

Management Board  
of Bank Ochrony Środowiska S.A.

**General Meeting  
of Bank Ochrony Środowiska S.A.**

## **Report on entertainment, legal, marketing, public relations, social communication and management consultancy expenses incurred in 2023**

As stated in Section 1 of Resolution No. 35/2017 of the Annual General Meeting of Bank Ochrony Środowiska S.A. held on 6 June 2017, the Management Board is required to present to the General Meeting a report on entertainment, legal, marketing, public relations, social communication and management consultancy expenses. This report should be accompanied by an opinion from the Bank's Supervisory Board.

In 2023, the Bank's total entertainment expenses as well as expenditure on legal, marketing, public relations, social communication, and management consultancy services amounted to PLN 16.3 million, representing a 3% increase on 2022. The largest increase in expenditure was related to consultancy services, which rose by 35% year on year, followed by legal expenses, which increased by 26% year on year. Conversely, marketing and social communication expenses fell by 25% year on year, while entertainment expenses increased by 17% year on year. Presented below are the individual items of each category of expenditure:

### **1. ENTERTAINMENT – entertainment expenses totalled PLN 554.14 thousand and were incurred mainly for:**

- Promotional meetings with the Bank's trading partners, customers and potential customers, as well as conferences and meetings with experts,
- Catering services during meetings with customers and during the Clean-Up the World project (including clean river initiatives, nature reserve activities, and tree planting),
- Food service during implementation weekends,
- Business breakfasts or business lunches with customers, potential customers, and experts,
- Purchase of gift materials and gifts for the Bank's customers, including Christmas sets and packages for trading partners, flowers and books for important customers,
- Support of the General Meetings, meetings of the Supervisory Board and meetings of the Management Board.

**2. LEGAL SERVICES – expenses on legal services totalled PLN 8,285.24 thousand and included the cost of legal support provided to/in connection with:**

- The Head Office with respect to day-to-day operations and litigation (eight law firms provided the services on a retainer-fee basis);
- Debt collection (services were provided by three law firms under legal advisory contracts, on a retainer-fee basis);
- Business sales network – Business Centres (services were provided by nine law firms under legal advisory contracts, on a retainer-fee basis);
- Organisational units of the Bank, in matters requiring expertise in the processing of personal data and other fields; Opinions on matters related to settlement procedures and the application of the BMR index in agreements with customers;
- Litigation before courts of general jurisdiction, including cases related to (i) distribution of investment certificates, (ii) foreign-currency loans and mortgages, and court and administrative proceedings.

**3. MARKETING – expenses on marketing, public relations and social communication services totalled PLN 5,436.71 thousand and were incurred mainly for:**

- Advertising bank products in mass media, predominantly online, and also on the radio. Key product campaigns included the FENG Eco Loan for businesses, the ELENA grant for businesses and municipalities, and for retail customers: the Clean Air Loan, cash loans (Winter Time and Flexible promotions), the Secure 2% Mortgage, the Eco Mortgage, and the Green Loan;
- For selected products (cash loans, Clean Air Loan, Green Loan, Secure 2% Mortgage) – six campaigns involving window decal advertising at Branches;
- Preparing and promoting webinars for customers on the FENG Eco Loan and the technological loan for businesses, which attracted over 400 participants;
- Arranging interviews and expert publications covering economic and financial issues, banking, ESG, and sustainable development in major national media, including *Rzeczpospolita*, *Dziennik Gazeta Prawna*, *Gazeta Finansowa*, both in print and online, as well as in various specialist platforms such as *wnp.pl*, *Teraz Środowisko*, and *money.pl*;
- Conducting public relations campaigns (including on social media) for the Bank's products such as the My EV programme, Secure 2% Mortgage, and the EU ELENA initiative;
- Actively communicating the Bank's Strategy for 2021–2023 and the Strategy for 2024–2026, strategic initiatives, organisational culture strategy, and BOŚ values;
- Protecting the Bank's reputation, including by balancing the impact of communication from other entities about BOŚ;
- Participating in campaigns such as: Document Protection System, Bankers for CyberEducation, Settlement Better Than Litigation, and WIBOR/WIRON communication efforts;
- Engaging in active communication on social media and building the community around the BOŚ brand on platforms such as Facebook, Twitter, LinkedIn, and YouTube;
- Promoting the Bank at environmental and industry events, such as: the ESG Congress – Poland's Business Power, Banking & Insurance Forum, European Steel Congress, International Financial and Banking Forum, Green Gas Poland, New Energy Model, Polish

Clusters Congress. In total, the Bank's experts participated in 41 congresses and conferences, where they discussed topics related to financing green investments, ESG and sustainable development, and support programmes and tools for local governments, cities, and regions;

- Organisation of contests for customers: Blikomania and Mastercard Priceless Moments – 8000 Points to Start;
- Sponsoring social and environmental initiatives, such as: the 12th Night of Biologists, RUTKOW-SKI Sports Club, the 49th Geography Olympiad, and the SPIUG film series 'Anti-Smog Guide for Homeowners';
- Producing video materials, including three interviews with environmental engineers in the 'Economy and Ecology' series on the Bank's Eco Business Stop website, collaboration in creating content, and preparing a leaflet promoting the website;
- Graphic designing the ESG Report;
- Participating in the International Environmental Protection Fair POLECO, Energy and Renewable Energy Fair ENEX, Local Government Forum in Katowice, and International Renewable Energy Fair GREENPOWER;
- Preparing promotional materials (leaflets, posters, internet banners, roll-ups, one-pagers) for bank products such as: the Clean Air Loan, cash loans, Eco Mortgage, Secure 2% Mortgage, Green Loan, Eco Savings Account, Promotional Eco Deposits, Eco Device Insurance, Technological Loan, FENG Eco Loan, Thermal Modernisation Loan with BGK Bonus, Factoring, ELENA Grant, Eco-Saving Loan with White Certificates, and Eco Investment Loan with BIZNESMAX guarantee;
- Preparing advertising materials and promotional items to build strong relationships with the Bank's customers, including wall and desk calendars, thermal mugs, reusable glass bottles, wooden-encased speakers, fountain pens, notebooks with certified paper inserts, document folders made from recycled materials, WaterSafe certified umbrellas, pens made from recycled materials, cotton bags, laptop backpacks/bags, solar power banks, and wireless chargers. Most of these materials were distributed to Business Centres and Branches;
- Mystery Shopper marketing survey – a periodic analysis of the quality of service in the Bank's outlets;
- Supporting local marketing activities of Business Centres and Branches, such as: the Baltic Economics Congress, the Western Pomerania Employers' Association outdoor event, the Białystok Chamber of Commerce and Industry concert, participation in environmental events, and construction and housing fairs;
- Building the image of BOŚ as a key financial institution to provide innovative financing of pro-environmental projects that contribute to Poland's sound development;
- Organising information/performance meetings, competitions that strengthen employee identification with the Company through efficient and effective internal communication;
- Managing the intranet portal and editing internal mailings to BOŚ employees;
- Carrying out internal information campaigns (posters, flyers, intranet announcements, etc.);
- BOŚ Sends Holiday Greetings campaign with employees recording holiday greetings to share with colleagues;
- Coordinating the Bank's sports groups;
- Organising special initiatives, such as the Pegasus Shelter charity campaign called BOŚ Pack for Animals and Kudos for Employee Appreciation Day as well as contests and competitions for customers and employees;

- Raising social awareness of the importance of developing pro-environmental projects and environment protection initiatives through educational and volunteer campaigns, such as tree planting, Operation Clean River, Clean Up the World, and the Bankers for Financial Education for Youth programme (BAKCYL).

**4. CONSULTANCY – expenses on management consultancy services totalled PLN 2,009.1 thousand and were incurred primarily for:**

- Consulting on the development of service transformation strategies through the adoption of cloud solutions, while ensuring the capability for emergency relocation of the Bank's IT resources – the Road to the Cloud project;
- Consulting on the digitalisation of retail processes, including analytical work on electronic signatures, and implementing software in a cloud-based Software as a Service (SaaS) model for the strategic Retail Process Digitalisation (DPD) project;
- Advisory services for developing Financial Market Infrastructure (FMI) agreements, creating a contract repository, implementing a liquidity estimation methodology, and developing a service catalogue and model for the Resolvability regulatory project;
- Support and consulting services for analysing external regulations, preparing documentation for changes in capital requirements calculation, identifying necessary source data, and identifying data gaps related to credit risk, market risk, particularly CVA, and operational risk, along with Excel algorithms for the CLARA2 regulatory project – adapting the existing CLARA application to regulatory changes in the calculation and reporting of capital requirements for credit, operational, and CVA risk (CRD 6/CRR 3 package);
- Consulting services for developing a simplified approach to granting low-value credit facilities for the strategic NPK-Korpo project;
- Consulting activities to prepare reporting in accordance with Annexes V, VI, XI of the Delegated Regulation 2021/2178, and preparing the methodology for addressing physical risk for the regulatory project EU Taxonomy/Semantics;
- Conducting an analysis of a video verification solution for electronic banking for the strategic Digital Vehicle project designed to acquire bank deposits;
- Purchasing an employee engagement survey for an improvement project aimed at driving a cultural shift in the organisation and developing employee competencies;
- Legal consulting for the Implementation of BMR Regulation Requirements regulatory project;
- Ongoing tax consulting services;
- Consulting services for ESG rating;
- Updating the private investor test;
- Tax consulting regarding CHF loans;
- Access to payroll reports, HR performance metrics and access to actuarial information;
- Banking sector pay ranking and salary benchmarking;
- Purchasing the reports 'Waste Management in Poland' and 'Water and Wastewater Management';
- Purchasing quarterly reports on the Polish energy market.