CSR management in Bank Millennium business strategy

Customers

- Product and service offer tailored to customer needs, individual approach to client
- Outstanding quality of service
- Innovative products and technology
- Safety of intrusted funds
- Ethical marketing and sales
- Increased easiness of access to products and services through omnichannel approach

Employees

- Stable and solid employer
- Attractive employment conditions
- Personal accomplishment, development and job satisfaction
- Promotion of dialogue culture
- Non-discriminatory policy

Strategy continues to focus on balancing needs of the main stakeholders

- Sustainable business growth
- Compliance with good practices, legal and ethical rules
- Dialogue with stakeholders

Investors

- Improved market position
- Growing profitability and efficiency
- Safe solvency and liquidity ratios
- Adequate risk and capital management
- Solid information policy

Environment society governance

- Minimising environmental impact
- Social engagement programs
- Promoting ESG* rules compliance among business partners

*ESG – Environment, Social, Governance