

ENVIRONMENTAL POLICY

The Management of DZI declares and undertakes personal commitment and responsibility to fulfill the following general policy objectives:

- Complete acceptance and observance of the principles, set out in KBC Group's Climate Change Policy;
- Continuous improvement of the performance of an Environmental Management System (EMS) by protecting the environment in the process of developing, offering and marketing banking products and services within the scope of application and the defined context of the company;
- Undertaking up-to-date initiatives based on the latest scientific evidence for sustaining a low-carbon economy that is more resilient, more efficient and less vulnerable to global shocks;
- Whenever possible, to support and encourage our business and corporate customers to operate in an environmentally sustainable way by providing appropriate banking products and services and managing risk appropriately;
- Creating conditions for monitoring the impact of climate change on banking and financial business;
- Achieving strategic policy objectives setting the basic framework for specific measurable environmental goals;
- Maximum satisfaction of the needs and expectations of stakeholders;
- Implementation of environmental protection activities, including the prevention of negative environmental impacts caused by the company's banking products and services and by administrative activities;
- Compliance with all Bulgarian laws, regulations and international standards related to environmental protection and applicable to the Company's activity, as well as performance of contractual obligations with customers and stakeholders;
- Enhancement of qualification and development of human resources to achieve environmental protection goals.

The Management is responsible to require from all managers and employees and, if necessary, from specific vendors of DZI to be well aware of the objectives of this policy.

We will continuously seek opportunities for improvement by using metrics for measurable environmental objectives.

This Policy is last review by the Management for its suitability during the internal audit held on November 2020 and is published on the Company's website to make it accessible to stakeholders.