The survey was completed by the people running the company’s units with highest involvement in the implementation of the Bank’s CSR policy. This way, key Stakeholders of the Bank Millennium Group were selected. They include Clients, Employees, Investors, Business partners, Social environment, Regulators and Market Supervision and the Natural Environment.

2.1. Identification of Stakeholders

Stakeholder groups have been selected following a mapping process. This process was conducted based on the results of internal survey to determine the influence of respective Stakeholder groups in the Bank and the Bank’s influence on those Stakeholder groups.
2.1. Identification of Stakeholders

Stakeholders of Bank Millennium Group

- Customers
- Suppliers
- Employees
- Shareholders
- Media
- Society
- Environment
- Students
- Financial analysts
- Auditors
- Market Regulators and Supervision
- Investors
- Business Partners
- Competitors
- NGO
- Natural Environment
- Clients
- Society
- Table of Contents
- About this Report
- Contact
- GRI Content Index
2.2. Dialogue with Stakeholders

The Company carries out a documented dialogue with key Stakeholder groups, aimed at learning their opinions and expectations from their cooperation with the Bank.

The feedback from Stakeholders is received from the following sources:

Communication channels with Stakeholders

- Customers
  - Branches
  - Website
  - Internet banking
  - Infoline
  - Meetings
  - Satisfaction surveys
  - Claims

- Shareholders and analysts
  - General Meeting of Shareholders
  - Roadshows
  - Conferences
  - Meetings
  - Stock exchange and press announcements
  - Website
  - E-mail
  - Phone calls

- Employees
  - Intranet
  - Community discussion board
  - In-house magazine
  - Internal meetings
  - Satisfaction surveys
  - Evaluation system
  - Corporate events

- Society
  - Cooperation with social organizations
  - Educational projects
  - Conferences with NGO
  - Meetings

- Suppliers
  - Periodic meetings
  - Phone calls
  - E-mail

- Suppliers
  - Periodic meetings
  - Phone calls
  - E-mail
### Key issues stemming from dialogue with Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Communication channels</th>
<th>Frequency of dialogue</th>
<th>Topics raised</th>
<th>Bank’s actions</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Investors and Analysts</strong></td>
<td>Shareholder Meeting</td>
<td>Once a year</td>
<td>Transparent activity, quick and easy access to information about the Bank</td>
<td>Observance of external standards for listed companies, Compliance Policy, ensuring transparency and security of operations, quick exchange of information through multiple communication channels with Shareholders</td>
<td>Investors</td>
</tr>
<tr>
<td></td>
<td>Roadshows and conferences</td>
<td>Several times a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Meetings</td>
<td>Several hundred times a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Stock exchange communication and press releases</td>
<td>Ongoing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contact through Internet, e-mail, phone</td>
<td>Ongoing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Clients</strong></td>
<td>Branches, Internet and mobile banking, Internet, Hotline, Complaints</td>
<td>Ongoing</td>
<td>High quality of products and services offered, ethical marketing and selling practices, fair consumer practices, safety of deposited funds, ease of communication with the Bank, improvement in the operation of products and processes</td>
<td>Running quality improvement projects, introducing solutions in response to client needs, application of ethical selling procedures, ensuring safety of client funds and ability to contact the Bank quickly</td>
<td>Clients</td>
</tr>
<tr>
<td></td>
<td>Product and service satisfaction surveys and customer service quality surveys</td>
<td>Monthly/quarterly/yearly and ad hoc</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Meetings with clients</td>
<td>More than ten times a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td>Intranet, social site for employees, other internal publications</td>
<td>Ongoing</td>
<td>Stability of employment and professional development opportunities, fair salary and rewards, responding to requests submitted by employees</td>
<td>Regular monitoring of goals included in the HR policy, surveying the needs, motivation and satisfaction of employees, allowing employees to express their opinion through different communication tools</td>
<td>Employees</td>
</tr>
<tr>
<td></td>
<td>Corporate meeting with the participation of the Management Board</td>
<td>Once a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Employee evaluation system</td>
<td>Once a quarter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Satisfaction and motivation surveys</td>
<td>Once a year</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Key issues stemming from dialogue with Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Communication channels</th>
<th>Frequency of dialogue</th>
<th>Topics raised</th>
<th>Bank’s actions</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suppliers</td>
<td>Periodic meetings</td>
<td>Several hundred times a year</td>
<td>Fair rules for selecting and cooperating with Suppliers</td>
<td>Use of objective procedures for selecting Suppliers; timely performance of agreements</td>
<td>Suppliers</td>
</tr>
<tr>
<td></td>
<td>Telephone, e-mail</td>
<td>Ongoing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social environment</td>
<td>Offers of cooperation</td>
<td>Several hundred times a year</td>
<td>Supporting social projects by the company and employees</td>
<td>Merit-based and financial support for social projects; encouraging employees to take part in social and volunteering campaigns</td>
<td>Society</td>
</tr>
<tr>
<td></td>
<td>Contests and training for students</td>
<td>Several dozens a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conferences with representatives of the social side and NGOs</td>
<td>Several dozens a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cooperation with Universities</td>
<td>A few times a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment</td>
<td>Environmental rankings</td>
<td>Several dozens a year</td>
<td>Reducing the negative impact on the environment, environmental education of clients and employees</td>
<td>Monitoring and lowering impact on the environment, environmental education programs</td>
<td>Environment</td>
</tr>
<tr>
<td></td>
<td>Environmental reports for state administration authorities</td>
<td>More than ten a year</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>