

G4 index pursuant to the guidelines of the Global Reporting Initiative

Pursuant to the criteria of the Global Reporting Initiative („Core“), the general standard disclosures and the specific standard disclosures for all aspects of relevance according to the materiality analysis are described in this report on the basis of the G4 indicators. Moreover, additional indicators are described.

The index lists the G4 indicators, a short description of the respective indicators and a reference, where the information is to be found.

GENERAL STANDARD DISCLOSURES		
Strategy und analysis		
G4 1	Statement from the most senior decision-maker of the organisation	Annual Report 2016 strategy p. 11 et seq.
G4 2	Description of key impacts, risks and opportunities	Annual Report 2016 strategy p. 11 et seqq.
Organisational profile		
G4 3	Name of the organisation	Erste Group Bank AG
G4 4	Primary brands, products and services	Annual Report 2016 strategy p. 13
G4 5	Location of the organisation's headquarters	Vienna
G4 6	Number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report	Annual Report 2016 cover, strategy p. 13, 16
G4 7	Nature of ownership and legal form	Annual Report 2016 cover (shareholder structure, imprint)
G4 8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Annual Report 2016 cover, strategy p. 13, group consolidated financial statements, segment reporting (note 37) p. 163 et seqq.
G4 9	Scale of the organisation	Annual Report 2016 cover (employees, branches), group consolidated financial statements, segment reporting (note 37) p. 163 et seqq.
G4 10	Total number of employees by employment contract and gender	Based on the scope of consolidation for the determination of staff indicators, 37,879 FTEs were employed in 103 entities at the end of the reporting period, thereof 65.4% women and 34.6% men. Annual Report 2016 employees p. 71. It is differentiated between region and gender.
G4 11	Percentage of total employees covered by collective bargaining agreements	100%, as collective bargaining agreements at all locations
G4 12	Description of the organisation's supply chain	Annual Report 2016 suppliers p. 66
G4 13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	No significant changes
G4 14	Report whether and how the precautionary approach or principle is addressed by the organisation	Annual Report 2016 strategy p. 11 The management board of Erste Group adopted a statement of purpose and a code of conduct that take the precautionary approach into account. Annual Report 2016 environment p. 72
G4 15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Carbon Disclosure Project since 2010, UN PRI since 2012, GRI guidelines since 2012, diversity charter since 2014, UN Global Compact and Nestor Gold Charta since 2015, Bangladesh Memorandum since 2015, Montréal Carbon Pledge since 2015
G4 16	Memberships of associations (such as industry associations) and national or international advocacy organisations	There are the following significant memberships for Erste Group Bank AG: WSBI (World Savings Banks Institute), ESBG (European Savings Banks Group), Österreichischer Sparkassenverband, WKÖ (Austrian Economic Chambers, Industry Sector: Banking and Insurance), OEVFA (Österreichische Vereinigung für Finanzanalyse und Asset Management), BWG (Bankwissenschaftliche Gesellschaft Österreich), WIFO (Wirtschaftsforschungsinstitut Österreich), Österreichische Industriellenvereinigung, RESPECT (Austrian Business Council for Sustainable Development), WWF Climate Group
Identified material aspects and boundaries		
G4 17	All entities included in the organisation's consolidated financial statements or equivalent documents. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report	The basis for all the data are the consolidated entities of Erste Group pursuant to IFRS. For the calculation of HR ratios in the chapter employees, the respective HR data of the savings banks consolidated under the Haftungsverbund agreement are not included in the scope of consolidation. In addition to the above-mentioned restriction, the respective data of Salzburger Sparkasse, Tiroler Sparkasse and Sparkasse Hainburg-Bruck-Neusiedl are not included in the environmental data. Furthermore, no environmental data are from following organisational units who are part of Erste Group and whose data are included in the financials statements of Erste Group: all locations outside Austria, the Czech Republic, Slovakia, Hungary, Croatia, Serbia, Romania (this means in particular the offices in London and New York). The respective data gathering processes have not been implemented at these locations. It is planned to align these data to the scope of consolidation pursuant to IFRS.
G4 18	Process for defining the report content and the aspect boundaries	Annual Report 2016 materiality analysis p. 94
G4 19	List of material aspects	Economic performance, indirect economic impacts, materials, emissions, supplier environmental assessment, employment, diversity and equal opportunity, non-discrimination, local communities, anti-corruption, compliance, product and service labelling, active ownership approach, product portfolio
G4 20	For each material aspect, report the aspect boundary within the organisation	Annual Report 2016 materiality analysis p. 94 All material KPIs are within the organisation.
G4 21	For each material aspect, report the aspect boundary outside the organisation	There are no material aspects outside the organisation.

G4 22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	Compared to 2015 the scope of consolidation was extended (see G4 17). As a result, some HR ratios are not comparable to 2015 data. This also has an impact on the environmental data. In addition, the presentation of turnover ratios was amended pursuant to GRI. 2016 emission factors were updated in accordance with DEFRA and IEA, this lead to a partial adaption of the 2015 data.
G4 23	Significant changes from previous reporting periods in the scope and aspect boundaries	See G4 17

Stakeholder engagement

G4 24	List of stakeholder groups engaged by the organisation	Customers, employees, investors, society, environment, suppliers
G4 25	Basis for identification and selection of stakeholders	Topics were selected on internal discussions with the involvement of managers and employees in the relevant business divisions.
G4 26	The organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Annual Report 2016 materiality analysis p. 94
G4 27	Key topics and concerns that have been raised through stakeholder engagement and how the organisation has responded to those key topics and concerns	Annual Report 2016 materiality analysis p. 94

Report profile

G4 28	Reporting period (such as fiscal or calendar year) for information provided	Fiscal year 2016
G4 29	Date of most recent previous report	Fiscal year 2015
G4 30	Reporting cycle (such as annual, biennial)	Annual
G4 31	Contact point for questions regarding the report or its content	http://www.erstegroup.com/en/investors/ir-contacts
G4 32	GRI Content Index	In accordance with "CORE", Annual Report 2016 p. 90 and http://www.erstegroup.com/en/investors/reports
G4 33	Independent assurance report	Annual Report 2016 p. 96

Governance

G4 34 -41	Governance structure and composition	Annual Report 2016 corporate governance (corporate governance report) p. 77 et seq.
G4 42	Highest governance body's role in setting purpose, values and strategy	Annual Report 2016 corporate governance (corporate governance report) p. 77 et seq.
G4 43 -44	Highest governance body's competencies and performance evaluation	Annual Report 2016 corporate governance (corporate governance report) p. 77 et seq.
G4 45 -47	Highest governance body's role in risk management	Annual Report 2016 corporate governance (corporate governance report) p. 81 et seq.
G4 48	Highest governance body's role in sustainable reporting	The members of the management board of Erste Group evaluate the sustainability content of the annual report
G4 49-50	Highest governance body's role in evaluating economic, environmental and social performance	Annual Report 2016 corporate governance (corporate governance report) p. 77 et seq.
G4 51	Remuneration policies for the highest governance body and senior executives	Annual Report 2016 corporate governance (corporate governance report) p. 82, 85 et seq.
G4 52	Process for determining remuneration	Annual Report 2016 corporate governance (corporate governance report) p. 84 et seq.
G4 53	How stakeholders' views are sought and taken into account regarding remuneration	Annual Report 2016 corporate governance (corporate governance report) p. 83 et seq.
G4 54	The ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	Not reported because of reasons for confidentiality
G4 55	The ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	Not reported because of reasons for confidentiality

Ethics and integrity

G4 56	Organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	Annual Report 2016 strategy p. 11 et seq. The management board of Erste Group adopted a statement of purpose and, building on this statement of purpose, a code of conduct.
G4 57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines	Annual Report 2016 corporate governance (corporate governance report) p. 88 et seq.
G4 58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	Annual Report 2016 corporate governance (corporate governance report) p. 88 et seq.

SPECIFIC STANDARD DISCLOSURES

Management approach (DMA)

DMA EC	Economic EC Overview	Annual Report 2016 commitment to society p. 57 et seq. and suppliers p. 66 et seq.
DMA EN	Environmental EN Overview	Annual Report 2016 environment p. 72 et seq. and suppliers p. 66 et seq. internal guidelines like e.g. the environmental policy

DMA LA	Labour practices and decent work LA	
	Overview	Annual Report 2016 employees p. 68 et seqq. and suppliers p. 66 et seq. internal guidelines like e.g. the diversity policy
DMA HR	Human rights HR	
	Overview	Annual Report 2016 suppliers p. 66 et seq. and employees p. 68 et seqq.
DMA SO	Society SO	
	Overview	Annual Report 2016 corporate governance (corporate governance report) compliance p. 88 et seq.
DMA PR	Product responsibility PR	
	Overview	Annual Report 2016 customers p. 61 et seqq., responsible finance policy, ESG guidelines and voting policy of Erste Asset Management
Economic		
Economic performance		
EC1	Direct economic value generated and distributed	Annual Report 2016 group financial statements, group statement of comprehensive income and country by country reporting (Note 54) p. 264
EC3	Coverage of the organisation's defined benefit plan obligations	Annual Report 2016 group consolidated financial statements, provisions (Note 34) p. 156 et seqq.
EC4	Financial assistance received from government	There is no financial assistance from the government towards Erste Group.
Indirect economic impacts		
EC8	Significant indirect economic impacts, including the extent of impacts	Annual Report 2016 commitment to society p. 57 et seqq. and customers (financial inclusion) p. 64 et seq.
Environmental		
Materials		
EN1	Materials used by weight or volume	Annual Report 2016 environment p. 75 et seq.
Energy		
EN3	Energy consumption within the organisation	Annual Report 2016 environment p. 75 et seq.
EN5	Energy intensity	Annual Report 2016 environment p. 75 et seq.
EN6	Reduction of energy consumption	Annual Report 2016 environment p. 73, 75 et seq.
Emissions		
EN15	Direct greenhouse gas (ghg) emissions (scope 1)	Annual Report 2016 environment p. 75 et seq.
EN16	Energy indirect greenhouse gas (ghg) emissions (scope 2)	Annual Report 2016 environment p. 75 et seq.
EN18	Greenhouse gas (ghg) emissions intensity	Annual Report 2016 environment p. 75 et seq.
EN19	Reduction of greenhouse gas (ghg) emissions	Annual Report 2016 environment p. 75 et seq.
Supplier environmental assessment		
EN32	Percentage of new suppliers that were screened using environmental criteria	Annual Report 2016 suppliers p. 67
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Annual Report 2016 suppliers p. 66 et seq. No negative impacts and therefore no actions taken
Social		
Labour practices and decent work		
Employment		
LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Annual Report 2016 employees p. 71
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Full-time and part-time employees get the same benefits
LA3	Return to work and retention rates after parental leave, by gender	Annual Report 2016 employees p. 71
Occupational health and safety		
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Annual Report 2016 employees p. 71 The number of employees that were affected by occupational injuries or diseases (incl. burnout) and resulted in lost days and absenteeism was 122 for Erste Group (thereof AT: 32, CZ: 28, SK: 4, RO: 6, HU: 11, HR: 26, RS: 5)
Training and education		
LA9	Average hours of training per year per employee by gender, and by employee category	Annual Report 2016 employees p. 69 No distinction by gender or employee category
LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Annual Report 2016 employees p. 69
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Scheduled for 100%
Diversity and equal opportunity		
LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Annual Report 2016 employees p. 71 and corporate governance (corporate governance report) p. 79
Equal remuneration for women and men		
LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	There is no differentiation by gender in the collective bargaining agreement. It is the aim to balance potential differences in total remuneration.
Supplier assessment for labour practices		
LA14	Percentage of new suppliers that were screened using labour practices criteria	Annual Report 2016 suppliers p. 67
LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Annual Report 2016 suppliers p. 67 No negative impacts and therefore no actions taken

Human rights

Non-discrimination

HR3	Total number of incidents of discrimination and corrective actions taken	As a preventive measure, an anti-discrimination officer was appointed in 2015 to foster an environment of mutual respect for all employees. In 2016, no significant incidents were brought forward to the anti-discrimination officer in Austria or the other countries. In the other countries There is no standardised data management in the other countries. For the other countries (i.e. except Austria), the local HR departments are in charge in this matter.
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Freedom of association and collective bargaining

HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	No measures necessary, neither for own operations nor for suppliers
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Child labour

HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	No measures necessary, neither for own operations nor for suppliers
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Forced or compulsory labour

HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labour	No measures necessary for own operations nor for suppliers
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Supplier human rights assessment

HR10	Percentage of new suppliers that were screened using human rights criteria	Annual Report 2016 suppliers p. 67
HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Annual Report 2016 suppliers p. 67 No negative impacts and therefore no actions taken

Society

Local communities

FS14	Initiatives to improve access to financial services for disadvantaged people	Annual Report 2016 commitment to society p. 57 et seqq. and customers p. 63, 64 et seq.
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Anti-corruption

SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Annual Report 2016 Corporate governance (corporate governance report) p. 88 et seq. Erste Group regularly assesses risk (operational risk and compliance risk assessments) and effectiveness of controls. The most potential risks related to anti-corruption are originated by Credit Risk and Procurement activities. In 2016 no such incidents were reported in Erste Group. A reporting system for the quantitative data recording of the audited divisions is being implemented. It is planned to have the implementation finalised by 2018.
SO4	Communication and training on anti-corruption policies and procedures	Annual Report 2016 corporate governance (corporate governance report) p. 88 et seq.
SO5	Confirmed incidents of corruption and actions taken	Annual Report 2016 corporate governance (corporate governance report) p. 88 et seq. In the reporting period, no incidents of corruption were reported.

Compliance

SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Annual Report 2016 corporate governance (corporate governance report) p. 88 et seq. In the reporting period, no significant fines were reported.
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Supplier assessment for impacts on society

SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Annual Report 2016 suppliers p. 67
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Annual Report 2016 suppliers p. 67 No negative impacts and therefore no actions taken

Product responsibility

Product and service labelling

PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	No such incidents in the reporting period
PR5	Results of surveys measuring customer satisfaction	Annual Report 2016 customers p. 63
former FS15	Policies for the fair design and sale of financial products and services	Annual Report 2016 strategy p. 11 et seq. and customers and suppliers p. 61 et seqq. Focus on products and services that are easy to understand and improved accessibility (barrier-free initiatives, digital banking)
former FS16	Initiatives to enhance financial literacy by type of beneficiary	Annual Report 2016 commitment to society p. 57 et seqq. A number of initiatives are offered and supported. In 2016, the <i>Financial Life Park</i> (FLIP) started its operation. It is the aim to improve the know-how and understanding of financial topics for all age groups, in particular for children and teenager.

Product responsibility

FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Annual Report 2016 commitment to society (financial literacy) p. 57 et seq. and customers (financial inclusion) p. 64 et seq.
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Annual Report 2016 environment (other environmental initiatives) p. 74

Active ownership approach

FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues	Erste Asset Management deals with this topic within the scope of its sustainable investment funds
FS11	Percentage of assets subject to positive and negative environmental or social screening	Assets under management of sustainable investments funds reached 18.2% of actively managed funds.