

Glossary

Compliance control – internal control over the compliance of activity in the financial markets with the laws on financial markets in the credit institution. Part of the internal control system of a credit institution.

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.

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.

Geomarketing – a marketing study technique based on the methods of geographic analysis of various geographically dispersed objects and phenomena, which is used to determine the target audience in the desired territorial unit, and to discover the best location for a new object, to develop a concept for an existing or planned object, etc.

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.

Lean laboratory – a format for local research centers of Sberbank whose operations are aimed at finding, developing, and optimizing processes, among them: management of working time, organization of client and working space, change in employee thinking and an assessment of the performance.

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.

Technical availability metric – percentage of time when the self-service network was fully available and working without fault out of the total time of potential availability of the network.

Turquoise organization – model for the organization of the future based on self-management.