



Social Responsibility and Sustainability Report 2019

BANCA  TRANSILVANIA

Background

For Banca Transilvania, social involvement and sustainability mean responsibility and transparency, building long-term positive relationships with the stakeholders, other than the banking relationships. BT supports the Romanian entrepreneurial spirit, responsible business, sustainable growth, quality, solidarity, responsibility and involvement.

The bank's story started in Romania, in 1994, with a lot of courage and 46 entrepreneurs that laid the ground for one of the most successful Romanian capital growth stories, today the largest financial group in Romania. BT grew year after year, from a team of 13 persons to more than 10,000, and to 500 branches and agencies in more than 180 locations in three countries: Romania, Italy and the Republic of Moldova. From one client to more than 3 million clients.

The Bank is also one of the most powerful Romanian brands. With a market share of almost 18%, it went up 100 positions in the Brand Finance Banking 500 Top of 2020, published by the The Banker, featuring a 53% increase of the brand value of up to USD 370 million, and of its rating from triple -A to (AAA-), vs. 2019.

One of the most active supporters of social and educational programs, with an average of RON 25 million invested in sports, communities and education, the bank provides annual support in more than 1,000 CSR projects.

This report is a self-appraisal of BT's non-financial activities in 2019, in line with the Global Reporting Initiative (GRI). The information targets all the ones interested in the way in which Banca Transilvania gets involved in the Romanians' life and in today's and tomorrow's Romania.

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Structure of BT's Top Management

Structure of the Leaders' Committee



Ömer Tetik

Since June 2013
Chief Executive Officer (CEO)



Luminița Runcan

Since September 2014
Deputy CEO Chief Risk Officer (CRO)



Gabriela Nistor

Since August 2013
Deputy CEO, Retail Banking



Leontin Toderici

Since August 2013
Deputy CEO Chief Operations Officer (COO)



Tiberiu Moisă

Since May 2016
Deputy CEO, Banking for SME



George Călinescu

Since September 2013
Deputy CEO Chief Financial Officer (CFO)



Mihaela Nădășan

as of October, 2018
Deputy CEO, Corporate Institutions
and Financial Markets
Deputy CEO



BT's Board of Directors

Structure of the Board of Directors



Horia Ciorcilă

Chairman



Thomas Grasse

Vice-Chairman



Vasile Pușcaș

Member



Ivo Gueorguiev

Member



Doru Lionăchescu

Member



Costel Ceocea

Member



Mirela Ileana Bordea

Member



Committees reporting to the Board of Directors

Comitetul de Audit

Ivo Gueorguiev
Chairman

Thomas Grasse
Member

Doru Costel Lionăchescu
Member

Comitetul de Remunerare și Nominalizare

Horia Ciorcilă
Chairman

Ivo Gueorguiev
Member

Vasile Pușcaș
Member

Comitetul de Administrare a Riscurilor

Thomas Grasse
Chairman

Ivo Gueorguiev
Member

Costel Ceocea
Member

The relationship with shareholders/investors

The General Meetings of Shareholders, as well as the shareholders' rights and obligations, are governed by Law no. 31/1990 on trading companies and also by other related regulations in the field.

The Bank issues periodical reports, providing relevant information to the Bank's shareholders and investors. During the year 2019, there were 4 teleconferences with investors.

The contact details for Investors Relations are the following:

- Phone: +40 264 407 150
- Fax: +40 264 301 128
- investor.relations@btrl.ro
- www.bancatransilvania.ro/en/investor-relations
- www.bancatransilvania.ro
- facebook.com/BancaTransilvania
- twitter.com/b_Transilvania
- linkedin.com/company/banca-transilvania

Banca Transilvania prepares yearly a financial communication calendar to inform its shareholders; the calendar is published both on the BT site (www.bancatransilvania.ro/en/investor-relations/financial-calendar/) and on the website of the Bucharest Stock Exchange (www.bvb.ro).

Social Responsibility and Sustainability for BT Landscape

As part of the community, **BT wishes to give something back to the community, to be a good citizen and neighbour.**

As leader of the Romanian banking sector, **Banca Transilvania contributes to the growth of industry**, offers access to services and products to more than 3 million persons that work with BT and **is a trend setter in many ways.**

With regard to the society, as the main supporter of the Romanian economy, the bank **fosters the Romanian entrepreneurial spirit and finances the development and transformation of many industries.**

Landscape:

Societate	BT susține spiritul antreprenorial românesc Contribuie la dezvoltarea și transformarea mai multor industrii			
Industria bancară	BT contribuie la creșterea industriei bancare Acces la servicii și produse Trend setter			
Comunitate	BT dă ceva înapoi comunității BT, un bun cetățean și un bun vecin			
Banca Transilvania	Good business Human banking			
	Banca Transilvania	Comunitate	Industria bancară	Societate

Core Values of BT's Social Responsibility and Sustainability Approach

Respect: Everything starts and moves forward with respect paid to people and their aspirations

Courage: One step forward, without stopping

Responsibility: We are fully aware of our role in the relationship with our clients, shareholders and the society.

Fields in which BT is actively involved:

Antreprenoriat, educație, social, sport, medical, mediu

Entrepreneurship, education, social, sports, healthcare, environment:

- Supporting the Romanian economy and entrepreneurs
- Involvement in the life of the community it belongs to
- Supporting new ideas
- Facilitating the access of the communities to information, know-how
- Support, solidarity
- Environmental friendliness

BT for economy (2019)

Banca Transilvania was the most significant financier of the economy in 2019, as well: in parallel with the support granted to its clients, Bt also integrated Bancpost with its business:

- As at the end of last year, Banca Transilvania Group's assets amounted to RON 91.7 billion, whereas loans went up to RON 40.35 billion.
- The net consolidated profit of BT Group amounts to RON 1,847.89 million, while that of the bank amounts to RON 1,620.51 million.
- The bank's operating profit grew from RON 2,131.86 million due to business streamlining and consolidation.
- Client deposits reached RON 77.04 billion, out of which RON 51.67 billion are deposits from individuals and RON 25.37 billion deposits from companies.
- 223,000 loans to companies and individuals were granted in 2019.
- RON 25 million invested in communities, education and sports in more than 1,000 CSR projects in 2019.
- More than 3.2 million clients.

BT Representatives, about 2019:

"For BT, 2019 was a good year, we grew sustainably and we delivered sound financials. As market leader, we have clear responsibilities towards Romania and we know that our role is essential in lending to the Romanian economy and funding Romanians' ambitions. We try to do more than banking, to inspire and motivate people - colleagues, customers or business partners - attentive with their concerns. During 2020, we will continue investments in innovation to enhance the quality of our services to clients. We will continue to grow the role of our business in economy, we pay attention to market challenges and opportunities."

BT for the society, for people (2019)

BT for the society Social Responsibility and Involvement

In 2019, RON 25 million invested in communities, education and sports in more than 1,000 CSR projects. Examples:

CENTENARY OF THE UNIFICATION DAY

- Supporting the realization of the documentary Maria-Heart of Romania, which brought to light information from 11 international archives, the first color images with Queen Maria, as well as recordings of her voice.
- Supporting a symbolic event for the Romanian community from Italy: the lighting in the Romanian colors of the Trajan's Column in Rome.
- 100 years since the founding of UBB - a symbol of the city of Cluj-Napoca, being probably the best seen university in the country. The UBB also has a considerable impact on the economic life of Transylvania. The project had both an academic component - conferences and academic seminars, but also a mass market component, a component through which BT helped UBB to inform the population about the university's beginnings.

SPORTS

- BT continued to get involved in sports, investing in sports programs, competitions, clubs. BT was the biggest basketball fan, by supporting the Romanian Basketball Federation, the national team, U-Banca Transilvania Cluj-Napoca club, including the basketball academy, which offers support to over 600 children who play basketball. BT offers support also to baby and mini basket competitions gathering over 1,000 children annually.

ART AND CULTURE

- Cluj Cultural Center - various programs that contain interdisciplinary initiatives that address a variety of topics: contemporary art, emotional and mental well-being, cultural and artistic education, urban regeneration, connecting communities, social inclusion, cultural industries, rural development, social and urban innovation, etc.
- TIFF - Transylvania International Film Festival - The largest event in Romania dedicated to the film and the film industry attracted more than 130,000 participants in Cluj from May 31 to June 9. The record of tickets sold last year was maintained: 95,000 tickets sold, even though the festival continued to offer also on this year's edition, dozens of events to which the public access is free;
- Partners of the International Wake Up Europe Festival - For 3 days, between May 17 and 19, 2019, Cluj has become the capital of national awakening before the European Parliamentary elections. Frontline Club Bucharest, organizers of the Romanian edition of the pan-European Wake Up Europe festival, together with guests from the mass media, university and business environment, question the future of the European Union, trying to find answers with the people, in Cluj;

SOCIAL CASES

- Cluj are Suflet, the largest BT social involvement project, continued to offer support to underprivileged youths to attend school, get qualified and find a job;
- Donation campaign through BT Pay for the Little People Association. The association is one of the most important associations that deal directly with helping the young people from onco-pediatric centers in the country (Cluj, Timișoara, Iași and Bucharest). For each donation made through BT Pay to the phone number assigned to this campaign, BT donated 5 lei. In total, 640 transfers took place. The donations were directed to their project, the platform Sunt
- The Maltese Kindergarten - helps children with severe disabilities (neurological, severe motor and autism), to offer them various types of therapy and to help them integrate more easily into the community; BT supported the specific activity to continue to provide access to free therapy.

BT SUPPORTS THE FINANCIAL AND ENTREPRENEURIAL EDUCATION.

- Through BT Club, the bank held last year 42 conferences, seminars attended by over 6,000 entrepreneurs. Club members had the opportunity to learn about communication, eCommerce, financial education, start-ups and sales;
- The Bank continued the program “Bucureștiul Întreprinzător” with mentoring sessions and the presentation of famous people who were willing to share insights from their celebrity to less known entrepreneurs from Bucharest;
- EntrepreNation City Start - organized in partnership with The Entrepreneurship Academy (EA), the first faculty from South-East Europe dedicated to entrepreneurship, for the EntrepreNation CityStart national competition, where high school and first year university students passionate about business, management, entrepreneurship can participate. The first national entrepreneurship competition for high school and university students (17-21 years old). Over 230 young people participated in the EntrepreNation CityStart competitions held in Bucharest, Brașov, Galați, Iași, Craiova, Timișoara, Cluj-Napoca and Constanța;
- BT continued its partnership with the Romanian Business Leaders Foundation, through the program “Vreau sa fiu antreprenor”. 3,107 participants (15 local communities, over 100 young people involved in communities), over 60 speakers (entrepreneurs), 31 events (20 cities, 17 counties, Romania and the Republic of Moldova). Vreau sa fiu Antreprenor is a project created by current Romanians entrepreneurs for the country tomorrow’s entrepreneurs. The aim is to increase the perception of the entrepreneurship value among the Romanian students. The conferences are held in high schools or universities and have a number of 100 participants - high school and university students;
- Contribution to the growth of the EMBA University of Hull, 100% Cluj Napoca business school, with BT amongst founding members. The bank also offered a scholarship amounting to EUR 15,000: BT Roberto Marzanati scholarship, which covers the tuition fee both study years, to encourage the young entrepreneurs.

BT for employees

Management of Human Resources (31.12.2019)

- Total number of BT employees: 8,826 persons (December 31, 2018: 8,263 persons)
- BT active employees: 7,797 employees
- Employees' average age: almost 37 years
- Structure: 75% female and 25% male
- Staff turnover: 15.6%.

HR priorities, 2019:

- Quality and timely selection and recruitment
- Continuous professional and personal development of all employees
- Career management for potential employees
- Developing leadership and personalized management skills for each level of management
- Completing and diversifying the benefits package and not least facilitating the implementation of a new structure and organization of technical departments.

Organizational changes

In 2019, an important project was the reorganization of the Technical Department in order to increase the project delivery time and to prepare the BT Financial Group for the future.

As a result of the reorganization, new positions were defined and new competencies were identified, for the development of which learning programs were organized.

Recruitment

Staff recruitment was also an important item on the Human Resources Department's agenda in 2019. It was maintained the same profile of the candidates selected for the vacancies: good communication skills, customer care and attention to detail. The three criteria are an important element in terms of recruitment within the Bank.

BT's career plan is a program developed to ensure predictability and transparency regarding the possibilities of promotion and salary increase within the same position. It was designed for the operational, commercial and analytical functions for the staff from network; a similar program will be implemented for the BT's head office staff.

The program started in September 2019 with the first financial year resulting in 273 employees promoted.

Internship programs for students - BT Journey

The BT Journey project, addressed to students and masters, a program fully paid by Banca Transilvania, continued in 2019. The students had the opportunity to know the banking environment from inside and to observe and assimilate as many banking concepts as possible.

During the year, 4 internships were organized, one dedicated to students with technical profile and 3 dedicated to students with economic profile.

The internship program, addressed to students with a technical profile, was carried out during two months, between 15.07.2019-09.09.2019, with a total number of 20 participants, students from the Technical University of Cluj-Napoca. During the 8 weeks, the students, guided by tutors and supported by BT experts, had the opportunity to know the activity of our colleagues from the IT department, respectively Digital Transformation. Of the 20 students, 5 were part of the program funded by the European Union "Take the first step towards a successful career".

After the completion of the internship, 8 students remained in Bank, employed in the technical departments.

Internship for students in the field of Economics

In 2019 there were also 3 internships for students with economic profile, through which the participants had the opportunity to learn banking - theory and practice - from the Bank's team, both within the territorial units and at the Bank' headquarter. Each internship lasted 3 weeks, as follows:

- 50 students between 20.05.2019 – 07.06.2019 in the university centers from Arad, Cluj, Constanța and Sibiu;
- 23 students between 08.07.2019 – 26.07.2019 in the university center from Cluj;
- 80 students between 02.12.2019 – 23.12.2019 in the university centers from Arad, Bacau, Cluj, Iași, Sibiu and Timișoara.

Of the total number of students who were in internship during the year 2019 in Banca Transilvania, 60 were employed on full-time, part-time or for different projects for a fixed period.

Development programs dedicated to employees

GROW (Get Ready Open Wings) is a complex development project for all Bank's managers. The differentiating factor of this project is the high level of personalization, especially for the management positions in the network, allocating a large number of resources (human, time and financial) to the development needs analysis stage. This program aims to re- evaluate the match between the managerial skills needed for the management functions of the business lines in the network and the skills actually owned by our managers, the final objective being the construction of concrete individual development plans to reduce/eliminate the differences between the ideal skills profile (Best Fit) and the real one. The Best Fit profiles have been constructed in such a way as to include those behaviors that contribute constructively to the good/success of a team and which aim to achieve positive results (business and wellbeing).

All the programs within the GROW project are based on three main elements on which BT builds its relationship with its employees: Coaching, Communication, Care. The following development programs fall under the umbrella of the project:

■ START Growing:

Program dedicated to the new managers of BT, managers from the first level of management, who exclusively have in subordination execution functions. It lasts for 3 months, including different learning methods: experiential workshop, online learning modules and support for transferring knowledge into practice;

■ Keep Growing:

Program for the second level of management, developed in collaboration with a top training company in Romania; the program is carried out over a year, based on the same elements presented above, but customized to the job specificity;

■ Enjoy Growth:

Program for senior managers in collaboration with teachers from a prestigious business school in London, whose main objective is to prepare them for managing a growing and more complex organization. The program is carried out over one year and covers topics such as: Innovation, Decision Making, Exploiting Disruption in a Digital World, Leading Businesses into the Future, etc;

Performance evaluation

In 2019, the evaluation process continues to be brought closer to people, and in this sense new functionalities have been developed in the BTHuB platform.

The performance management process is to be revised in 2020, the aim being to make it even more flexible, in real time, about people and their results, with a focus on the continuous and rapid growth of skills, through re-skilling and up-skilling or other methods of development.

Advantages

At Banca Transilvania, one of our major concerns for employees is to build their motivation mechanisms, the ultimate goal being to make BT the place where people have the opportunity to learn, grow and feel better as a team.

Thus, following the proposals received from colleagues and the decisions made by the Bank's management, in 2019 there were added benefits in the field of health care and prevention of illness, both in terms of employees and their minor children and also extra free time.

The Screening Life Saving Program - developed and run with our partner: Regina Maria Network, a program to prevent the most common types of cancer continued in 2019 as well. The program is offered to every employee of the Banca Transilvania Financial Group and consists of free access, once every two years, to tests and early detection investigations of the most common types of cancer: cervix, breast, skin and colon - for women, respectively, of colon, skin and prostate cancer - for men.

We pride ourselves on the fact that Banca Transilvania is the first and only company in Romania to carry out such a program available to all its employees. All investigations in the program are free of charge, every two years.

BT, - A Friend to the Environment

In 2019 we had 3 afforestation actions:

- Transylvania Forest 5.0 - Sânmihaiu de Câmpie (Bistrița-Năsăud), 10 hectares|1,500 volunteers;
- Completion of Transylvania Forest 5.0, Sânmihaiu de Câmpie (Bistrița county). Since the sapling rate in the spring was 55%, in the autumn we planted another 22,500 seedlings, more specifically gorun, together with the Tășuleasa Social;
- The afforestation action from Buzău (Săpoca), 1 hectare of deciduous seedlings, together with CERT Transilvania.

BT also pays attention to complying with environmental and social legislation in force, using appropriate environmental and social practices as relevant factors in demonstrating effective business management. The Bank benefits from an international “green building” certificate as, for certain spaces where it carries-out its activities, it chose state-of-the-art equipment, endowments and technologies with increased energy efficiency to minimize environmental impact.



The Group Policy regarding diversity

This policy aims to establish how to promote diversity within the Group within the governing bodies (the Board of Directors and the Executive Committee). The Financial Group Banca Transilvania recognizes and embraces the benefits of a diversified management body in order to enhance the quality of its performance.

The principles described herein are applicable to all entities within the BT Financial Group.

The management of Banca Transilvania is entrusted by the General Shareholders' Meeting to a Board of Directors, elected for a four-year term of office, consisting of 7 administrators, elected by the shareholders at the GSM, either on the expiry of the mandate or specifically, in the event of one or more vacancies. The eligibility criteria in the Board of Directors are those stipulated in the specific legislation, as well as those stipulated in the Articles of Incorporation of Banca Transilvania S.A.

The Board of Directors shall designate the members of the Leaders' Committee taking into account the recommendations of the Remuneration and Nomination Committee. At the Bank's level, the management body is represented by the members of the Board of Directors and the Leaders' Committee.

In order to achieve a sustainable and balanced development, Banca Transilvania perceives the increased leadership diversity as an essential element in supporting the achievement of its strategic objectives. In designing the management body structure taking into account the diversity considerations, the following were included by BT, but without being limited to: gender, age, cultural and educational profile, ethnicity, professional experience, skills, knowledge and working experience. All appointments within the governing body are based on meritocracy, and candidates will be considered on the basis of objective criteria, taking into account the benefits brought by diversity of this body.

Banca Transilvania S.A. points out that, although the diversity and variety of experiences and views represented in the management body should always be taken into account, a candidate should not be selected or excluded, either exclusively or largely, on the grounds of race, colour, sex, national origin or sexual orientation. In selecting a candidate, the Remuneration and Nomination Committee shall prioritize the skills, national and international experience or cultural profile that would complement the existing governing body, recognizing that the Bank's activities and operations are diverse and of a national nature with a global impact.

Reflecting on the global character of banking activities, the directors and administrators of Banca Transilvania are citizens of Romania, as well as citizens and residents in other member states. Most BT directors and managers come from domestic and international banking environments.

Banca Transilvania S.A. believes that while the governing body should not adhere to a fixed number of directors, a governing body of 6-14 members, generally, provides a large and diverse group to address the important issues faced by the credit institution, being at the same time small enough to encourage personal involvement and constructive discussion.

The current directors and administrators of Banca Transilvania S.A. must have been in management positions in various organizations or within Banca Transilvania, demonstrating their ability to exercise top management responsibilities and to manage the Bank. They have been executive members of prestigious international institutions, where they have developed their skills and experience in business strategy and development, innovation, operations, brand management, finance, compliance, decision-making and risk management. These skills, as well as the accumulated experience, enable them to provide a sound judgment of the problems faced by an international company in today's environment, by ensuring that these areas are supervised in the Bank and thus assessing BT's performance.

All members of the management body also have significant experience in corporate governance and complex business supervision through their status of executive managers, directors, administrators or other relevant functions within other large institutions.

Some Bank directors have gained experience in areas relevant to financial and banking institutions such as audit, risk management and stock markets. All of these skills and experiences are relevant to current strategies, as well as to encourage Bank development, enabling administrators and directors to provide diverse perspectives, valuable advice and critical points about new business opportunities, product launches, new markets, solutions for the problems faced by the institution, as well as those faced by the banking system at both local and national level.

Measurable objectives concerning the maintenance of diversity standards in the management body of Banca Transilvania

The selection of candidates will be based on a range of diversity perspectives, including, but not limited to, gender, age, cultural and educational profile, ethnicity, professional experience, skills, knowledge and seniority. The final decision will be based on the merit and contribution that the selected candidates will bring to the governing body. The members of the governing body (including gender, ethnicity, age, seniority) will be communicated periodically through the Bank's website.

The Board of Directors and the Leaders' Committee of Banca Transilvania perceive diversity as a factor in selecting members of the management body, acknowledging that the diversity promoted amongst its members, provides significant benefits to the Bank. The Remuneration and Nomination Committee uses a number of criteria in selecting candidates for the position of administrator, director or manager, including background diversity.

Banca Transilvania S.A. considers that a possible eligible member of the management body should be able to work in a collegial way with people from different educational, cultural and business backgrounds and must have skills that complement the attributes of existing members.

Banca Transilvania S.A. also encourages the presence of female members within the governing body in order to ensure the balance and high performance of the Bank. However, Banca Transilvania S.A. believes that the appointment of a member within the governing body cannot be done solely on the basis of gender, as such practices lead to the discrediting of its competence and independence.

Therefore, we believe that the efficient and sustainable development of the Bank can be achieved by providing a framework for personal growth and development of female employees (under the same conditions as men).

In this respect, we mention that during 2019, the number of female employees attending

trainings for professional development was approximately 76% of the total number of employees. We also mention that, at the level of executive employment, approximately 80% of those appointed in these positions were female. Banca Transilvania's target of increasing the representation of female gender within the governing body of the Bank was thus, fulfilled. At the Executive Committee' level, BoD decided to renew the mandates of the following directors: Ömer Tetik, Luminița-Delia Runcan, Gabriela-Cristina Nistor, Leontin Toderici, George-Răzvan Călinescu, Tiberiu Moisa, the mandates related to the other members of the body remaining in force and unchanged. BT considers the Executive Committee, under its current form, fulfils the diversity requirements, as per the diversity practices currently in force in the Bank.

Banca Transilvania S.A. already ensures a space of sustainable growth of its employees through professional courses that are offered without discrimination of any kind, based on: the needs of its employees, the types of work performed and the functions exercised.

Monitoring and reporting

The Remuneration and Nomination Committee will regularly monitor the European requirements related to the composition of the management body from a diversity perspective.

In order to maintain and develop a balanced, functional and efficient management body, the Remuneration and Nominalization Committee (when appointing a candidate) may, from time to time, consider other attributes, experiences or competences it considers relevant at the time of the decision.

Thus, the Remuneration and Nomination Committee may consider diversity in the evaluation of candidates for membership in the governing body. Banca Transilvania S.A. considers that diversity in terms of cultural profile, experience, abilities, race, gender and national origin is an important element in the composition of the governing body. The Remuneration and Nomination Committee discusses diversity considerations with regard to each candidate, as well as, periodically, with regard to the composition of the management body as a whole.

The Remuneration and Nomination Committee outlines a pattern of proper abilities and characteristics required by members of the governing body, in light of its current composition. This assessment includes expertise (including international and financial / banking experience), independence, integrity, diversity and age, as well as technical abilities linked to banking, production, finance, marketing, technology and public politics. The main eligibility criteria considered are those arising from legal requirements, with the Committee ensuring that part of the management body remains independent.

Human rights principles

These principles lay down guidelines on the observance of human rights in the activities carried-out by Banca Transilvania, as well as by the companies within the Financial Group Banca Transilvania

The Bank supports, through social responsibility practices, the Romanian entrepreneurial spirit, responsible business, sustainable growth, quality, solidarity, responsibility, involvement and building positive relationships with stakeholders, other than banking. In implementing social responsibility policies, Banca Transilvania makes the best of its efforts to ensure a continued respect for fundamental human rights by encouraging and developing good practices in this area.

Banca Transilvania is a credit institution registered in Romania, operating in Romania and Italy. Subsidiaries of Banca Transilvania operate in Romania, as well as in the Republic of Moldova. In this context, Banca Transilvania and its subsidiaries reaffirm their commitment to compliance with European and national requirements on the protection of human rights, including but not limited to the rights set forth in the European Convention on Human Rights.

In this respect, Banca Transilvania and the companies within the BT Financial Group meet:

- In connection with the employees of the Financial Group Banca Transilvania, Banca Transilvania and its subsidiaries respect all the requirements for the protection of human rights, discourage any internal practice that might affect and / or damage the fundamental rights of its employees. Also, Banca Transilvania encourages its employees to develop their knowledge on the human rights, so as to ensure compliance with these requirements in their relationships with customers and beyond. Any violation of fundamental human rights by employees of the Financial Group Banca Transilvania is sanctioned in accordance with the legal provisions and internal rules.
- In relation to the community, Banca Transilvania and its subsidiaries make every effort to ensure a high standard of respect for human rights. Moreover, through the activities of its foundations (the Clujul are Suflet Foundation, BT Caritatea Foundation, etc.), Banca Transilvania supports the community in reaching the values supported by BT, providing the community with support and with a better communication and understanding at the social level.
- In relation to the companies with which they enter into business relations, in the process of selecting third parties, the maximum attention is paid to initiating collaborations only with those entities that assume compliance with the human rights principles mentioned above, their activities being adequately monitored, in compliance with the applicable legal provisions.

Practices for the prevention of corruption and bribery

Companies within the Financial Group Banca Transilvania do not tolerate any form of bribery and / or corruption. No employee / member of the governing body of any company within the Financial Group Banca Transilvania will accept or grant any inappropriate advantage of any kind (incentives), regardless of whether the person providing or requesting such an advantage works in the public sector or private sector. It is also forbidden to offer or receive any form of bribe, or to practice traffic of influence, either directly or through intermediaries.

Therefore, any of the following activities are strictly forbidden:

- Receiving money or other benefits from clients or third parties to perform their duties or to intervene to an employee / manager to do or not to do anything in their job duties;
- Payment or offering a benefit that violates domestic laws or regulations;
- Payment or offering a benefit to „getting“ a business.

Employees / members of the governing bodies of any of the companies with the Financial Group Banca Transilvania will not make any kind of facilitation payments; Facilitated payments are „payments performed to accelerate things“ or „additional fees“, usually small amounts of money, unofficial, handed over to civil servants or government officials in order to obtain, urgent or postpone a routine action to which someone has access under a legal right (e.g. issuing a permit, a license, an agreement or an immigration visa, scheduling an inspection associated with the execution of the contract, the provision of services or the release of products withheld in customs).

Companies within the Financial Group Banca Transilvania have designed a fair and formal framework for selecting suppliers, collaborators, brokers, consultants, intermediaries and all other third parties acting on behalf of group companies or are supporting group companies in the conduct of their business.

In relation to the companies with which they enter into business relations, in the process of selecting third parties, the maximum attention is paid to initiating collaborations only with those entities that assume compliance with the human rights principles mentioned above, their activities being adequately monitored, in compliance with the applicable legal provisions.

Protection against anti-money laundering

Bank Transilvania ensures the monitoring of the transactions via the AML application AML Mantas, provided by Oracle. The application contains representative scenarios that ensure immediate protection against money-laundering activities, through adequate monitoring:

1. high-risk entities;
2. rapid transfers of funds;
3. high-value transactions;
4. networks of accounts, entities and clients;
5. structure/avoidance of reporting thresholds.

The AML activity is also supervised through an internal control process applied to the client portfolio, based on pre-defined criteria.

BT's Commitment to Responsible Growth

- Banca Transilvania will continue on this path and assumes its responsibility as the main supporter towards the development of the economy, companies and people by providing lending facilities and contributing to the development of individual plans.
- We are part of the community and, better said, part of the communities, with units and teams in almost 180 municipalities. We are doing #morethanbanking, thinking green and taking care of the environment, nature and encouraging others to do the same.
- We want to inspire others, such as our clients. We are EBRD, IFC and EEEF partners. We are financing sustainable projects individually or in partnership with the international financial institutions. We are glad that we have been designated as an example in financing the environmental projects by the Global Climate Forum. We have a model for assessing the environmental risk and social responsibility that we use in all our credit analyses. Because ... we think green.
- We have the courage to change things. But in order to change them, we want to change the mindset with which we build anything, day by day. The mindset about what surrounds us: people, environment, transparency, ethics and responsibility. The mindset about what we are leaving behind and more importantly about what will come. This is our philosophy: (#morethanbanking) #maimultdecatbanking.

**We support the dreams of the Romanians.
We are growing Romania.**

