



## GLOSSARY

**Corporate social responsibility** — a set of principles and obligations the bank complies with in the course of its activity with regard to:

- ◆ assessment and management of impact on the national economy, social sphere and environment;
- ◆ management of stakeholder engagement.

**Credit Factory** — a lending process for retail clients and small business entities which is based on the centralized and automated processing of credit applications, followed by a decision on the possibility of lending.

**Dividend** — a part of the income earned by a business entity which is distributed among its shareholders.

**Ecosystem** — network of companies that is based on the platform and uses its' services for creating best offers for clients and access to it in order to meet all requirements of different clients — legal entities and individuals.

**Employee engagement** — the emotional and intellectual state of an employee in which he/she tries to perform his/her work in the best possible way, and is willing to contribute to the company's development and success.

**Golden share** — conventional name for the corporate right belonging to the Russian Federation, government body or municipality which is a shareholder of the joint stock company. Serves the purposes of government control over the joint stock company.

**Regulatory sandbox** — is a legal framework that allows companies developing new financial products to perform small-scale testing of the products on implementation without the risk of a violation of effective legislation.

**Stakeholders** — private and corporate clients or groups of entities that influence the bank and its activity and/or are influenced by the bank (clients, employees, shareholders, governmental authorities, nonprofit organizations, etc.).

**Stand-In** — mode of the system ensuring clients to perform operations by interactive services in case if the system is unavailable in real-time mode.