distributed economic value of VOLKSBANK WIEN AG:

Directly produced and distributed economic value***	Unit	2020 Separate*	2020 Group**	2019 Separate*	2019 Group**
<b>Directly produced economic value</b>	Euro thousand	<b>269,170</b>	<b>285,864</b>	263,108	284,968
Net interest income	Euro thousand	<b>80,396</b>	<b>116,210</b>	96,484	120,005
Net fee and commission income	Euro thousand	<b>60,226</b>	<b>57,318</b>	55,973	55,793
Result from financial transactions	Euro thousand	<b>2,792</b>	<b>4,145</b>	1,419	12,187
Net trading income	Euro thousand	-	<b>-1,283</b>	-	-2,287
Other operating result	Euro thousand	<b>125,756</b>	<b>109,474</b>	109,232	99,270
<b>Distributed economic value</b>	Euro thousand	<b>-199,762</b>	<b>-215,380</b>	-215,776	-217,507
Operating expenses – administrative expenses	Euro thousand	<b>-102,989</b>	<b>-74,537</b>	-104,105	-86,037
Wages and salaries	Euro thousand	<b>-71,991</b>	<b>-90,421</b>	-77,351	-87,703
Other staff expenses	Euro thousand	<b>-3,428</b>	<b>-4,778</b>	-8,356	-6,023
Payments to investors (dividends)	Euro thousand	<b>-****</b>	<b>-17,489</b>	-	-8,974
Public sector	Euro thousand	<b>-21,354</b>	<b>-28,155</b>	-25,964	-28,771
Current tax expense	Euro thousand	<b>-935</b>	<b>-2,965</b>	-4,094	-4,195
Bank levy	Euro thousand	<b>-1,996</b>	<b>-1,996</b>	-1,743	-1,743
Statutory social expenditure	Euro thousand	<b>-18,423</b>	<b>-23,194</b>	-20,127	-22,833
<b>Retained economic value</b>	Euro thousand	<b>69,408</b>	<b>70,484</b>	47,332	67,461

The products and services offered by VOLKSBANK WIEN AG are strictly based on the customers' needs. The individual person is at the centre of our endeavours. Another clear sign of customer orientation is the fact that customer satisfaction and the recommendation rate of Volksbank customers are important parameters of corporate success.

The (retail) branches of VOLKSBANK WIEN AG are directly visible sales and consultancy units for customers to actually experience the bank's service themselves, where customers can be provided with comprehensive bundles of know-how. Among others, this concerns personal pension schemes, the realisation of dream houses, or assistance with business issues. The consultancy services, the relationship between customers and their account managers is based on trust and professional competence.

#### – Private Customers

VOLKSBANK WIEN AG is a competent investment, retirement pension provision and housing bank for private customers. In the service business, the bank relies on strong cooperation partners such as TeamBank and Union Investment.

Austria is a growth market when it comes to housing financing. The population is increasing in the regional conurbations in particular. Hence, the need for housing loans remains high. Refurbishment projects also play an important role, especially with respect to energy efficiency, and they require a functioning market for appropriate financing solutions.

#### – Small and medium-sized enterprises

With its focus on small and medium-sized enterprises, VOLKSBANK WIEN AG is working with the lifeblood of the economy in their area of operation. In Austria, this customer group not only reports the highest shares in value creation and employment, but also a high share of successful niche producers.

\*according to the Austrian Business Code

\*\*according to IFRS

\*\*\*Due to the presentation in thousands of euro, rounding differences may occur in the table.

The previous year's figures have changed due to modified calculation methods.

\*\*\*\*Net interest income includes payments to investors (AT1 capital) in the amount of euro 17,050 thousand.

# ECONOMY

## REGIONALITY

As a bank for SMEs, VOLKSBANK WIEN AG offers professional competence throughout the full product range of corporate financing, and in all other spheres of finance, for instance investment and subsidies. The account managers of VOLKSBANK WIEN AG dispose of in-depth knowledge of regional customers and of prevailing local conditions, processing investment and capital loans swiftly in line with customers' needs.

### **Sustainable regional support for customers**

In recognition of the great achievements of the workforce in the challenging year 2020, all employees received a gift voucher from bauernladen.at. This platform was chosen because bauernladen.at establishes direct contact with regional producers, and some Volksbank customers are among the suppliers who were supported through this campaign. The success of VOLKSBANK WIEN AG also depends on the economic success of its regional customers.

## **BEST PRACTICE**

### **Energy Consultant Days at the Baden regional head office**

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In 2020, the Energy Consultant Days were held for the second time in cooperation with Peter Hiller, business, restructuring and energy consultant at eco-energie and "klima:aktiv Competence Partner", in the retail branches of the Baden regional head office. The construction industry was hardly slowed down by the COVID-19 crisis; customers had time to deal with the detailed planning of their single-family homes. In Lower Austria, all those interested in building have the opportunity to resort to building consultation services where information about building, purchase and renovation subsidies as well as an individual financial plan are provided. Thermal insulation, heating, ventilation or solar power – energy efficiency and living comfort are top priorities in talks with customers. During the appointments, the energy expert discusses plans and measures that the customers want to take, as well as projects and suggestions for improvement, such as energy-saving measures, changing or optimising the building plan, using other materials or optimising the heating system, and much more. With this independent advice provided by the Land of Lower Austria and the expertise of the bank's own housing experts, VOLKSBANK WIEN AG enables its customers to realise their dream home.

### **Weinviertel regional head office is a competent financing partner for photovoltaic systems**

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When it comes to larger projects, a competent financing partner is required. The know-how on the subject of "sustainable financing" of PV systems has been built up step by step over the last 10 years in the Weinviertel region. The employees of VOLKSBANK WIEN AG focus primarily on suggesting an optimal financing structure for the plants and act as contacts for regional corporate customers for project planning, construction and subsidies. They are also concerned with the functioning and profitability calculations of such plants. In recent years, a number of information evening events on the topic of photovoltaics have been held in cooperation with corporate customers, but in 2020 these had to be cancelled due to the COVID-19 measures. VOLKSBANK WIEN AG itself operates PV systems on the bank buildings in Laa, Mistelbach and Wolkersdorf, producing and consuming free solar power.

## Subsidies

VOLKSBANK WIEN AG is committed to the development of innovative and sustainable banking products, both for the private and the commercial sector, taking into account the best possible subsidy approach.

Taking account of state bridging guarantees for financing provided by VOLKSBANK WIEN AG or the Association of Volksbanks, above all in the core segment of small and medium-sized enterprises, these are provided with liquidity in a sustainable and unbureaucratic manner, in order to be able to continue their operations in the time after the COVID-19 crisis. Additional public sector economic stimulus programmes in combination with the bank's own financing to sustainably strengthen the Austrian economy – with a focus on expanding environmental investments – round off the range of financing services. Apart from personal advice on site at the Volksbank branch or through digital communication channels, the subsidy-related services of VOLKSBANK WIEN AG and of the Association of Volksbanks comprise an online subsidy check providing an initial analysis of subsidy options available to customers, a newsletter on changes in the field of subsidies, as well as subsidy management from filing the application through to settlement.

## Other brands of VOLKSBANK WIEN AG

Apart from the “Volksbank” brand, SPARDA-BANK, Gärtnerbank and LiveBANK are important, valuable components of the brand strategy due to their well-established branding. They are briefly described in the sustainability report of VOLKSBANK WIEN AG. Subsequently, no further details will be provided on these brands.

### The SPARDA-BANK brand

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SPARDA-Bank is a brand of VOLKSBANK WIEN AG for private customers throughout Austria. The clear focus is on servicing employees and retirees, as well as adolescents, schoolchildren, apprentices and students. SPARDA-Bank was founded as a cooperative society by railway workers for railway workers more than 80 years ago and is the only bank in Austria that concentrates on employees exclusively: “The bank for people who keep the country moving.” For many years, there has been close cooperation with the transport and service workers union, *vida*. Having been a member of the Association of Volksbanks for many years, SPARDA-Bank was merged with VOLKSBANK WIEN AG in mid-2017 and, as an independent brand, has been part of the Austrian bank ever since.

The “SPARDA Pflege-Airbag” is particularly noteworthy within the product range of SPARDA-BANK. This product is exclusively available to members of the *vidahelp* association to support carers and caregiving relatives. Members of *vidahelp* receive a purchasing account from SPARDA-BANK for a period of 6 months to cover care costs or the purchase of care products at a preferential interest rate. More information is available at [www.sparda.at/vidahelp](http://www.sparda.at/vidahelp)

### The Gärtnerbank brand

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As a cooperative bank according to Schulze-Delitzsch, Gärtnerbank was founded as a special-purpose institution of Wiener Gartenbau (horticultural association of Vienna) by gardeners for gardeners in 1920 and dedicated itself to servicing the Wiener Gartenbau association. Ever since the merger of Gärtnerbank with VOLKSBANK WIEN AG in 2014, the work with the target groups of horticultural farms, market gardens, gardening centres and cemetery gardeners has been continued. Additionally, services and support are provided

# ECONOMY

## REGIONALITY

to all professional institutions, such as the chambers of agriculture of Vienna and Lower Austria, the federal association of commercial gardeners of Austria, Österreichische Blumenwerbung, the regional gardening associations, Wiener Bauernbund (Vienna farmers association), Junggärtnervereinigung (association of young horticulturists), as well as the various groups in Vienna's municipal districts.

### The LiveBank brand

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LiveBANK is a brand and a distribution channel of VOLKSBANK WIEN AG for the purpose of online distribution of straightforward banking products throughout Austria. The target group is online-oriented Austrians over the age of 18 who want to conclude their savings and/or instalment credit transactions online with an Austrian bank (deposit guarantee scheme). The focus here is mainly on urban areas. LiveBANK does not have any retail branches. All transactions are carried out online. The entire communication and interaction with the customer takes place electronically or within the scope of remote sales.

### Sustainable and regional procurement

Most suppliers of advertising material of VOLKSBANK WIEN AG are Austrian businesses, many of them in the proximity of Vienna. Generally it may be said that transport routes are kept short, as most articles are purchased within Austria, and only partially in Germany. As the central organisation of the Association of Volksbanks, VOLKSBANK WIEN AG, or more specifically, since November 2019, the newly established VB Infrastruktur und Immobilien GmbH, is also in charge of central purchasing for all regional Volksbanks. In this context, the company sets great store by sustainable products, regional suppliers and, if possible, environmental certificates. Due to the fact that most suppliers are Austrian companies, the risk of human rights violations is minimal.

### Suppliers

The topics of sustainability and social responsibility are firmly embedded in the business policies of printing shops and many suppliers of advertising material in particular. Moreover, the purchasing function of the Association is striving to include other sustainable products in the range as well.

In the wake of the COVID-19 crisis, due to urgency, masks were sourced from China and Slovakia earlier this year. But when mask production started in Austria as well, the order was placed with two Austrian companies. FFP2 masks were ordered partly from China, partly from Hygiene Austria. The Aloe Vera disinfectant was purchased from an Austrian supplier in Vienna, disinfectant dispensers including stands and disinfectants from a supplier in Brunn/Gebirge. The Plexiglas protective walls used in the retail branches were manufactured in Upper Austria, textile masks were sewn in Burgenland. In this context, VOLKSBANK WIEN AG tried to award contracts to local companies in order to support the regional economy.

In selecting the printing shops, VOLKSBANK WIEN AG pays attention to their environmental certifications.

### Promotion material

The flying banners of Volksbank are equally used in an environmentally compatible manner: once produced, they are subsequently displayed during events time and again, together with high-quality inflatable promotion desks, tables and chairs, which have been in use since 2012.

## Give-aways

The area of give-aways has been reorganised in several steps. In the meantime, for environmental reasons, only a small range of customer give-aways remains. In the target group of young people, we rely on vouchers and online processing. On International Savings Day, no gifts are given away, except for a small sustainable gift for children.

## OUTLOOK

In the “Sustainability Project”, the topic of regionality is dealt with in various measures and activities. This may concern the promotion of Volksbank’s positioning as a regionally sustainable bank, the bank’s employer branding, in which regionality plays an important role, or the selection of suppliers, partners and projects that we support.

For example, one project in the area of promotion within the region or regional sponsorships is the sustainability initiative [www.bewusstessen21.at](http://www.bewusstessen21.at). The project supports regional manufacturers and traders. For more information, see the chapter on social commitment.

# ECONOMY

## RISK MANAGEMENT

### GOALS

In 2020, VOLKSBANK WIEN AG's goals in the area of risk management were:

- to integrate sustainability risks into the risk strategy
- to take account of standards concerning sustainability in lending
- to ensure the gradual integration of sustainability risks into risk processes

### IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Description of sustainability-related terms in the risk strategy
- Business in environmentally and socially harmful areas is excluded
- Environmental and climate risks are considered with regard to their impact on VOLKSBANK WIEN AG
- Integration of sustainability risks into the risk process was promoted

Assuming and professionally managing the risks associated with the business activities is a core function of every bank. In its capacity as central organisation of the association of credit institutions under section 30a Austrian Banking Act, VOLKSBANK WIEN AG performs this central task for the Association of Volksbanks, so that the latter has in place administrative, accounting and control procedures for the recognition, assessment, management and monitoring of the risks associated with banking transactions and banking operations as well as of the remuneration strategy and practices (section 39 (2) Austrian Banking Act).

The business model requires risks to be identified, assessed, measured, aggregated and controlled effectively. Risks and capital are managed by means of a framework of principles, organisational structures as well as measuring and monitoring processes that are closely aligned with the activities of the departments and divisions. A more detailed description of risk management, risk policy principles, the organisation of risk management and regulatory requirements can be found in the Annual Report of the Association of Volksbanks and of VOLKSBANK WIEN AG.

The strong relationship of the Association of Volksbanks with its customers and its close ties within the region have manifested themselves also in times of the COVID-19 crisis. A great number of customers were granted relief measures due to COVID-19 in order to counter the liquidity bottlenecks caused by the lockdown and to cope with existence-threatening circumstances. These measures include various kinds and forms of deferments, term extensions, bridging loans, and increases of overdraft facilities for existing customers. Further information on the effects of the COVID-19 crisis on accounting and valuation methods is contained in the Annual Report of the Association of Volksbanks and of VOLKSBANK WIEN AG.

### Developments in risk management

Based on its function as the central organisation of the Association of Volksbanks, VOLKSBANK WIEN AG is responsible for drawing up the risk strategy of the Association. The risk strategy of the Association provides for consistent general conditions and principles for uniform risk management and ensures that the risk-bearing capacity is guaranteed at all times. The risk strategy is reviewed for up-to-dateness and adequacy at least annually and adjusted to the respective current general conditions. In 2020, for example, a qualitative description of the terms "sustainable" and "sustainability risk" was included in the risk strategy for the first time.

The risk strategy of VOLKSBANK WIEN AG is based on the risk strategy of the Association, implementing the guidelines defined therein at VOLKSBANK WIEN AG.

VOLKSBANK WIEN AG acts in accordance with the highest ethical and professional standards and is committed to conducting lending business in a sustainable and responsible manner. For this reason, we do not enter into business relationships in sensitive areas that conflict with this claim. Business relationships or financing are not possible for traders in ethically questionable sectors and business areas, or are only possible in accordance with the rules of conduct specified by Compliance.

Furthermore, in the context of lending, attention must be paid to the protection of the environment and the sustainability of social concerns. Financed transactions must comply with environmental regulations. For this reason, no business is conducted in environmentally or socially harmful sectors.

The assessment of the borrower's ability to service the debt is generally made taking into account the borrower's current and future financial circumstances, whereby risks to the borrower's future financial and liquidity position must be included in the consideration. Both physical and transitory risks are taken into account with regard to the environment.

VOLKSBANK WIEN AG established an internal audit process for the continuous control of climate risks in the entire area of business of VOLKSBANK WIEN AG already in 2019. In this process, potential transitory and physical climate risks were considered in the context of traditional risk categories. There were no acute physical or transitory risks that may have a negative impact on the business model of VOLKSBANK WIEN AG. The integration of sustainability risks into risk processes is being driven forth by the "Sustainability Project". Risks affecting non-financial matters are summarised in the table "Presentation of risks arising from the business activities of VOLKSBANK WIEN AG in accordance with NaDiVeG" in the Notes.

## **OUTLOOK**

The following measures are planned for 2021:

### **Gradual integration of sustainability risks into risk processes**

In autumn 2020, a project was planned and set up for the Association of Volksbanks to position Volksbank as a regional sustainable relationship bank and to implement the statutory requirements regarding ESG criteria. A sub-project of the "Sustainability Project" deals with the topic of "Organisation & regulatory matters". In this sub-project, the work package "Integrating sustainability risks into risk processes" covers the gradual integration of sustainability risks into the bank's business activities. The project defines measures and targets to integrate ESG criteria into the core business and risk management of the Association of Volksbanks and to meet future legal obligations.



# DIGITISATION



# DIGITISATION



*Sustainable knowledge transfer  
on digital topics.*

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**1,400**

**ONLINE TRAINING HOURS HAVE BEEN INVESTED  
IN THE TRAINING OF DIGITAL AMBASSADORS.**



# DIGITISATION

## GOALS

In 2020, VOLKSBANK WIEN AG's goals in the area of digitisation were:

- to expand and optimise product and service orders
- to increase app usage (banking) and improve security
- to increase the number of active users of contactless payment methods (e.g. ApplePay)
- to position the "hausbanking" offer

## IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Increase in product and service orders by 155 %
- Increase in mobile logins by 24 %
- Mobile payment for DMC\*
- Production of 23 how-to videos on "hausbanking" core functions and digital advertising
- 1,400 training hours for digital ambassadors

## MEASURES

Measure	Time horizon	Status
Introduction of new product and service orders in "hausbanking"	2018 – 2022	ongoing
Integration of strategic product partners in "hausbanking"	2020 – 2021	ongoing
ID app established as electronic signature	2020	completed
Establishment of electronic signature workflows	2020 – 2022	planned
Expansion of Opti-Channel processes	2020 – 2022	planned
Expansion of customer engagement for support and sales	2020 – 2022	planned

**The digitisation measures support the business model with digital products and services as well as Opti-Channel networking. A consistent focus on expanding excellent and digitally supported consultancy and creating an outstanding Opti-Channel customer experience are key success factors. Customer processes are optimised and enable customers to save time. Key indicators on customer processes are measured. These are the reference point in implementing continuous improvements.**

In 2020, many of the goals set in the area of digitisation were achieved. For example, product and service orders as well as the digital shopping cart in banking were expanded to include customer-relevant orders and Robotix processing was reinforced. Thanks to a continuous expansion of online processes, especially electronic account statements and electronic notifications, it was possible to save a large percentage of paper costs. The resulting time savings for customers were positioned as a key indicator of digitisation.

General app usage in banking has been increased and the security of transactions has been enhanced through the use of SCA\*\*-compliant approval procedures as well as a strong reduction in text messaging costs. The number of active users of contactless payment methods (e.g. ApplePay) has increased as well.

The "hausbanking" offer has been positioned as a simple and secure Internet banking solution of Volksbank; through online training events, videos and co-browsing support, employees as well as customers were enabled to use the app.

\*DebitMastercard

\*\*strong customer authentication

# DIGITISATION

Emphasis was also placed on building long-term solutions as part of the digital transformation. The community of “Digital Executives” – employees interested in digitisation could volunteer to join this community – allows for an exchange of ideas and the transfer of knowledge across all divisions of VOLKSBANK WIEN AG, and the training of service managers to become “digital ambassadors” ensures the implementation of the digital strategy in the retail branches.

In summary, the following results were achieved in 2020:

- Product and service orders in “hausbanking” were increased by 155 % at VOLKSBANK WIEN AG, 10 % of all orders are already processed completely via Robotix
- Total time savings for customers for all online services at VOLKSBANK WIEN AG: over 20,000 hours
- Increase in mobile logins to “hausbanking” by 24 % and increase in the number of transactions signed with the ID app by 15 % (replaces SMS procedure)
- Mobile payment for DMC incl. Apple certification implemented and annual target achieved ahead of schedule
- Production of 23 how-to videos on “hausbanking” core functions and digital advertising
- 1,400 hours of training for the digital ambassadors at VOLKSBANK WIEN AG on the subject of digitisation and sustainable positioning of Digital Executives as an active community

## BEST PRACTICE

### Customer-oriented product and service processes in “hausbanking”

Volksbank “hausbanking” enables customers to carry out service orders from home around the clock. In 2020, the number of possible orders was increased to more than 40 types and specifically adapted to the requirements that have emerged since COVID-19. This led to a sharp increase in orders for online account statements, e-delivery as well as telephone and online bank deposit agreements.

The services were advertised in a targeted manner in Digital Banking with explanatory videos, additionally reinforced by corresponding stories in social media channels, and were also used in internal training.

The frequency of use of the “digital shopping cart” has increased by 155 % compared to the previous year. On the one hand, this relieved the workload of the account managers, who had more time available for advisory activities, and on the other hand, it optimised the processes in the back-office departments. This was additionally supported by the use of Robotix processes, which made automated processing of the applications possible. From the customer’s point of view, this has accelerated the implementation of personal requests, eliminated travel and waiting times and provided for more flexibility in the respective instance (e.g. in case of address changes or card blocking). In total, more than 20,000 hours of customer time were saved at VOLKSBANK WIEN AG.

# DIGITISATION

## Digital ambassador training established

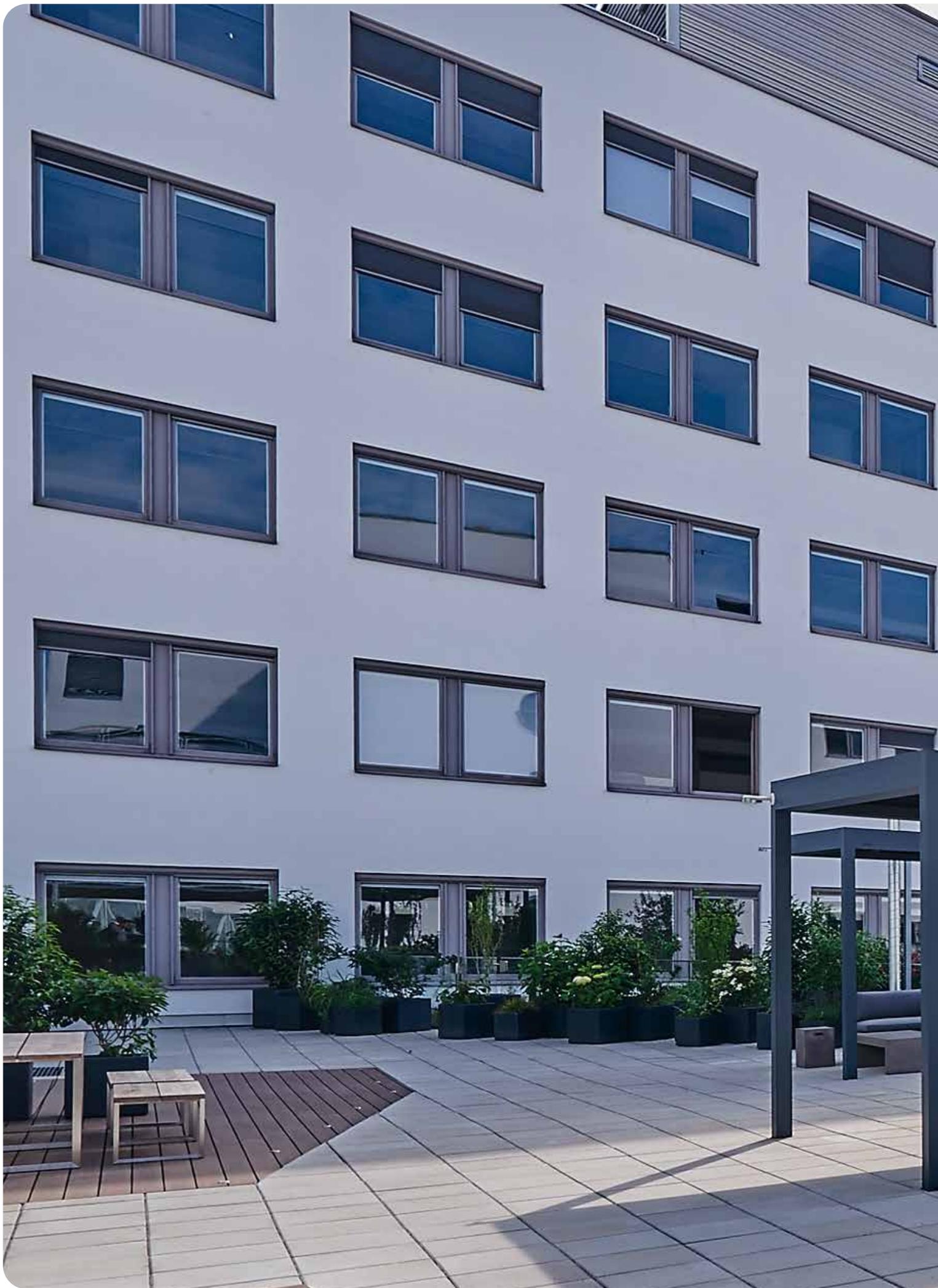
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A learning journey for digital ambassadors was designed to empower employees to successfully introduce customers to digital products and services, and to support them in going through the relevant procedures (online via co-browsing sessions) and in person at the branch. In 1,400 online training hours, trainers from various departments of the company, with guidance from the digitisation team, have passed on their knowledge with a view to practice-based needs.

At the beginning of each content module, a short, interactive knowledge quiz was conducted to ensure the transfer of know-how from the previous module. The digital learning journey was documented online, including a comprehensive collection of questions, and will be continuously updated and expanded as part of a collaborative effort. The learning modules are incorporated into the training for service managers and ensure a sustainable transfer of knowledge on digital topics.

## OUTLOOK

Specific preliminary work on electronic signatures in the most frequently used banking and customer processes, the selection of an implementation partner for secure document exchange (eSafe) and the piloting of newly planned customer engagement processes create essential prerequisites for business processes to be further digitised or optimised and also rethought in 2021.



# ECOLOGY



# ECOLOGY

RESOURCES AND ENERGY



*A careful, responsible attitude towards nature and the environment.*

---

BY

**75%**

**HAS THE CONSUMPTION OF PRINT-OUT AND REPROGRAPHIC PAPER DECREASED COMPARED TO THE PREVIOUS YEAR.**



### GOALS

In 2020, VOLKSBANK WIEN AG's goals in the area of resources and energy were:

- a detailed calculation of the Corporate Carbon Footprint (CCF)
- a reduction of paper consumption
- optimisation of the retail branches and the new headquarters with regard to energy efficiency

### IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Inspection of the retail branches and the headquarters and deriving improvement measures therefrom
- Development of a paper and printing policy
- Analysis of the vehicle fleet
- Improvement of the data basis for the calculation of the Corporate Carbon Footprint

**Despite the small direct environmental impact of any bank's operations, VOLKSBANK WIEN AG still makes a contribution to climate and environmental protection in terms of energy, heat and power consumption as well as waste-paper and other waste.**

The figures indicated in the area of resources refer to the location of the headquarters in 1030 Vienna, Dietrichgasse 25, and the retail branches of VOLKSBANK WIEN AG. With effect from 2020, VOLKSBANK WIEN AG has moved to a new location in Dietrichgasse 25 in the 3rd municipal district of Vienna; the former location in the 9th district was abandoned. The key figures for resources and energy are recorded by VB Infrastruktur und Immobilien GmbH. This company is a wholly-owned subsidiary of VOLKSBANK WIEN AG and provides infrastructure services (with the exception of IT services) with a current focus on real estate management, bank logistics, central purchasing and facility management services within the Association of Volksbanks. In this context, tasks are also performed for VOLKSBANK WIEN AG, which acts as the central organisation for the Association of Volksbanks, as well as for numerous other (banking) customers from the ARZ joint data processing centre.

The retail branches are operated by the separate company exclusively, therefore the figures of the Group correspond to those of the separate company. As described in the chapter "About the report", an allocation key of 71.6 % is used for calculating the indicators for the parent company (Separate), on the basis of the employees of the parent company and of the Group, as no clear breakdown is possible on the basis of actual values.

### Corporate Carbon Footprint (CCF)

In the 2020 reporting year, the CO<sub>2</sub> footprint of VOLKSBANK WIEN AG was calculated for the second time. The reporting scope includes all retail branches and the location of the headquarters of VOLKSBANK WIEN AG, and their direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions. Direct emissions include thermal energy consumption and greenhouse gas emissions caused by company cars. Compared to the previous year, all company cars are now included in the carbon footprint calculation (in the previous year only pool cars were included), which is why there is an increase in emissions here. The indirect emissions in Scope 2 result from the purchase of electricity and district heating. Emissions from electricity consumption were calculated on the basis of the electricity actually purchased by VOLKSBANK WIEN AG (market-based) and the average electricity mix for Austria (location-based). Since 100 % of the electricity purchased by the retail branches comes from renewable sources, there are no market-based emissions in the area of electricity. The exact heat consumption of the headquarters could not be deduced from the utility bill. For this reason, it was

# ECOLOGY

## RESOURCES AND ENERGY

calculated on the basis of the area of the headquarters (m<sup>2</sup>) and the specific heat consumption (kWh/m<sup>2</sup>) of the retail branches. Overall, there was a 24 % reduction in Scope 1 and 2 emissions (location-based) in 2020 compared to the previous year, due to the reduction in office operations as a result of the COVID-19 pandemic.

Corporate Carbon Footprint		Unit	2020 Separate	2020 Group	2019 Separate	2019 Group
<b>Headquarters</b>	<b>Direct emissions (Scope 1)</b>		<b>141,869</b>	<b>198,141</b>	10,012	13,019
	Company vehicles	kg CO <sub>2</sub> equivalent emissions	141,869	198,141	10,012	13,019
	<b>Indirect emissions (Scope 2) – market-based</b>		<b>335,165</b>	<b>468,107</b>	263,596	342,778
	Electricity	kg CO <sub>2</sub> equivalent emissions	104,172	145,492	0	0
	District heating	kg CO <sub>2</sub> equivalent emissions	230,993	322,615	263,596	342,778
	<b>Indirect emissions (Scope 2) – location-based</b>		<b>360,386</b>	<b>503,333</b>	683,620	888,973
	Electricity	kg CO <sub>2</sub> equivalent emissions	129,394	180,718	420,024	546,195
	District heating	kg CO <sub>2</sub> equivalent emissions	230,992	322,615	263,596	342,778
<b>Retail branches</b>	<b>Direct emissions (Scope 1)</b>		<b>348,849</b>	<b>487,219</b>	492,344	640,239
	Heating	kg CO <sub>2</sub> equivalent emissions	348,849	487,219	492,344	640,239
	<b>Indirect emissions (Scope 2) – market-based</b>		<b>130,297</b>	<b>181,979</b>	*	*
	Electricity	kg CO <sub>2</sub> equivalent emissions	0	0	*	*
	District heating	kg CO <sub>2</sub> equivalent emissions	130,297	181,979	*	*
	<b>Indirect emissions (Scope 2) – location-based</b>		<b>651,421</b>	<b>909,806</b>	929,385	1,208,564
	Electricity	kg CO <sub>2</sub> equivalent emissions	521,124	727,826	789,755	1,026,990
	District heating	kg CO <sub>2</sub> equivalent emissions	130,297	181,979	139,630	181,574
<b>Total</b>	<b>Direct emissions (Scope 1)</b>					
		kg CO <sub>2</sub> equivalent emissions	490,718	685,360	502,356	653,258
	<b>Indirect emissions (Scope 2) – market-based</b>					
		kg CO <sub>2</sub> equivalent emissions	465,462	650,086	*	*
	<b>Indirect emissions (Scope 2) – location-based</b>					
		kg CO <sub>2</sub> equivalent emissions	1,011,807	1,413,139	1,613,005	2,097,537
	<b>Total emissions Scope 1 + 2 (market-based)</b>					
	kg CO <sub>2</sub> equivalent emissions	<b>956,180</b>	<b>1,335,446</b>	*	*	
<b>Total emissions Scope 1 + 2 (location-based)</b>						
	kg CO <sub>2</sub> equivalent emissions	<b>1,502,525</b>	<b>2,098,498</b>	2,115,361	2,750,795	

### Energy

When purchasing electricity for the retail branches of VOLKSBANK Wien AG, great importance was attached to ensuring that only CO<sub>2</sub>-free electricity was purchased. This was achieved by means of a general electricity supply agreement which all the banks of the Association have joined.

### Electricity

VOLKSBANK WIEN AG has obtained a hydropower certificate from its electricity supplier for its retail branches, guaranteeing that no CO<sub>2</sub> emissions are caused during the generation of electricity for VOLKSBANK WIEN AG. Electricity for the headquarters is procured from the landlord. Due to the relocation of the site, but also due to the increase in remote working in the wake of COVID-19, the energy demand (electricity) was reduced by 68 %.

# ECOLOGY

## RESOURCES AND ENERGY

Electricity	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
Electricity consumption headquarters**	kWh	501,526	700,456	1,705,334	2,217,600	2,289,345	2,646,642
Electricity consumption retail branches	kWh	2,821,032	2,821,032	4,169,672	4,169,672	*	*
Specific electricity consumption headquarters**	kWh per m <sup>2</sup>	49	49	112	112	134	134
Specific electricity consumption retail branches	kWh per m <sup>2</sup>	93	93	125	125	*	*
Specific electricity consumption in total	kWh per m <sup>2</sup>	79	79	120	120	*	*

100 % of the electricity used by the data centre of VOLKSBANK WIEN AG, the ARZ, comes from renewable energies and 85 % from hydropower and is purchased from a local electricity provider. The ARZ has undergone an energy audit, from which measures have been derived.

### Heat

The office premises of the new headquarters are supplied with district heating by the landlord. Hence, 100 % of office premises at the headquarters are heated through district heating. District heating is billed via the operating costs statement. To allow for the exact heat consumption to be deduced, it was calculated on the basis of the area of the headquarters (m<sup>2</sup>) and the specific heat consumption (kWh/m<sup>2</sup>) of the retail branches. Heat consumption in the retail branches is only indicated for the parent company, since the former are allocated to VOLKSBANK WIEN AG as a separate institution.

Heating	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
District heat consumption headquarters**	kWh	1,137,894	1,589,238	1,298,503	1,688,560	1,383,905	1,599,890
District heat consumption retail branches	kWh	452,927	452,927	894,452	894,452	*	*
Natural gas consumption retail branches	kWh	1,200,361	1,200,361	3,201,197	3,201,197	*	*
Specific heat consumption retail branches	kWh per m <sup>2</sup>	111	111	123	123	*	*
Specific heat consumption in total	kWh per m <sup>2</sup>	111	111	109	109	*	*

### Pool cars and company cars

VOLKSBANK WIEN AG provides employees with pool and company cars. Two of the company cars are hybrid vehicles. Compared to the previous year, all company cars are now included in fuel consumption (previous year: only pool cars), which is why consumption is significantly higher.

Pool cars and company cars	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
Fuel consumption	l	59,685	83,359	5,338	-	*	-

\*not collected in the reporting year

\*\*The calculation of the consumption data per m<sup>2</sup> is based on the total floor space of the Group of 14,252 m<sup>2</sup> and a pro-rata floor space of 10,204 m<sup>2</sup> for VBW Separate.

# ECOLOGY

## RESOURCES AND ENERGY

### Paper

In 2020, an analysis of the consumption of paper print-out and reprographic paper was carried out by the denkstatt consultancy firm. The first step was to analyse the current situation and then to identify what is already good practice and where there is potential for improvement. Best practice examples for paper, printer cartridges/ink and printer settings were used to demonstrate optimisations that will be incorporated into the "Sustainability Project" in 2021.

The consumption of print-out and reprographic paper in the current reporting year amounts to 12,849 kg. Consumption fell by 75% compared to the previous year. The reason for this massive reduction is that with the move to the new location, a focus was put on a "paperless" office, on the one hand, and on the other hand, due to the COVID-19 pandemic, an overwhelming part of the workforce was working from home and did not print there.

The standard setting of all printers available in the pools at HQ is two-sided print. This is meant to keep paper consumption low in the future. Generally, environmentally compatible paper with the EU eco-label is used, 12% of total consumption is woodfree and elementary chlorine-free paper.

Consumption of print-out and reprographic paper	Unit	2020 Separate	2020 Group	2019 Separate	2019 Group	2018 Separate	2018 Group
Print-out and reprographic paper	kg	9,200	12,849	38,849	50,519	56,342	65,135
Print-out and reprographic paper	kg per FTE	9.9	9.9	39.8	39.8	50.1	50.1

### Waste

At the HQ location Dietrichgasse 25, 1030 Vienna, there is a standardised separation system for residual waste, glass, plastics and metal, which is positioned in the staff kitchens. Due to the new policy of the "paperless-office", not every workstation is equipped with a waste bin for paper/data waste, but employees in the home bases (open-plan offices) are provided with so-called "recycling islands" (pieces of furniture with 2 pull-out drawers) in sufficient numbers, which serve for the disposal of residual waste and paper/data waste. In offices where there was no room for the recycling island, a large waste container is available for paper/data waste. Furthermore, there is an additional locked container at each printer island in the office premises for immediate secure disposal of data waste.

Since VOLKSBANK WIEN AG is a tenant at the location Dietrichgasse 25, 1030 Vienna, the residual waste and all other waste materials – except for paper/data waste – are disposed of via the landlord's waste containers. Since these also contain the waste of the other tenants, the waste quantities for residual waste, glass, plastics, metal and cardboard cannot be allocated to VOLKSBANK WIEN AG.

There has been no disposal of hazardous waste and special waste at the Dietrichgasse headquarters in 2020. Data waste amounting to 56,678 kg was disposed of for Dietrichgasse and all retail branches of VOLKSBANK WIEN AG.

## BEST PRACTICE

### VB-Forum – the headquarters of VOLKSBANK WIEN AG

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Early in 2020, the relocation of almost 900 employees to the new main building of VOLKSBANK WIEN AG at Dietrichgasse 25, 1030 Vienna, was successfully implemented. The work, meeting and communication areas and all side rooms in the VB Forum are equipped with LED lighting. Sensors and state-of-the-art control technology ensure high energy efficiency in lighting, heating and cooling. The first months after arrival were marked by settling in, getting to grips with the technical equipment and intensifying collaborative, cross-departmental cooperation. The focus was also on testing and jointly developing flexible and mobile ways of working (remote work). The basis for this is the approach, already pushed in the run-up to the relocation, to digitise work processes and avoid paper filing, and to equip all employees with mobile and energy-efficient IT components. Thanks to the intensive and successful use of remote work, travel times have been minimised, thereby making a significant contribution to reducing the CO<sub>2</sub> footprint and increasing the work-life balance of employees. In order to further improve the sustainability balance of VOLKSBANK WIEN AG, both the retail branches and the central building were assessed and evaluated by external experts in building energy management. The knowledge gained from this forms the basis for future-oriented and sustainable further development in the field of energy efficiency.

These activities are part of a comprehensive development plan of VOLKSBANK WIEN AG to consolidate its position as a successful cooperative regional bank in Austria.

## OUTLOOK

Measures for optimisation in the real estate sphere of VOLKSBANK WIEN AG, above all to increase energy efficiency, in the field of mobility and in procurement are planned for 2021. These measures are managed and monitored as part of the “Sustainability Project”.

For example, the implementation of a large number of measures derived from inspections of retail branches and the headquarters is planned. A greening of the vehicle fleet is currently being examined and is going to be implemented as part of the “Sustainability Project”. Sustainable procurement and printing will be further developed and travel policies will be made sustainable.



# SOCIAL MATTERS



# SOCIAL MATTERS

EMPLOYEES



*Our employees are  
the basis of our success!*

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**1,532\***

**EMPLOYEES WORK  
FOR VOLKSBANK WIEN AG.**



# SOCIAL MATTERS

## EMPLOYEES

### GOALS

In 2020, VOLKSBANK WIEN AG's goals with respect to employees were:

- to position VOLKSBANK WIEN AG as an attractive employer (employer branding)
- to support the focused development of employees and establish a systematic framework for this purpose (e.g. mentoring: Executives for Executives)
- to ensure the unrestricted equal treatment and recognition of employees
- to provide for continuous organisational development
- to develop new and improve existing digital training formats
- to provide for the development of digital skills

### IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- Anchoring of the employer values elaborated by the employees
- Launch of a new career website
- New mentoring programme was designed
- Employee survey was rolled out
- Remote work was optimised during the crisis
- Transparency in the tendering process for vacant job positions
- Establishment of a standardised organisational structure in all retail banks within the Association
- Standardisation of job descriptions and completion of the job profiles
- Changeover of educational offer from in-class to digital formats
- Introduction of new virtual training formats

### MEASURES

Measure	Time horizon	Status
The employer branding values are recognised and established at VOLKSBANK WIEN AG	2018	ongoing
Mentoring: Executives for Executives is piloted	2020	completed
Increase in the proportion of women in management positions	2018 – 2021	ongoing
Optimisation of appraisal interview processes	2020	ongoing
Roll-out of employee survey	2020	completed
Measures from employee survey are defined and implemented	2021	planned
Career path for experts is being designed and developed	2021	planned
Increased focus on remote work (cultural, organisational, process-based, etc.)	2021	planned

**Volksbank builds on a relationship based on trust – because when it comes to banking, mutual trust has been a bond with customers for many years. The same is also very important to VOLKSBANK WIEN AG as an employer in its relationship with its employees. That is why Volksbank relies on mutual trust through partnership. Volksbank is serious about its responsibility. Great importance is attached to training and further education, flexible working conditions, equal rights and self-fulfilment, and numerous benefits are offered in everyday working life. Volksbank is proud of this, because it keeps the organisation fit for the future and sustainably successful.**

The employer values of VOLKSBANK WIEN AG ensure encounters at eye level, scope for creative freedom and make the company 'fit for the future through flexibility', encouraging employees to work together. Behind all employer values is a promise of how Volksbank wants to treat its employees. The employer values are an integral part of the value framework, and VOLKSBANK WIEN AG constantly strives to live up to and to improve them.

# SOCIAL MATTERS

## EMPLOYEES

VOLKSBANK WIEN AG currently employs 1,532 people. The figures indicated in the employee section refer to those employees that were employed by the company (VOLKSBANK WIEN AG, VB Services für Banken Ges.m.b.H., VB Infrastruktur und Immobilien GmbH) on 31 December of the reporting year. The figures stated include white-collar employees, blue-collar employees and apprentices, but exclude the Managing Board of VOLKSBANK WIEN AG. Full-time equivalents are rounded mathematically to whole numbers.

### Employment development

The restructuring measures of the Association of Volksbanks were continued in 2020, the main focus here being on bundling activities within the Association of Volksbanks, which is reflected in the development of headcount figures. While the figures at VOLKSBANK WIEN AG (Separate) continued to decline, an increase was recorded in the Group. The restructuring was carried out in a very responsible way, with a strong focus on internal mobility (internal job market). Obviously, the works council was involved at all times. In cases of particular hardship, additional support measures, such as the option of a labour foundation, were offered.

Employees	Gender	Unit	2020	2020	2019	2019	2018	2018
			Separate	Group	Separate	Group	Separate	Group
Headcount		Number	1,085	1,532	1,138	1,489	1,346	1,546
Employees by full-time equivalents		FTE	932	1,302	976	1,270	1,125	1,301
	F	FTE	446	696	463	644	564	654
	M	FTE	486	606	513	620	560	640
White-collar**	F	FTE	441	690	461	642	563	653
	M	FTE	483	599	511	618	559	639
Blue-collar	F	FTE	0	1	0	0	2	2
	M	FTE	0	4	0	6	0	6
Apprentices**	F	FTE	5	5	2	2	1	1
	M	FTE	3	3	2	2	1	1
Employees with a permanent employment contract		Number	1,079	1,524	1,135	1,484	*	*
	F	Number	580	902	607	841	*	*
	M	Number	499	622	528	643	*	*
Employees with a fixed-term employment contract		Number	6	8	3	5	*	*
	F	Number	5	7	2	4	*	*
	M	Number	1	1	1	1	*	*

All of the white-collar employees and apprentices are covered by a collective bargaining agreement. The blue-collar employees are not subject to a collective bargaining agreement. As at 31 December 2020, two persons were deployed at VOLKSBANK WIEN AG by an external temporary employment agency within the scope of personnel leasing, one of them in the sphere of organisation and IT as project collaborator and one person in the sphere of scanning. No substantial staff fluctuations occurred in the reporting year.

### Share of women and employees with managerial responsibility

The share of women at VOLKSBANK WIEN AG is 53.9 %, within the Group 59.3 %, that of women in positions with managerial responsibility is 27.6 %, within the Group 30.1 %. The share of female managers in the Group has increased significantly by 7 percentage points over the last 3 years.

The abbreviations used in the following table, F and M, mean female and male, respectively.

\*not collected in the reporting year

\*\*In the 2018 and 2019 reports, apprentices were counted in the FTE value of employees, the presentation has now been shown separately in the 2020 report.

# SOCIAL MATTERS

## EMPLOYEES

Share of men/women	Gender	Unit	2020	2020	2019	2019	2018	2018
			Separate	Group	Separate	Group	Separate	Group
Share of all employees	F	%	53.9	59.3	53.5	56.8	57.0	56.9
	M	%	46.1	40.7	46.5	43.2	43.0	43.1
Employees	F	Number	585	909	609	845	767	879
	M	Number	500	623	529	644	579	667
Share of part-time employees among all employees	F	%	24.6	27.8	24.3	26.3	27.1	26.6
	M	%	3.8	3.3	3.9	3.4	4.3	4.0

### Managerial responsibility

Employees with managerial responsibility*		Number	152	196	156	194	162	186
	F	Number	42	59	37	50	39	43
	M	Number	110	137	119	144	123	143
in positions with managerial responsibility*	F	%	27.6	30.1	23.7	25.8	24.1	23.1
	M	%	72.4	69.9	76.3	74.2	75.9	76.9

### Part-time employment

The balancing of private life, family and career is getting increasingly important; in the long run, it is an important factor influencing people's work-life balance. The motto 'fit for the future through flexibility' is practised at VOLKSBANK WIEN AG through flexible working time models and the possibility of a flexible workplace.

Part-time employment	Gender	Unit	2020	2020	2019	2019	2018	2018
			Separate	Group	Separate	Group	Separate	Group
Share of part-time employees among all employees		%	28.4	31.1	28.1	29.6	31.4	30.6
Number of full-time employees		Number	777	1,055	818	1,048	923	1,073
	F	Number	318	483	333	454	**	**
	M	Number	459	572	485	594	**	**
Number of part-time employees		Number	308	477	320	441	423	473
	F	Number	267	426	276	391	**	**
	M	Number	41	51	44	50	**	**

### Maternity leave and "Papamonat"

In 2020, the entitlement to one month of paternity leave ("Papamonat") was exercised by 7 male employees within the VBW Group, of which 5 male employees at VBW Separate (2019: 8 men, 2018: 6 men VBW Separate).

Employees returning from parental leave	Gender	Unit	2020	2020	2019	2019	2018	2018
			Separate	Group	Separate	Group	Separate	Group
Employees	F	Number	18	23	27	29	19	25
	M	Number	4	4	3	3	1	1

### Age

The proportion of Group employees aged between 30 and 50 has remained stable at between 58.6 % and 59.6 % over the last 3 years. Among Group employees over the age of 50, the proportion has risen from 26.8 % to 30.4 % in the last 3 years.

Age structure	Unit	2020	2020	2019	2019	2018	2018
		Separate	Group	Separate	Group	Separate	Group
Employees < 30 years	%	10.0	11.1	11.4	12.4	14.3	13.7
Employees 30–50 years	%	58.1	58.6	60.1	59.3	60.0	59.6
Employees > 50 years	%	31.9	30.4	28.5	28.3	25.7	26.8

\*group managers, branch managers, department managers, division managers; share of all employees with managerial responsibility  
 \*\*not collected in the reporting year

# SOCIAL MATTERS

## EMPLOYEES

The number of people with disabilities in the Group as at 31 December 2020 was 25 (2019: 29 employees), representing 1.6 % of all employees (2019: 2 %).

### Company pension plan

A company pension scheme is in place for the employees of VOLKSBANK WIEN AG with BONUS Pensionskassen AG. All employees with a least five years of service in the company are entitled to benefits from this fund. The employer contributes at least 2.0 % (in accordance with the collective bargaining agreement and/or the relevant company deals) of the pension assessment basis per employee and year to the pension fund.

As at 31 December 2020, the percentage of employees with company pension schemes was 78.9 % (2019: 78.2 %) in the Group.

### Diversity and equal opportunities

The first priority at VOLKSBANK WIEN AG is the appreciation and equal rights of all employees. The aim of "living diversity" is to create an organisational culture where no-one is disadvantaged and everyone is able to develop and unfold their potentials. In the Code of Conduct, to which all employees are bound, VOLKSBANK WIEN AG states that it expressly respects human rights and rejects any form of discrimination. The individual is always the focus of all considerations, for mutual respect is one of the cooperative values.

### Further education and training

For VOLKSBANK WIEN AG, further training is an essential component of HR development in order to ensure and develop the knowledge and skills of the employees required to implement the "relationship bank of the future" strategy throughout the Association. In close cooperation with all banking experts of the Association of Volksbanks, Volksbank Akademie centrally prepares the contents of the annual training offer, aligning the training courses offered with the actual needs of the different target groups and job profiles.

All training formats of Volksbank Akademie take account of the strategic orientation of the Association of Volksbanks and are based on blended learning as well as e-learning scenarios in accordance with the most recent approaches to didactic methodology. The training courses offered by Volksbank Akademie follow the 70:20:10 learning model by Morgan McCall et al. This model propagates that the major part of the knowledge, skills and types of behaviour that are required for the exercise of any activity is acquired through actual experience and in collaboration with colleagues in practice (informal learning), and not in a classroom. The current regulatory requirements are reviewed by the experts of the central organisation of VOLKSBANK WIEN AG and included in the training courses of the Akademie. This allows employees and supervisors to keep their knowledge up to date and provide evidence of their skills when required.

Apart from the proven central pool of trainers of the Association with internal and external experts, Volksbank Akademie additionally relies on regional coaches/mentors who accompany the participants on a professional and personal level during their training. The SAP Learning Management System (LMS) is the central training administration database in the Association of Volksbanks and is connected to the central learning platform moodle\* via an interface. All formats are created in the LMS and on moodle by Volksbank Akademie and can be booked and attended by Volksbank employees. The training and booking data is evaluated by means of system-specific SAP reports.

# SOCIAL MATTERS

## EMPLOYEES

Volksbank Akademie offers seminars in the areas of sales, operations, regulatory matters, personality and leadership. Topics include service manager, account manager, corporate account manager, investment advisor, clerk (including MSC and KSC), housing consultant, mentor, trainer, executives Professional/Senior, talent programme, regulatory matters (e.g. compliance, money laundering, FATCA), as well as Fit & Proper for key personnel, supervisory board and managing board members.

In addition to the courses offered by Volksbank Akademie, the employees of VOLKSBANK WIEN AG also make use of internal training courses and courses offered by external providers. The internal training courses are mainly led by experienced employees or specified trainers and cover areas such as regulatory issues (compliance, MiFID II), security training, digital ambassador training and diversity topics. The majority of specialists and experts from internal departments book seminars from external providers, ranging from regulatory content, training in the fields of IT, finance, occupational health and safety, and software through to further training (recertification) of EFAs (European Financial Advisor).

In 2020, the employees of the VOLKSBANK WIEN Group received 44,142 hours of further training through seminars held by Volksbank Akademie as well as through internal and external training courses. This amounts to an average of 29 training hours per employee (headcount) of the VOLKSBANK WIEN Group per year. In the 2019 sustainability report, the calculation was made without internal and external training events, so no direct comparison can be made with the previous year.

Average training hours	Gender	Unit	Total	Akademie	Internal	External
Employees		Ø hours	<b>28.81</b>	19.19	6.62	3.00
	F	Ø hours	<b>27.80</b>	19.87	5.99	1.94
	M	Ø hours	<b>30.29</b>	18.20	7.54	4.55
Employees without managerial responsibility		Ø hours	<b>27.96</b>	18.61	6.44	2.91
Employees with managerial responsibility		Ø hours	<b>34.61</b>	23.19	7.81	3.61

In German-speaking countries, Volksbank Akademie has positioned itself as a first mover in Sales with Virtual Reality coaching as of 2019. Within the scope of the account manager training course, realistic consultancy settings are simulated and practised with prospective account managers using a VR headset. Internal trained VR coaches will see them through the experience. VR coaching has been a mandatory part of the account manager training course for all participants since 2020. There are 17 trained VR coaches throughout the Association. In 2020, a new VR coach training has started with 9 participants and will be completed in 2021 – 2 of the participants are employees of VOLKSBANK WIEN AG. Across the Association, 21 VR coaching sessions took place in 2020 (2019: 62).

For the purpose of deepening professional know-how and soft skills, an external digital library with some 1,500 books and 40 audio books, with topics ranging from IT via HR development through to self-management and many others, is available for download from the moodle training platform throughout Austria, in addition to the script library. Since 2020, the latest book additions are presented with short videos.

### Appraisal interview

VOLKSBANK WIEN AG is proud of its managers and employees, who bring with them a high degree of professionalism as well as technical, interdisciplinary and social skills. In order to be able to guarantee and develop these resources in the long term, an annual appraisal interview is held between supervisors and employees. The aim is to look back on the past period, to reflect on the joint successes, learnings and areas of development and to define and plan further joint goals.

# SOCIAL MATTERS

## EMPLOYEES

Employee appraisals are an important pillar of successful and satisfactory cooperation and support the success of the company's communication and management culture. The roll-out will take place at the beginning of the year and involve all active employees. The Managing Board as well as inactive employees (e.g. employees on maternity leave) are exempt from the interview.

### Health and safety

#### Health

It is of great concern to VOLKSBANK WIEN AG to maintain a successful work-life balance in the long run. This is especially important in economically difficult periods. To further increase people's awareness of the topic, a cooperation was initiated with the Hilfswerk charity to support the company's employees. Moreover, employees of VOLKSBANK WIEN AG will find many offers for support on the Intranet in the form of information packages on the topic of family and care for employees with childcare or nursing duties. Details are set out under "Best Practice". Also, a company physician and a company psychologist are available in case of personal stress.

Diverse offers and preventive measures are available to help employees to stay healthy; these measures are organised by the HR department, the works council and the company physician. During working hours, healthcare offers may be used throughout the year, such as immunisation campaigns against TBE or influenza.

Regular inspections of workstations including ergonomic advice, up to individual workstation layout, are encouraged by both HR and the works council. After bank robberies at retail branches, in case of stress or burnout, employees can turn to a company psychologist. Employees are also assisted by a disabled persons representative.

Additionally, the Pilates and yoga classes of the "Volksbank Aktiv" programme are available for employees to benefit from. In the company's own sports groups, employees of VOLKSBANK WIEN AG can keep themselves fit with running, cycling, football, badminton, squash, skiing, and cross-country skiing. Spaces for parking bicycles, including showers and lockers, further encourage employees to go to work by bicycle, thus promoting a healthy lifestyle.

Employees of VOLKSBANK WIEN AG are also entitled to get reduced rates within the scope of group health insurance schemes.

In order to continue to offer employees the best possible conditions at the workplace, an anonymous employee survey was conducted at the end of 2020 as an extension of the certified evaluation of mental stress in the workplace. The result will be analysed and relevant measures defined in 2021.

#### Safety

In spite of comprehensive safety measures, the risk of robberies cannot be excluded completely in the banking sector. Psychological emergency care is available if required. The personal risk is further minimised through security training events for employees at retail branches.

The following section describes the measures relating to COVID-19 in the area of social and employee matters.

### THE FOLLOWING MEASURES WERE PUT IN PLACE DURING THE COVID-19 PANDEMIC TO PROTECT CUSTOMERS AND EMPLOYEES:

- The protection of employees and customers had top priority at all times (masks, A/B teams, during the second wave of infections in line with the traffic light regulations of the federal government).
- Clear rules of conduct and distancing were communicated to protect employees.
- Sufficient hand and surface disinfectant and face masks were distributed at the headquarters, the VB Forum, in the home bases.
- Employees in areas without customer contact performed their work to a large extent outside the office/by remote work.
- 93 % of the employees of VOLKSBANK WIEN AG (excluding retail branch employees) and the subsidiaries VB II and VB Services have the appropriate technical equipment to perform their work outside office premises.
- Face-to-face meetings have been replaced by virtual meetings to the extent possible. For example, in the month of November 2020, between 150 and 250 WebEx meetings were held each day. As a result, between 10,000 and 14,000 face-to-face meeting minutes were replaced by virtual ones every day. Numerous COVID-19 rapid tests were conducted to allow for larger face-to-face meetings on a selective basis.
- Increased safeguards have been put in place for banking operations at the retail branches.
- To protect customers and employees, hand and surface disinfectants, disinfectant wipes, face masks, FFP2 masks and Plexiglas protective screens are used in addition to clear rules of conduct and distancing.

### OUTLOOK:

Many measures taken in the aftermath of the COVID-19 pandemic are currently being evaluated to determine whether and how their continuation makes sense from a sustainable perspective. For example, online training, online meetings instead of face-to-face meetings, or the number of remote working days will continue after the end of the pandemic, to name just a few examples.

## BEST PRACTICE

### Women's promotion programme of VOLKSBANK WIEN AG

Equal chances and the balancing of career and family are considered important topics by VOLKSBANK WIEN AG. That's why, in addition to family-friendly initiatives, we also have a women's promotion programme consisting of a network of female managers and high potentials who want to develop their skills, think outside the box and try out new things. The aim is to strengthen their professional competences and personal skills. Supporting measures, such as talks by female experts, a talent training course and the so-called WoMentoring programme were initiated.

# SOCIAL MATTERS

## EMPLOYEES

### **Talent training course**

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The talent training course was designed with the aim of offering participants a profound education to strengthen their own skills and personality, to work on cross-divisional projects and to strengthen their network. Two rounds have been held to date, a new round was started in 2020. The talent training course is meant to provide visibility for talent within the company and the opportunity to network within the Volksbanks.

### **WoMentoring**

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VOLKSBANK WIEN AG has set itself the goal to put a special focus on promoting women within the company and to qualify them for executive functions. All board members and division heads are available as mentors to support them along this path.

### **Balancing career and family**

VOLKSBANK WIEN AG is convinced that the compatibility of professional and private life is decisive for the quality of life of its employees. Therefore, the HR department, together with the Women's Network, has set up a number of initiatives to facilitate this balance, for example:

#### **"Keep Balance" co-operation with Hilfswerk Österreich**

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Within the scope of the "Keep Balance" initiative, Hilfswerk experts lend their support to people faced with specific challenges and questions arising in different situations in life. In the pandemic year 2020 in particular, this cooperation proved its worth with over 40 consultations conducted by telephone as well as 11 online presentations on the subject of the "Coronavirus stress test", which were attended by around 130 employees. This was an essential measure to address the challenges around COVID-19.

#### **Information packages on the topic of family and nursing for employees with care responsibilities**

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Austria offers a wide range of services for families and in the social sphere, as well as support measures. It is precisely in highly service-oriented sectors like banking that the balancing of career and family constitutes a great challenge. With the information packages, VOLKSBANK WIEN AG intends to assist its employees in finding their way through the labyrinth of available benefits.

#### **Meetings, conferences after 5 p.m.**

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In line with the "Balancing Career and Family" initiative, employees of VOLKSBANK WIEN AG may also refuse to participate in meetings and conferences after 5 p.m. The Managing Board supports this initiative.

### **Authentic employer branding of VOLKSBANK WIEN AG**

In 2020, the great focus on the topic of employer branding was continued. Not only were employer values, encounters at eye level, creative leeway, and the "Fit for the Future through Flexibility" initiative worked out together with the employees: the employees are now also responsible for the new career page and the new advertisements that went live in June 2020. The career page is at the core of employer positioning. With detailed descriptions of the offers and initiatives and videos presenting everyday working life at VOLKSBANK WIEN AG, a modern and authentic presence is meant to be ensured.

### **Awards of VOLKSBANK WIEN AG**

#### **Audit certificate berufundfamilie**

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Each year, the national seals of quality "berufundfamilie" and "hochschuleundfamilie" are awarded to companies and institutions that have successfully participated in the audit, and created need-based general conditions for a more family-friendly world of work and studies. In 2016, VOLKSBANK WIEN AG obtained the basic audit certificate "berufundfamilie" for the first time, and was recertified in 2019, after implementing numerous measures and setting new targets. The ceremonial awarding of the certificate took place at the beginning of 2020. The seal is valid for 3 years until 3.12.2022.

#### **VOLKSBANK WIEN AG distinguished as top apprenticeship training provider**

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With the "Top Apprenticing Company" quality seal of the WKO, VOLKSBANK WIEN AG shows potential apprentices that it has many years of solid training experience and is thoroughly committed to training apprentices. To ensure that new employees are integrated in the best possible way, apprentices are involved in customer service right from the start. To support them, each newcomer is assigned a "training mentor" as a contact person for the entire apprenticeship period. At the end of 2020, VOLKSBANK WIEN AG had four apprentices each in the 1st and 2nd year of their vocational training.

### **Other offers and initiatives**

#### **Diversity management workshops**

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The aim of diversity management is to create an organisational culture where everyone is able to develop and unfold their potentials. This will increase the performance, motivation and social skills of the employees, ultimately making the company more successful. VOLKSBANK WIEN AG organises workshops on this topic for all executives.

#### **Offer for executives**

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Executives at VOLKSBANK WIEN AG are provided with coaching in addition to management courses and training. In addition, a mentoring programme by executives for executives was created in 2020 and will start in 2021.

# SOCIAL MATTERS

## EMPLOYEES

### Career and job fairs

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In 2020, VOLKSBANK WIEN AG, represented by members of the HR department, by experts and account managers, attended several job and career fairs to present the company, to talk about their practical experience and to exchange ideas with schoolchildren, students and graduates. These measures have facilitated the recruitment of dedicated interns for the summer and also some graduates as employees.

### Internal communication

VOLKSBANK WIEN AG is striving to provide its employees with transparent communication in a timely manner. In addition to the Intranet, where all relevant information is collected and published, information on current events and news is provided by means of a "Hausbank Journal" in the form of an e-mail ticker. Moreover, an internal magazine – "Vorstandsinformation" (information by the Managing Board) – is published in regular intervals. In this magazine, each Managing Board member reports about any news from his/her area of responsibility; divisions are presented and current events summarised.

Due to remote work, direct exchange with Managing Board members in small groups was suspended in 2020. Plans are in place to hold these formats again in 2021.

The aim of the "VB Inside" employee magazine, published throughout the Association, is to further consolidate communication and identification within the Association of Volksbanks across regional borders.

### Fit for the future through further training

#### Changeover from in-class to digital formats

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The year 2020 brought a digital tailwind in training for many companies due to the COVID-19 crisis. The 2020 in-person training days could be converted into 253 webinars across the Association from mid-April, and many learning phases were accompanied on-site and digitally with the support of the mentors/learning coaches. As a result, employees have received practical, regional and innovative training within their functions.

#### Further development of digital skills through new virtual training formats

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The development of digital skills was one of the key milestones in the 2020 training programme. As of the 2nd quarter of 2020, the main focus was on webinar formats. For this purpose, Volksbank Akademie has rolled out webinar user training sessions to enable all employees to use the tool. The webinar format was quickly integrated into the teams' everyday work and will remain a key success factor for collaboration in 2021.

New training formats provide know-how and impulses on how to successfully use virtual meetings and virtual leadership, including a virtual leadership course on "Leading employees and teams through virtual communication". In very small groups, the trainers of the Association who were active in 2020 were prepared to implement their webinar formats by practising the relevant didactic skills with the Volksbank Akademie concept team. In addition, the offer for trainers was extended to train and perfect the necessary knowledge and tools.

### Promotion of work-life balance

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The 2020 training programme promoted a good work-life balance for the employees of the VOLKSBANK WIEN Group. Across the Association, 75% of Volksbank Academie seminars were offered as virtual or digital learning modules (web-based training and blended learning with webinars) and 25% as blended learning with in-class modules. This increases the attractiveness of Volksbank as an employer, protects people's health in times of COVID-19 and reduces the burden on the environment due to the reduced amount of travelling by employees. At the same time, synergies of the new digital working world with a modern, digital educational offer can be made use of.

As part of a focus initiative with impulse events on the topics of resilience in the first half of the year and time management in the second half, employees and executives were strengthened for the challenging year 2020.

## OUTLOOK

The following measures are planned for 2021:

- Positioning VOLKSBANK WIEN AG as an attractive employer, thereby acquiring external talent and experts
- Focused development of employees and creation of a systematic framework for this purpose
  - Further development of the digital training offer for the vocational training courses of the Association in sales and operations such as Service Manager, KSC/MSC, KKB\*
  - Anchoring of learning support for trainees in the form of mentoring and additional initiatives for mentors in the training courses for KKB, KUBE\*\*, investment advisors or executives.
  - Further development of the online training modules according to uniform Akademie standards to increase quality and ensure up-to-dateness
- Continuing our stance and action towards full equality and recognition
- Consistent use of employee feedback as a development driver for the organisation and its executives
- Continuation of professional crisis management (example COVID-19)
- Increase HR productivity through targeted optimisation of HR processes and systems
- Continuous organisational development and ongoing optimisation in line with external requirements

\*Customer Service Center/Market Service Center, corporate customer account manager

\*\*corporate customer account manager, account manager

# SOCIAL MATTERS

EMPLOYEES

*We represent employee interests.*

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**24**

**ELECTED WORKS COUNCIL MEMBERS REPRESENT  
THE INTERESTS OF THE EMPLOYEES WITHIN THE VOLKSBANK WIEN GROUP.**



**Sustainability is an essential factor of success for any competitive business and, above all, an important instrument to strengthen the confidence of employees in their own company. The works council members of the VOLKSBANK WIEN Group are committed to sustainable principles:**

### Sustainability principles of the works councils

The works councils of the VOLKSBANK WIEN Group

- look after the labour, economic, social, health and cultural interests of the employees in the company and advocate them,
- practise and represent equal treatment,
- are partners in the sustainable development of the company's corporate culture,
- are committed to representing the interests of all employees,
- attend to conflicts with a view to a reconciliation of interests, and
- are committed to Group-wide employee representation through elected works council members.

14 elected works council members (among them 4 women) represent the interests of all employees of VOLKSBANK WIEN AG. 5 works council members (3 men, 2 women) were delegated by the works council to the Supervisory Board of VOLKSBANK WIEN AG and various Supervisory Board committees.

In April 2020, at VB Services für Banken Ges.m.b.H. (6 works council members, among them 4 women) and at VB Infrastruktur und Immobilien GmbH (4 works council members, among them 1 woman), separate works councils were constituted.

		2020	2020	2019	2019	2018	2018
	Unit	Separate	Group	Separate	Group	Separate	Group
Works council members, health	Number	14	24	14	14	14	14
Works council members on the Supervisory Board and in various committees	Number	5	5	5	5	5	5
Sports sections	Number	9	9	9	9	8	8
Training courses "Aktiv" programme	Number	3	3	3	3	4	4
Participants "Aktiv" programme	Number	73	73	78	78	80	80

To protect employees' interests, company deals are worked out, negotiated and concluded by the works council. Measures in the sphere of employee healthcare and safety are organised by the works council for the major part (e.g. health check, influenza and TBE immunisation etc.) An upcoming COVID-19 vaccination campaign will also be supported by the works council, if the business units participate in this campaign. A company doctor is present at the VB Forum once a week.

The works council includes the position of women's affairs officer/conflict manager. In case of need, employees may contact this person in all confidence. There is an employer/works council agreement "on the prevention and reduction of workplace bullying, sexual harassment, discrimination, and the promotion of amicable conflict resolution practices".

Employees dispose of a great variety of services at favourable terms (e.g. dressmaker's shop, cleaning shop, pharmacy orders). New offers for employees in the spheres of culture, sports & leisure, housing and many others are regularly made available on the "CorpLife-Mitarbeiterwelt" platform.

The sports sections and the VB-Aktiv yoga and Pilates courses round off the range of available services. Due to COVID-19 limitations, VB-Aktiv was partially provided as an online service and was also widely used by employees.

# SOCIAL MATTERS

SOCIAL COMMITMENT



## *Goldi Talents Cup and talent development*

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FOR

# 13

**CONSECUTIVE YEARS, VOLKSBANK HAS BEEN  
SPONSORING THE SKI-JUMPING TALENTS OF TOMORROW.**



# SOCIAL MATTERS

## SOCIAL COMMITMENT

### GOALS

In 2020, the goals of VOLKSBANK WIEN AG in the area of social commitment were:

- to promote sport, culture and social issues, thus contributing to the common welfare in Austria
- to induce the population, in the wake of the COVID-19 crisis, to have a try at ski-jumping by means of an online game at home, at the same time helping Austria's next generation of ski-jump athletes
- to further encourage and promote young athletes of the Goldi Talent Cup to become the best in ski-jumping

### IMPORTANT SUCCESSES AND RESULTS

In 2020, VOLKSBANK WIEN AG was able to achieve the following results:

- The online ski-jumping game in favour of Österreichische Sporthilfe was played by 14,000 "hobby jumpers". In total, 15,000 euros were donated by Volksbank to Österreichische Sporthilfe.
- In the 2019/2020 season, 42 children actively started their training at a club as part of the Goldi Talent Cup and will participate in future competitions.

**Assuming responsibility and making a contribution to common welfare is an integral part of the vision of VOLKSBANK WIEN AG. The company considers it as part of its mission to support social and arts facilities as well as sports associations in a spirit of partnership. The focus here is on long-term, integral concepts and mutual learning from each other.**

Sponsorship is a marketing instrument allowing to support and achieve a great number of communication and business goals sustainably. Hardly any other form of communication is equally suited to charge a brand with strong, positive values, to create an emotional bond with customers, and to make products come alive. The basic criteria for any co-operation to be consistent and relevant for Volksbank are defined precisely. What is especially important here is for the sponsored sport, event or athlete to have a positive image and to stand for values that are clearly compatible with those of Volksbank, thus potentially contributing to the accomplishment of the company's declared communication and business goals.

One essential aspect of the sustainability policy of Volksbank is to support sports, cultural and social/charitable activities, thus making an important contribution to society at large. Sports and athletics play an extremely important role within society. Volksbank focuses on providing children and young people with opportunities to do sports. The targeted promotion of Austrian sports activities and the associated enhanced presence of such activities in the population may lead to increased sports enthusiasm and hence improved physical and mental fitness in the long run.

In 2020, due to COVID-19 restrictions, many planned activities such as the Wings for Life World Run and the Beach Volleyball Major could not be implemented. The following activities are examples of VOLKSBANK WIEN AG's commitment in 2020:

# SOCIAL MATTERS

## SOCIAL COMMITMENT

### Online ski-jumping game in favour of Österreichische Sporthilfe

In April, Österreichische Sporthilfe and Volksbank launched an online ski-jumping game, with Volksbank donating 1 euro for each participant who jumped over 170 metres. In total, 15,000 euros were donated by Volksbank to Österreichische Sporthilfe. Österreichische Sporthilfe uses the amount specifically for the promotion of young ski-jumpers. The media response was impressive, as evidenced by over 100 different media reports and over 1 million contacts on social media.

### Goldi Talents Cup and talent development

Andreas Goldberger, one of the most successful ski-jumpers of all times, has made it his mission to look for ski-jumping talent throughout the country. It is a great concern of Volksbank, as a long-standing partner of the ÖSV ski jumping stars, to sponsor the Goldi Talents Cup and the Goldi talent development campaign for young talents, thus contributing to the encouragement and support of children and adolescents who are enthusiastic about the sport. Jan Hörl, a participant of the Goldi Talents Cup, is now a member of the national team and jumps in the World Cup, Lisa Eder is also a member of the national team and has already achieved several top 10 placements in the World Cup.

VOLKSBANK WIEN AG supported the following projects, among others, in 2020:

### “Advent in the Park – Advent with a difference”

Baden’s beautiful Kurpark shines annually under the banner of sustainability. Particular attention is paid to the aspects of regionality and ecological responsibility. Even though the traditional Advent Market 2020 had to be cancelled, “Advent in the Park” could take place under safe conditions with a Christmas flair, without gastronomy and pop-up huts. A special lighting concept, the Baden Christmas Forest, the sustainability information trail, the living Christmas tree sale, an SOS Children’s Village campaign and a straw playground were meant to give people joy and hope at the end of this challenging year. “Advent in the Park” was nominated as one of 10 sustainable festivals nationwide in the Green Events Austria competition “nachhaltig gewinnen!” (win sustainably).

### BeethovenFrühling20>covid19

Under the motto “BeethovenFrühling20>covid19”, the newly founded spring festival went online with weekly concert streams from the Casino Baden concert hall from 15 May to 3 July 2020, thanks to the support of the Baden regional head office, and reached half a million people worldwide. Due to the COVID-19 lockdown, the Beethoven spring festival was completely redesigned on short notice. Dorothy Khadem-Missagh, the pianist and artistic director, sees the audience response, the dimensions of which were unexpected, as a successful result of innovation and resilience. Art and culture are indispensable, especially in times of crisis. Other partners and sponsors besides VOLKSBANK WIEN AG were Casino Baden and Bösendorfer, the piano manufacturing company. The concerts are still available as video-on-demand at [www.beethovenfruehling.at](http://www.beethovenfruehling.at).

## RED NOSES Recycling4Smile Project

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The RED NOSES have been working for many years with reliable partners who turn used toner into valuable donations. VOLKSBANK WIEN AG has been supporting the free collection campaign since the beginning of 2018 and donates all waste toner cartridges that accumulate at the headquarters and retail branches of VOLKSBANK WIEN AG to this initiative. Instead of ending up in the waste bin, these are collected and recycled. Every reusable ink and toner cartridge means a donation for RED NOSES. Furthermore, VOLKSBANK WIEN AG only uses toner cartridges that are manufactured using this recycling process. In this way, VOLKSBANK WIEN AG not only protects the environment, but also makes a significant contribution to more laughter in hospitals.

## OUTLOOK

The platform initiated by Volksbank at the end of December 2020 [www.bewusstessen21.at](http://www.bewusstessen21.at) is intended to promote people's awareness of the sustainable use of food and one's own diet. As a relationship bank, Volksbank supports the purchasing activities of sustainable regional customers and is a close partner and advisor to regional companies. The core of the initiative is a footprint calculator that allows Austrians to measure their personal footprint in global hectares or CO<sub>2</sub> and to find out how they can reduce it by changing the way they handle food as well as their eating habits. Those interested will find further information via links, as well as sustainable recipes to try out. The initiative will run throughout 2021.

The project supports the three core points of the sustainability vision in a targeted manner:

Volksbank

1. operates sustainably in the region on the basis of cooperative values: the initiative supports regional manufacturers and traders
2. takes responsibility for the long-term well-being of employees and customers:  
Volksbank supports health, the environment and financial welfare
3. acts in an eco-minded and climate-conscious manner: the initiative supports a reduction in environmental pollution

# ANNEX

SIGNIFICANT NON-FINANCIAL RISKS

*Presentation of risks  
from the activity of  
VOLKSBANK WIEN AG  
pursuant to the Austrian  
Sustainability and Diversity  
Improvement Act (NaDiVeG)*

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### Environmental matters

Sustainability topic	Important risks (for NaDiVeG matters)	Measures	Opportunities
Resources and energy	<ul style="list-style-type: none"> <li>No consideration of environmental criteria in operating office buildings</li> <li>Excessive energy consumption in the retail branches</li> </ul>	<ul style="list-style-type: none"> <li>Energy efficiency measures at headquarters and in retail branches</li> <li>Annual calculation of Scope 1 and 2 CO<sub>2</sub> emissions</li> <li>Reduction of energy consumption</li> <li>Sparing use of resources</li> <li>Sustainability criteria in procurement</li> <li>Ecological vehicle fleet</li> </ul>	<ul style="list-style-type: none"> <li>Improvement of resource efficiency</li> <li>Model function in organising office operations ecologically</li> <li>Image improvement</li> <li>Competitive advantages</li> <li>Cost savings</li> <li>CO<sub>2</sub> savings</li> <li>Contribution to climate protection</li> </ul>
Sustainable products and services	<ul style="list-style-type: none"> <li>Insufficient consideration of sustainability in the core business</li> </ul>	<ul style="list-style-type: none"> <li>Development of a sustainability strategy</li> <li>Adaptation to regulatory requirements (e.g. EU taxonomy)</li> <li>Realignment of the product portfolio</li> </ul>	<ul style="list-style-type: none"> <li>Development into the sustainable relationship bank</li> <li>Role model effect</li> <li>Competitive advantages</li> <li>Significant contribution to climate protection</li> </ul>
Regionality	<ul style="list-style-type: none"> <li>Financing without regional focus</li> <li>No selection of local suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Clear focus on regionality in the strategy and in core business through subsidised financing</li> <li>Owner-builder models</li> <li>Regional investments</li> <li>Selection of local suppliers and networking of regional business operators with members/customers of Volksbank</li> </ul>	<ul style="list-style-type: none"> <li>Position Volksbank as local provider of financing services</li> <li>Image improvement</li> <li>Competitive advantages</li> <li>Strengthening local infrastructure</li> </ul>

### Employee and social matters

Sustainability topic	Important risks (for NaDiVeG matters)	Measures	Opportunities
Education, further training and internal communication	<ul style="list-style-type: none"> <li>Inadequate training of employees</li> <li>Limited equal opportunities</li> <li>Diversity deficit</li> </ul>	<ul style="list-style-type: none"> <li>Wide-ranging education and further training programme offered by Volksbank Akademie</li> <li>Diversity concept</li> </ul>	<ul style="list-style-type: none"> <li>Improved skills of employees</li> <li>Competitive advantages</li> <li>Lower staff turnover</li> <li>Enhanced employer branding</li> </ul>
High-quality customer care and relationship	<ul style="list-style-type: none"> <li>Service does not meet expectations of customers</li> <li>Loss of customers</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring of customer satisfaction</li> <li>Continuous improvement of quality of consultancy</li> </ul>	<ul style="list-style-type: none"> <li>Improvement of perception by customers</li> <li>Competitive advantages</li> <li>Efficiency and quality in the consultancy process</li> </ul>
Data security	<ul style="list-style-type: none"> <li>Theft/loss of customer data</li> </ul>	<ul style="list-style-type: none"> <li>State-of-the-art IT security systems</li> <li>Training on General Data Protection Regulation/handling of customer data</li> <li>Compliance management</li> <li>E-learning modules</li> </ul>	<ul style="list-style-type: none"> <li>Carefree banking for customers</li> <li>Strengthened trust of customers</li> </ul>

# ANNEX

## SIGNIFICANT NON-FINANCIAL RISKS

### Fight against corruption and bribery

Sustainability topic	Important risks (for NaDiVeG matters)	Measures	Opportunities
Professional ethics and compliance	<ul style="list-style-type: none"><li>• Non-compliance with laws and guidelines</li><li>• Corruption cases</li></ul>	<ul style="list-style-type: none"><li>• Corruption prevention</li><li>• Compliance manual</li><li>• Compliance training</li><li>• Code of Conduct</li><li>• Exclusion criteria</li></ul>	<ul style="list-style-type: none"><li>• Image improvement</li><li>• Competitive advantages</li></ul>

### Respect for human rights

Sustainability topic	Important risks (for NaDiVeG matters)	Measures	Opportunities
Human rights	<ul style="list-style-type: none"><li>• Insufficient respect for human rights in awarding financing and investment products</li></ul>	<ul style="list-style-type: none"><li>• Training on human rights</li><li>• Exclusion criteria for financing</li><li>• Approval procedures</li></ul>	<ul style="list-style-type: none"><li>• Protection of human rights</li><li>• Image improvement</li><li>• Competitive advantages</li></ul>

### Other topics

Sustainability topic	Important risks (for NaDiVeG matters)	Measures	Opportunities
Digitisation/Innovation	<ul style="list-style-type: none"><li>• Missing out on digitisation trends</li></ul>	<ul style="list-style-type: none"><li>• Constantly developing digital processes</li><li>• Digitising banking business with state-of-the-art options</li></ul>	<ul style="list-style-type: none"><li>• Taking a pioneering role in the industry</li><li>• Competitive advantages</li><li>• Making banking easier for customers</li></ul>

Fully consolidated entities	Employees FTE	Capital share
VB Services für Banken Ges.m.b.H.	312.3	98.89
VB Infrastruktur und Immobilien GmbH	58.27	100.00
3V-Immobilien Errichtungs-GmbH	none	100.00
Gärtnerbank Immobilien GmbH	none	100.00
GB IMMOBILIEN Verwaltungs- und Verwertungs-GmbH	none	100.00
VB Rückzahlungsgesellschaft mbH	none	100.00
VB Verbund-Beteiligung Region Wien eG in liqu.	none	90.63
VOBA Vermietungs- und Verpachtungsges.m.b.H.	none	99.00
WG Vermietung von Wirtschaftsgütern Gesellschaft m.b.H.	none	100.00

# ANNEX

GRI CONTENT INDEX

## *GRI Content Index*

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### GENERAL DISCLOSURES

#### GRI 102: General Disclosures 2016

##### Organizational profile

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 102: General Disclosures 2016	102-1: Name of the organization	104	
	102-2: Activities, brands, products, and services	7, 37-39, 41, 53-56	
	102-3: Location of headquarters	104	
	102-4: Location of operations	10-11	
	102-5: Ownership and legal form	10-11, 104	
	102-6: Markets served	7, 10-11, 53-54	
	102-7: Scale of the organization	Cover, 5, 52-53, 79	www.volksbankwien.at/gb_2020
	102-8: Information on employees and other workers	Cover, 78-79	GRI 102-8 b) is not applicable to VOLKSBANK WIEN AG.
	102-9: Supply chain	7, 10-12	
	102-10: Significant changes to the organization and its supply chain	6, 8	
	102-11: Precautionary Principle or approach	58-59	
	102-12: External initiatives	16	
	102-13: Membership of associations	Cover	

##### Strategy

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker	6-7	
	102-15: Key impacts, risks, and opportunities	58-59, 95-96	

##### Ethics and integrity

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 102: General Disclosures 2016	102-16: Values, principles, standards, and norms of behavior	12	

##### Governance

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 102: General Disclosures 2016	102-18: Governance structure	10-13	www.volksbankwien.at/gb_2020

##### Stakeholder engagement

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 102: General Disclosures 2016	102-40: List of stakeholder groups	14, 20	
	102-41: Collective bargaining agreements	78	
	102-42: Identifying and selecting stakeholders	14, 20	
	102-43: Approach to stakeholder engagement	14, 20, 27, 31-33	
	102-44: Key topics and concerns raised	14-15	

##### Reporting practice

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 102: General Disclosures 2016	102-45: Entities included in the consolidated financial statements	97	
	102-46: Defining report content and topic boundaries	13-15	
	102-47: List of material topics	15	
	102-48: Restatements of information	8	
	102-49: Changes in reporting	8	
	102-50: Reporting period	8	
	102-51: Date of most recent report	8	
	102-52: Reporting cycle	8	
	102-53: Contact point for questions regarding the report	9	
	102-54: Claim of reporting in accordance with the GRI Standards	8	
	102-55: GRI Content Index	98-101	
102-56: External assurance	102-103		

# ANNEX

## GRI CONTENT INDEX

### MATERIAL TOPICS

#### Sustainable products and services

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	37	
	103-2: The management approach and its components	37-39, 42-49	
	103-3: Evaluation of the management approach	37-39, 42-49	
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	53	Investments at municipal level cannot be disclosed for reasons of confidentiality. The income statement for the year under review can be found in the 2020 Financial Report.
Volksbank indicator	Subsidized projects and project volume	5, 36-37	
	Proportion of sustainable funds	37	

#### Regionality

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	51	
	103-2: The management approach and its components	51-57	
	103-3: Evaluation of the management approach	51-57	
Volksbank indicator	Proportion of regional financing	5, 52	

#### Ethics and compliance

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	25	
	103-2: The management approach and its components	25-28	
	103-3: Evaluation of the management approach	25-28	
GRI 205: Anti-corruption 2016	205-3: Confirmed incidents of corruption and actions taken	5, 26	
GRI 206: Anti-competitive Behaviour 2016	206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	27	
GRI 419: Socioeconomic Compliance 2016	419-1: Non-compliance with laws and regulations in the social and economic area	5, 26-27	In 2020, no fines or non-monetary sanctions were imposed upon the bank.

#### Resources and energy

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	69	
	103-2: The management approach and its components	69-73	
	103-3: Evaluation of the management approach	69-73	
GRI 302: Energy 2016	302-3: Energy intensity	5, 71	All energy consumed is only used within VOLKSBANK WIEN AG.
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	70	The CCF was calculated in accordance with the Greenhouse Gas Protocol. All greenhouse gases according to the Kyoto Protocol were included in the calculations. There are no biogenic CO <sub>2</sub> emissions. The emission factors used are from Ecoinvent, the Federal Environment Agency (UBA) and the International Energy Agency (IEA). Due to calculation changes, no base year has been defined so far.
	305-2: Energy indirect (Scope 2) GHG emissions	70	The CCF was calculated in accordance with the Greenhouse Gas Protocol. All greenhouse gases according to the Kyoto Protocol were included in the calculations. There are no biogenic CO <sub>2</sub> emissions. The emission factors used are from Ecoinvent, the Federal Environment Agency (UBA) and the International Energy Agency (IEA). Due to calculation changes, no base year has been defined so far.
Volksbank indicator	Consumption of print-out and reprographic paper	5, 72	

### Training, education and internal communication

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	77	
	103-2: The management approach and its components	77, 80-82	
	103-3: Evaluation of the management approach	77, 80-82	
GRI 404: Training and Education 2016	404-1: Average hours of training per year per employee	81	

### Human rights

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	25, 51	
	103-2: The management approach and its components	25-28, 51, 80	
	103-3: Evaluation of the management approach	25, 51	
GRI 412: Human Rights Assessment 2016	412-2: Employee training on human rights policies or procedures	26	A total of 159 hours were spent on human rights policy training in 2020.

### Data security

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	29	
	103-2: The management approach and its components	29-30	
	103-3: Evaluation of the management approach	29-30	
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	29	

### Customer service and customer relationship

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	31	
	103-2: The management approach and its components	31-33	
	103-3: Evaluation of the management approach	31-33	
GRI 417: Marketing and Labeling 2016	417-3: Incidents of non-compliance concerning marketing communications	26	

### Digitalisation/innovation

GRI-Standard	GRI-Disclosure	Page	Notes and omission
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its boundary	63	
	103-2: The management approach and its components	63-65	
	103-3: Evaluation of the management approach	63-65	
Volksbank indicator	Products & services ordered via "hausbanking"	64	

# ANNEX

## AUDIT REPORT OF KPMG



To  
the board of  
Volksbank Wien AG,  
Wien

*This English language independent assurance report is a translation provided for information purposes only. The original German text shall prevail in the event of any discrepancies between the English translation and the German original. We do not accept any liability for the use of, or reliance on, the English translation nor for any errors or misunderstandings that may derive from the translation.*

### **Independent Assurance Report on the Non-financial Reporting according to §§ 243b and 267a UGB**

We have performed an independent limited assurance engagement on the consolidated non-financial report according to §§ 243b and 267a UGB ("NFI report") for the financial year 2020, which has been published as "Nachhaltigkeitsbericht 2020" of

**Volksbank Wien AG,  
Wien**

(referred to as "Volksbank" or "the Company").

#### **Management's Responsibility**

The Company's management is responsible for the proper preparation of the NFI report in accordance with the reporting criteria. The Company applies the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB) and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option "Core" as reporting criteria.

The Company's management is responsible for the selection and application of appropriate methods for non-financial reporting (especially the selection of significant matters) as well as the use of appropriate assumptions and estimates for individual non-financial disclosures, given the circumstances. Furthermore, their responsibilities include the design, implementation and maintenance of systems, processes and internal controls that are relevant for the preparation of the sustainability report in a way that is free of material misstatements – whether due to fraud or error.

#### **Auditors' Responsibility**

Our responsibility is to state whether, based on our procedures performed and the evidence we have obtained, anything has come to our attention that causes us to believe that the Company's NFI report is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB) and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option "Core" in all material respects.

Our engagement was conducted in conformity with the International Standard on Assurance Engagements (ISAE 3000) applicable to such engagements. These standards require us to comply with our professional requirements including independence requirements, and to plan and perform the engagement to enable us to express a conclusion with limited assurance, taking into account materiality.

An independent assurance engagement with the purpose of expressing a conclusion with limited assurance ("limited assurance engagement") is substantially less in scope than an independent assurance engagement with the purpose of expressing a conclusion with reasonable assurance ("reasonable assurance engagement"), thus providing reduced assurance. Despite diligent engagement planning and execution, it cannot be ruled out that material misstatements, illegal acts or irregularities within the non-financial report will remain undetected.

The procedures selected depend on the auditor's judgment and included the following procedures in particular:

- Inquiries of personnel at the group level, who are responsible for the materiality analysis, in order to gain an understanding of the processes for determining material sustainability topics and respective reporting thresholds of the Company;



- A risk assessment, including a media analysis, on relevant information on the Company's sustainability performance in the reporting period;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and monitoring of disclosures on environmental, social and employees matters, respect for human rights, anti-corruption as well as bribery and also includes the consolidation of data;
- Inquiries of personnel at the group level, who are responsible for providing, consolidating and implementing internal control procedures relating to the disclosure of concepts, risks, due diligence processes, results and performance indicators;
- Inspection of selected internal and external documents, in order to determine whether qualitative and quantitative information is supported by sufficient evidence and presented in an accurate and balanced manner;
- Assessment of the local data collection, validation and reporting processes as well as the reliability of the reported data through a sample survey of the site in Vienna (1030 Vienna, Dietrichgasse)
- Analytical evaluation of the data and trend of quantitative disclosures regarding the GRI Standards listed in the GRI-Index, submitted by all locations for consolidation at the group level;
- Evaluation of the consistency of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB) and the GRI Standards, Option "Core" to disclosures and indicators of the NFI report, which apply to the Company;
- Evaluation of the overall presentation of the disclosures by critically reading the NFI report.

The procedures that we performed do not constitute an audit or a review. Our engagement did not focus on revealing and clarifying of illegal acts (such as fraud), nor did it focus on assessing the efficiency of management. Furthermore, it is not part of our engagement to audit future-related disclosures, prior year figures, statements from external sources of information, expert opinions or references to more extensive external reporting formats of the Company. Disclosures audited within the scope of the annual financial statement were assessed for correct presentation (no content examination). References to other reporting formats of the Company that are included in the GRI Index were not audited. The chapter "DIGRESSION" was not part of our mandate either.

#### **Conclusion**

Based on the procedures performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the NFI report of the Company is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (§§ 243b and 267a UGB) and the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards) Option "Core" in all material respects.

#### **Restriction on use**

We agree to the publication of our audit certificate together with the NFI report. Because our report will be prepared solely on behalf of and for the benefit of the principal, its contents may not be relied upon by any third party, and consequently, we shall not be liable for any third party claims.

#### **General Conditions of Contract**

Our responsibility and liability towards the Company and any third party is subject to paragraph 7 of the General Conditions of Contract for the Public Accounting Professions.

Vienna, 17 March 2021

KPMG Alpen-Treuhand GmbH  
Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

Mag. Peter Ertl  
Wirtschaftsprüfer  
(Austrian Chartered Accountant)

iA Cornelia Fritz, BSc (WU)

## The Managing Board

Vienna, 17 March 2021



Gerald Fleischmann  
Chairman of the Managing Board



Rainer Borns  
Member of the Managing Board



Thomas Uher  
Member of the Management Board

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### Association of Volksbanks

Apart from the primary banks, VBVM (Volksbank Vertriebs- und Marketing eG) is also part of the Association of Volksbanks.

### Volksbank primary banks

8 regional Volksbanks, 1 special bank (Österreichische Ärzte- und Apothekerbank AG).

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This report is available in English and German language, whereas the German version is the original one.

In spite of careful research and data collection, no liability can be accepted for the accuracy and completeness of the information and data provided.



