

Code of Ethics of OTP Bank Plc. and the OTP Group

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Message from the Chairman and CEO

Dear Reader,

OTP Group is a major player in Hungary and the Central and Eastern European region. We are a stable and reliable partner for our clients: we and our staff strive to support them in achieving their goals and development with modern, innovative and customisable banking solutions. We now operate in 12 countries and serve more than 16 million customers. OTP is the first European bank to become known in Central Asia and Uzbekistan, after Central and Eastern Europe. In each of the countries concerned, the OTP Group shares common values and acts responsibly, following the same guidelines, in the interests of customers, investors, employees, local communities and the environment.

In addition to continuously increasing shareholder value, profitability and efficiency, the Group's operations are focused on ensuring compliance with the law, reducing risks and effectively enforcing business, ethical and internal controls. The Group is characterised by a long-term approach and a responsible attitude, striving for sustainability. At the same time, OTP Bank is also mindful of its legal obligations to ensure that the OTP Bank and the OTP Group operate profitably in the interests of their depositors, shareholders and investors. These two aspects must be balanced and interact with each other.

As a law-abiding and ethical institution, the Group and its entire management are committed to upholding and enforcing the law, including anti-corruption laws. We have zero tolerance for corruption and bribery – we strongly oppose all forms of corruption and support anti-corruption measures.

Our success is inconceivable without skilled, committed, ethical people who can work in a working environment where individual differences are accepted and valued; where equality of opportunity, mutual respect and respect for human dignity are essential in all circumstances. All OTP Group employees are expected to perform their work in full compliance with ethical and professional standards.

In our operations, we put primary focus on transparency, regulation, the definition of internal responsibilities and thus effective compliance with the broadest environmental, social and regulatory requirements. We are confident that operating ethically contributes significantly to enhancing the performance and competitiveness of the OTP Group and to increasing its recognition.

The basics and principles of ethical business conduct is summarised in the Code of Ethics. Familiarity with and compliance with the document, and monitoring of changes, is a fundamental expectation for all employees and business partners.

Dr. Sándor Csányi
Chairman & CEO

“It is the task of the Ethics Committee to provide guidance concerning ethical conduct by way of its position statements relating to general and individual cases and its decisions facilitating the interpretation of rules and particular cases. To take a position on general and specific matters relating to the application of this Code of Ethics and to make proposals for its further development on the basis of its practical work and experience. Every single member of the Ethics Committee is fully committed to the Bank’s ethical operations.”

Mihály Baumstark

Chairman of OTP Bank’s Ethics Committee

I. Introduction

The Code of Ethics of OTP Bank Plc. (the “Bank” or “OTP Bank”) and the OTP Group sets out clear and unambiguous guidelines and expectations for OTP Bank, the entire OTP Group and those associated with the OTP Group on ethical business conduct in order to protect the values of the OTP Group.

OTP Bank adopted its Group Code of Ethics in 2006, which is constantly changing and evolving in line with external and internal changes and expectations. The 2023 amendment aims to commit to the principles of sustainability and to comply with new corporate governance standards. The Code of Ethics is based on international standards, best practices and our own operational experience, which take into account the expectations of the members of the OTP Group and practical feasibility.

To ensure the uniform application of the principles, this Code of Ethics constitutes the basis for local regulations for all of the OTP Group’s subsidiary banks and for some of its subsidiary companies, taking into consideration any potential differences arising from national specificities or, in certain cases, from the specific regulatory environment.

Compliance with ethical rules and ethical conduct within OTP Bank is monitored by the Ethics Committee.

The OTP Group attaches great importance to the awareness and knowledge of ethical standards and the ethical reporting system among its employees, therefore it conducts ethics training for all employees and regularly reviews and monitors the knowledge of and compliance with ethical standards.

I.1 Compliance with the Code of Ethics is everyone's responsibility

The Code of Ethics imposes obligations on OTP Group senior executives and persons employed by or having a legal relationship for the performance of work with members of the OTP Group (collectively referred to as "employees" or "our employees").

The standards, principles and expectations set out in the Code are binding for all employees.

While the Code provides guidance on a number of ethical issues, it cannot provide complete guidance on the appropriate course of action in all situations and circumstances. In situations that are not specified in the Code of Ethics, OTP Group employees must act in good faith and with good intentions, with a view to protecting the integrity and reputation of the OTP Group.

If you have any questions regarding the application of the Code of Ethics, it is always advisable to seek the assistance of the Compliance area.

I.2 We also expect our partners to comply with the principles of the Code

Our employees and agents who perform contractual obligations for the OTP Group and who, in the course of these activities, meet a wide range of clients or potential clients of the OTP Group, perform services on behalf of the OTP Group for them or, in the course of their contractual obligations, clearly appear in public as representatives of the OTP Group, accept the Code of Ethics by signing the declaration applicable to them. The OTP Group strives to ensure that all other agents undertake to comply with the provisions of the Partner Code of Ethics of OTP Bank Plc. and the OTP Group (or with those of an equivalent own policy) by accepting the General Terms and Conditions, which form an integral part of the contract concluded with the OTP Group.

I.3 Reporting breaches of the Code of Ethics

If an employee of the OTP Group observes any unlawful practice, contrary to the rules and values set out in the Code of Ethics, or any practice that may lead to abuse, they shall bring it to the attention of the persons concerned or the immediate supervisor of such persons.

It is the duty of our employees to report any breach, violation of the values set out in the Code of Ethics or any ethical problem

to the Compliance Directorate of OTP Bank Plc.

- in person during working hours (by appointment) or by letter:
OTP Bank Plc. Compliance Directorate (1131 Budapest, Babér utca 9., Hungary)
- by telephone, Mondays-Fridays, 8:00 a.m. – 8:00 p.m., +36 1 366 6768
- by e-mail at etika@otpbank.hu

or by contacting the compliance area of the OTP Group member concerned.

Reports can also be made anonymously. Notifications, requests and investigations will always be treated confidentially by the OTP Group member, in observance of the applicable statutory regulations and internal rules, protecting the whistleblower. In the case of anonymous reporting, it should be noted that we may not be able to obtain the additional information necessary to investigate and resolve the problem, and therefore the OTP Group requests that, while maintaining anonymity, the whistleblower provide contact details so that we can request the necessary information.

The OTP Group makes every effort to protect employees who report discrimination and unfair treatment: it prohibits the use of retaliatory measures or negative consequences against anyone who in good faith reports a violation of the rules and values of the Code of Ethics.

I.4 Zero tolerance for violations of the Code of Ethics and adverse action against whistleblowers

OTP Group employees are responsible for learning the contents of the Code of Ethics and doing their utmost to comply with the Code of Ethics. The OTP Group applies the principle of zero tolerance to any violation of the rules and values set out in the Code of Ethics and to any action that has a negative impact on the reputation of the OTP Group or any of its members or is unacceptable from a legal, moral or ethical point of view.

In the event of a breach of the Code of Ethics, the procedure and sanctions shall be in accordance with the rules and principles set out in the internal regulatory documents of the OTP Group member.

The Whistleblower is protected against discrimination and unfair treatment for making a whistleblowing complaint. The Whistleblower had a good reason to believe that the conduct reported violates a legal, moral or ethical standard.

Reporting in bad faith also constitutes a breach of OTP Group's ethical principles, which may have legal consequences.

II. Standards of conduct for our Employees

II.1 Protecting the reputation of the OTP Group

Our employees must refrain from any conduct, both inside and outside the workplace, that could adversely affect the reputation of the OTP Group.

The OTP Group expects its employees to conduct themselves in a manner consistent with the ethical standards of the OTP Group in their private life, especially when their activities or their person may be in any way associated with the OTP Group.

Our employees may not exercise their right to express their opinions in any form, including social media, in a way that seriously damages or jeopardises the reputation and legitimate economic and organisational interests of the OTP Group.

In the course of their private activities, OTP Group employees must not give the impression that they are acting on behalf of the OTP Group or any of its members. OTP Group employees shall not use their positions for personal gain or to benefit third parties, nor shall they use the infrastructure, logo, intellectual property of the OTP Group for the conduct, promotion or advertising of their own business.

Without proper authorisation, our employees must not in any way create the appearance that the OTP Group is playing any role in the business or private interests of employees or third parties.

II.2 Protection of the OTP Group's assets

Our employees are responsible for the protection of all such tangible, financial and other assets of the OTP Group, the customers and the agents, the management of which has been assigned to them as part of their job. The assets and property may only be used for the purposes authorised and in accordance with the relevant authorisations and conditions.

The improper handling or unauthorised use of the assets of the OTP Group and unauthorised sharing the assets with third parties constitutes a breach of the obligations towards the employer. Carelessness or wastefulness in relation to these may also constitute a breach of obligations towards the OTP Group.

For the purposes hereof assets include cash, securities, physical property, business plans, information of and pertaining to customers, employees and agents, intellectual property and any and all other personal and/or confidential information and information under copyright protection.

II.3 Compliance with health, safety and environment standards

All employees must comply with the health and safety regulations pertaining to work, in accordance with the relevant health, safety and fire protection regulations.

Consumption and/or use of alcohol, illegal substances, drugs or other mind-altering substances at the workplaces and at other venues in the course of activities relating to work is strictly prohibited, along with appearing under the influence or performing activities qualifying as abuse (offering, handing over, dealing in etc.) involving alcohol or such substances. The consumption of alcohol in moderation is allowed on formal occasions and at work events.

OTP Group employees are obliged to pay attention to environmental and energy saving aspects and to the prevention of energy waste during their work and stay in OTP Group buildings.

II.4 Confidentiality, data protection

The employees of the OTP Group shall exercise great care in handling bank and securities secrets, personal data and other data that come into their possession and are required to be protected by various confidentiality provisions, and they shall retain this information without time limitation. Confidential information is also any information relating to the operation and activities of a company belonging to the OTP Group, the formal or informal disclosure of which is not permitted in situations where it is not necessary for the normal course of business or is not related to the employee's duties.

All employees are prohibited from misusing non-public investor information that comes to their knowledge in the course of their work.

Our employees must continue to respect their duty of confidentiality even after they leave office or employment.

During the course of their daily work, OTP Group employees are obliged to ensure that paper and electronic documents generated during their work are not left in a place and condition accessible to unauthorised persons.

II.5 Mutual respect, cooperation

The OTP Group expects its employees to continuously strive to maintain a cooperative working atmosphere, to respect the community's rules of politeness, and to resolve conflicts between them through open and polite communication (appropriate tone, language and gestures).

OTP Group employees communicate with each other in a respectful, empathetic, professional and effective manner, for example by taking care to provide timely feedback on enquiries from colleagues. In internal communication, the OTP Group promotes dialogue, exchange of views, sharing of initiatives and ideas between employees.

Employees are prohibited from any conduct (whether verbal or physical), including in internal communications, that violates the dignity of any person or creates an intimidating, hostile, humiliating, offensive, degrading or insulting environment, including, in particular, sexual or other forms of harassment.

Our employees are expected to take care of their appearance and wear appropriate attire, especially when dealing with customers and when representing the OTP Group.

II.6 External communication

Our employees shall also communicate with clients, business partners, external service providers and other stakeholders in a respectful and professional manner, while respecting confidentiality at all times. Appropriate tone of voice, use of words, actions and gestures are fundamental expectations towards OTP Group employees.

Only authorised employees may make media appearances or public presentations of any kind on behalf of an OTP Group member company.

In their daily activities with both competitors and business partners of the OTP Group, our employees must comply with competition law rules, in particular the rules on cartel arrangements.

II.7 Social media

Our employees must use social media responsibly and carefully, taking into account that third parties may associate posts and activities in their private lives with the OTP Group, its values and corporate culture. Accordingly, our employees should endeavour to keep their private and business, work-related activities separate.

Our employees must also refrain from any social media posts that could adversely affect the reputation of the OTP Group. Even when communicating in social media as a private individual, the OTP Group expects its employees to behave in a manner befitting and conforming to OTP Group's ethical standards, especially if their person or their activity may be connected to the OTP Group in any way or may make it appear as though they act or express an opinion on behalf of the OTP Group.

In social media, our employees must in particular

- respect and accept the religious, national, ethnic, sexual, political and philosophical beliefs of others;
- refrain from publishing racist, hate speech and content;
- respect the constitutional and lawful rights of others;
- also behave respectfully towards the competitors of the OTP Group;
- not provide false, misleading or intentionally false information;
- refrain from the publication of unlawful materials or materials that encourage others to engage in unlawful activities;
- avoid using vulgar, obscene, defamatory or libellous language.

The OTP Group companies' names, logos, trademarks (including company headers, websites, social networking sites), contacts may not be used for private purposes or in any way imply that the OTP Group is involved in the business or private purposes of employees or third parties without proper authorisation. Accordingly, our employees may only identify a member of the OTP Group as their employer until the end of their employment, their last day of employment.

II.8 Political involvement

The OTP Group recognises the right of its employees to engage in political and public activities, but they may only engage in political activities outside the workplace. In the course of their political activities outside the workplace they must not misuse their positions at the OTP Group and they must refrain from behaving in any way that may have a negative impact on the OTP Group's reputation.

Employees must inform the employer before assuming any position in any political or state organisation. Employees shall not abuse their role or position in a political or public organisation in the course of their work in the Bank.

The use of OTP Group resources (staff, facilities, other assets) to support political events is prohibited.

II.9 Managing gifts and invitations, preventing corruption

Giving gifts is often part of local culture and tradition, and therefore the acceptance of gifts of small value, which are customary in business, by OTP Group employees is acceptable, subject to the rules set out in the Gift Policy. However, OTP Group employees should not give or accept gifts in circumstances where it may appear to outsiders to influence a business decision or even be construed as bribery.

Examples of gifts that are customary in business include holiday gifts, promotional gifts, souvenirs or other gifts of small value that are customary for the occasion and not of a size or frequency that might be expected to influence business decisions. It does not constitute a business gift and therefore no recurring, regular (daily, weekly, monthly) benefit from the same customer or group of customers is acceptable.

Invitations can also be a legitimate part of business relations and can help to build and maintain good business relationships, so invitations and acceptance of invitations that are customary in business relations are permitted. Such cases may include invitations to lunch or dinner, participation in receptions or other types of entertainment. However, expenses should always be kept within reasonable limits, the reasonable limit depending on the situation, and the acceptability of the invitation will be decided by the Compliance area. Professional and conference invitations must also be agreed with the Compliance area.

OTP Group employees shall report gifts and invitations to the Compliance area in accordance with the relevant internal regulations. Gifts or invitations exceeding the small value threshold may only be accepted in exceptional cases, subject to the approval of the Compliance area. If the gift is not acceptable, it must be returned immediately or, if that is not possible, donated to charity.

In connection with investment services, the provisions of the internal regulatory document of the relevant members of the OTP Group on the principles and rules of incentive management shall also be taken into account.

Corruption, or undue influence, is the giving or receiving of an undue or unlawful advantage in return for a consideration. Anything of value that involves a financial or other benefit may be used to influence others: cash, gifts, credit, collateral, any offer, discount, entertainment, service, benefit, offer of employment, with no minimum amount or threshold. A facilitation payment is an informal benefit intended to facilitate and expedite an action to which the payer would otherwise be entitled. The OTP Group refuses the practice of facilitation payments and will not make such payment when such is requested.

The employees of the OTP Group are required to pay particular attention to the detection, prevention and reporting of possible bribery attempts related to the activities of the OTP Group. No employee shall offer, promise, make, perform or give anything of value, or solicit or accept anything of value, with the purpose and intent to influence a public official or other person or to obtain an unfair business advantage.

Even the suspicion and appearance of corruption and undue influence should also be avoided, especially in relation to gifts and invitations given in contacts with government, public authorities and international and non-governmental organisations. The OTP Group has zero tolerance for corruption.

II.10 Conflict of interest

All employees of the OTP Group must carefully manage interests and personal relationships that may affect the economic interests and reputation of the OTP Group or the impartial decision-making of employees in the interests of the OTP Group. Employees must make every effort to avoid potential conflicts of interest or the appearance thereof.

Employees of the OTP Group must not engage in any conduct or hold any position that would harm or jeopardise the legitimate economic or operational interests of the employer, in particular, for example, economic interests, additional employment or office, family relationships or political interests.

Employees are required to cooperate with the OTP Group member to manage conflicts of interest quickly and effectively in accordance with the relevant internal rules and to keep their conflict of interest declarations up to date.

When selling the products and services of the OTP Group, our employees must act in an ethical manner, i.e. they must refrain from any activity that is contrary to the interests of the OTP Group and its customers, and they must make their decisions impartially and without bias.

Within the OTP Group, the formation and maintenance of financial relationships and dependencies between employees is not permitted. In exceptionally justified cases, the Compliance area may grant a prior exemption from this in accordance with the relevant internal regulations.

In addition, the relevant members of the OTP Group have a conflict of interest policy to avoid, detect and manage conflicts of interest for their clients in view of their investment services and ancillary services activities. The conflict of interests policy specifies the circumstances that lead or may lead to such conflicts of interests in the case of the given investment or ancillary services that may have negative consequences for the customer, and it lays out the detailed procedural rules and actions to be applied in the management of the given conflict of interests.

II.11 Additional obligations of the OTP Group's managers

II.11.1 Ensuring compliance with the Code of Ethics

The OTP Group's management will make every effort to ensure that employees are made aware of the rules of the Code of Ethics, support employees in raising ethical issues and concerns in good faith and are not subject to any retaliation for doing so. The OTP Group's managers will use the legal means at their disposal to monitor the compliance of their employees with the requirements of the Code of Ethics, and will consistently and impartially apply appropriate and proportionate sanctions to employees who violate ethical standards.

II.11.2 Leading by example

The managers of the OTP Group lead by personal example in fully complying with the principles of the Code of Ethics, and it is their responsibility to maintain a culture of ethical operation and to enforce the principles and provisions of the Code. Managers shall explicitly take into account the principles of the OTP Group Code of Ethics in all decisions and conduct. It is particularly important that managers set an example in terms of appropriate tone, language, actions and gestures in communication.

II.11.3 Providing support, maintaining an ethical working environment

The managers of the OTP Group support the employees in the performance of their duties, i.e. they provide them with the information necessary for effective work, set clear and achievable goals for them, evaluate the employees' performance with full respect for the requirement of equal treatment, and pay attention to ensuring a safe, harassment-free and harmonious workplace.

III. OTP Group's business ethics commitments

III.1 Responsible corporate governance

The management of the OTP Group is committed to fully comply with all applicable laws and industry standards and the principles of ethical business conduct in all its activities related to the services it provides, and to ensure that all employees and stakeholders are bound by them.

In line with its corporate governance practices, the OTP Group sets out in its internal policies rules, expectations and procedures relating to compliance with legislation, business ethics, transparency, control mechanisms and social responsibility.

III.2 Compliance with legislation

The OTP Group is committed to operating within the legal framework. In its activities, it complies with the legal requirements, decisions and guidelines of the authorities, as well as industry and organisational standards and ethical requirements applicable to its business activities. The standards

of the OTP Group Code of Ethics go beyond legal compliance and are in line with best practices and community expectations.

III.3 Transparency of accounts and reports

The OTP Group strives for transparency and accountability in all its reports and accounts. Falsification of reports and records or misrepresentation or concealment of facts is not acceptable in the OTP Group. The integrity of financial and non-financial records and reports is essential.

The OTP Group always prepares, presents and discloses the financial reports of its members in accordance with generally accepted accounting principles and applicable laws. The reports must include the financial position and results of operations of the OTP Group in all material respects, thereby ensuring that investors are correctly informed.

III.4 Sustainable development and community responsibility

The OTP Group is committed to environmental sustainability and the protection of environmental, social and corporate governance values. With sustainability principles in mind, the OTP Group strives to take into account the long-term social and environmental consequences of its activities.

The OTP Group recognises that mitigating the effects of climate change and the transition to a lower carbon economy is one of the major challenges of the 21st century and that as a financial institution it has a significant role in reducing the environmental and social impacts of its own operations and those of its customers.

Accordingly, the OTP Group takes into account the environmental and social impacts of its activities, both in its corporate operations and in its financial activities, and develops and applies high climate, environmental and social standards (processes, tools and solutions) for a more sustainable future.

The companies and employees of the OTP Group, in accordance with the rules of environmental ethics, refrain from any activity that increases climate and environmental risks or adversely affects their consequences. The OTP Group strives to ensure that its employees receive training and education on sustainability, so that they act in accordance with ESG (environmental, social and governance) values in their daily work.

III.5 Competition law compliance

The OTP Group is committed to and interested in ensuring the operation of free and fair market conditions facilitating competition. The companies of the OTP Group act ethically and fairly towards their competitors, in compliance with competition law, and refrain from any conduct that could result in an unfair restriction of competition or abuse of a dominant position.

Members of the OTP Group refrain from any unfair practices that would unlawfully harm the reputation or goodwill of their competitors, collect information about their competitors in a lawful manner and act prudently in their dealings with competitors. The OTP Group pays particular attention not to be party to any cartel arrangement, not to coordinate its market behaviour with its competitors, either directly or indirectly, in particular with regard to price fixing and market sharing. The OTP Group also refrains from discussing topics in meetings of professional associations which are considered to be relevant for the restriction of competition (e.g. prices, pricing policy, costs, marketing strategies).

III.6 Consumer protection, complaint handling

As responsible service providers, the members of the OTP Group pay special attention to the protection of consumer interests and rights, and the quality of services provided to consumers. The OTP Group ensures that its employees directly or indirectly in contact with consumers receive proper

consumer protection training and thus understand and apply consumer protection rules appropriately and act with due care and diligence.

In order to help consumers make informed financial decisions, OTP Bank and its subsidiary banks pay attention to the enforcement of consumer protection principles, transparent information practices, financial education and the protection of vulnerable consumer groups.

The OTP Group constantly monitors compliance with consumer protection and other legal aspects from the planning and launch of services through the course of product development to the management of marketing and client relations. During commercial and consumer communication, the OTP Group acts in accordance with good faith and fair dealing and does not engage in unfair commercial practices.

The satisfaction of OTP Group's customers is a top priority, therefore OTP Group strives to resolve customer complaints quickly and efficiently in full cooperation with customers, in accordance with the legal requirements.

III.7 Prevention of insider dealing and market manipulation

OTP Group is committed to the fair operation of securities markets and the fair trading of publicly traded securities.

In accordance with the relevant legislation, insider dealing and attempted insider dealing, unauthorised disclosure of inside information, and market manipulation and attempted market manipulation are considered market abuse. In the course of their daily work, certain employees of the OTP Group may come into possession of inside information, which they are prohibited from using in an unlawful manner. The unlawful disclosure of inside information, which arises where a person possesses inside information and discloses that information to any other person, except where the disclosure is made in the normal exercise of an employment, a profession or duties, is prohibited. The OTP Group condemns all forms of market abuse.

In accordance with its internal regulatory documents, the OTP Group takes all necessary measures to prevent market abuse.

In its internal regulatory documents, the OTP Group takes all necessary measures to avoid and prohibit insider trading and market manipulation in accordance with the relevant legal provisions. To prevent these, it applies strict monitoring procedures to detect and prevent the misuse of inside information and other unfair market influencing practices in a timely manner.

III.8 Confidentiality, protection of personal data

One of the basic conditions of the OTP Group's relationship of trust with its customers is that it strictly safeguards the business secrets and confidential information concerning them. The OTP Group protects banking and securities secrets arising from its financial services activities in accordance with the requirements of the law and acts with the utmost care. OTP Group treats all data, facts, information and solutions relating to the identity, data, financial situation, business activities, financial management, ownership and business relations, balances and transactions of its customers' accounts as bank secrets.

The OTP Group protects and safeguards trade secrets, banking secrecy and securities secrecy in accordance with the provisions of its internal regulatory documents.

The OTP Group processes customer data confidentially and with the utmost care, in full compliance with EU and national law. In order to ensure the proper processing of personal data, the OTP Group continuously improves its IT systems and provides training to its employees who may have access to the information.

In order to ensure confidentiality: the OTP Group protects and processes its customers' bank identities, securities identities, personal data and other information that is required to be protected by the various confidentiality provisions in accordance with the law and ensures that access to this information is restricted to employees who have a legitimate need to know in order to carry out their duties.

III.9 Activities against money laundering and terrorist financing

The OTP Group is committed to complying with the rules prohibiting money laundering. Money laundering is the process of concealing or legalising illegally obtained assets by using those assets or funds in the course of legitimate business activities in such a way as to conceal their criminal origin or nature. It also includes the use of legally obtained funds to support crime or terrorism.

Financial service providers play an intermediary or host role in the execution of swift and secure money market transactions for individuals and organisations, and therefore there is a high risk that some individuals, through the Bank or a subsidiary of the OTP Group, may attempt to conceal or disguise the origin of the criminal proceeds through financial transactions. The prevention of such acts and the knowledge of customers is of utmost importance not only for the OTP Group but also for the image of the money and capital market.

The OTP Group ensures that its employees with direct customer contact and other areas of its business affected by the above-mentioned risks take the strongest possible action to prevent and deter money laundering and terrorist financing. In their procedures, they apply the "Know Your Customer" principle in order to obtain exhaustive information on customers in accordance with the requirements of the relevant international and national regulators.

III.10 Compliance with international sanctions and restrictive measures

The OTP Group is committed to complying with applicable international economic, financial, trade sanctions and embargo laws and regulations.

OTP Bank and its relevant subsidiaries have a unified Sanctions Policy and sanctions procedure, which sets out the minimum requirements applicable to OTP Bank and its relevant subsidiaries in order to comply with their obligations as set out in the introduction.

III.11 Fraud prevention

The OTP Group is committed to fighting fraud and does not tolerate fraudulent practices, and pays particular attention to the prevention of budget fraud. Fraud includes any intentional and malicious deception, including the intentional misrepresentation or concealment of facts or circumstances, with the purpose of inducing others to act in order to obtain an advantage and thereby cause damage. Fraud may also occur without personal deception, where persons or parties collude to obtain unlawful advantage by circumventing due process by creating a false appearance of a business or transaction.

III.12 Zero tolerance for corruption

The OTP Group is committed to combatting corruption, and declared zero tolerance towards all forms of bribery and the gaining of unfair advantages. The OTP Group ensures that national, European Union and international legislation on the prevention of corruption is fully enforced and expects its employees and contractual partners to comply with it.

The OTP Group's Corruption Policy sets out the principles of the Group's anti-corruption activities, identifies areas particularly exposed to the risk of corruption and serves as a basic document for the development of the necessary internal regulatory documents and the anti-corruption activities of the relevant employees.

III.13 Ensuring a safe and healthy working environment

For our employees, the OTP Group provides a healthy and modern workplace in compliance with labour regulations, ensures the protection of their health and safety and provides the necessary safety, occupational safety and fire protection training.

The OTP Group always complies with the domestic and international statutory regulations, as in force from time to time, pertaining to the creation and maintenance of safe and healthy working environment.

III.14 Respect for human rights

The OTP Group respects and promotes universal human rights as enshrined in international conventions and does not tolerate any unjustified, unlawful discrimination that violates human dignity, other than discrimination based on performance in employment. It recognises its responsibility to respect human rights and shall act with a view to achieving sustainable development goals.

Human rights include, among others: the right to life, human dignity, personal liberty and security; the right to the highest attainable standard of health; the right to just and favourable conditions of work, to a decent wage and to decent living conditions; the right to freedom of association and collective bargaining, the right to form and to join trade unions, the right to freedom from all forms of trafficking in persons, child labour and forced or compulsory labour; freedom from discrimination, the principle of equal pay for equal work and the right to freedom of expression.

The intention to comply fully with these human rights guidelines determines the commitments and the principles and rules that OTP Group employees, agents and customers are expected to respect. The integration of human rights into business relationships is governed by the relevant international standards to which OTP Group is committed.

III.15 Equal treatment, equal opportunities, non-discrimination

The OTP Group strives to create a working environment where differentiation between individual performance is accepted and valued. The OTP Group considers unacceptable any discrimination based on citizenship, nationality, marital status, age, sex, race, colour, gender identity, sexual orientation, political opinion, political party affiliation, religious or cultural affiliation, origin, disability or any other personal characteristic protected by law.

The OTP Group's internal rules and policies are based on equal opportunities, which include, among others, remuneration, recruitment, career development opportunities, access to training and the possibility to apply for internal job opportunities. The OTP Group strives to improve the representation of underrepresented genders and groups in positions of managerial responsibility and on management boards. Through its remuneration policy and its practical application, the OTP Group aims to comply with the rules set out in the European Union's Equal Pay Directive and thereby eliminate the gender pay gap.

III.16 Fair employment practices

The OTP Group is committed to lawful and fair employment and respect for the principles of labour law. The OTP Group prohibits the use of all forms of slavery and forced labour, and the employment of children and minors in violation of international employment guidelines. The members of the OTP Group ensure compliance with minimum wage and working time regulations in accordance with the law, the right to join a trade union or other representative body.

The OTP Group is committed to the development of its employees, to ensuring an appropriate work-life balance, to respecting their right to privacy and to the confidentiality of their personal data.

The OTP Group ensures an appropriate working environment, free from harassment, intimidation, discrimination, inappropriate language and offensive language, both in the relations between employees and between supervisors and subordinates; management regulations and actions that violate the human dignity of employees are not permitted.