

Mission and values

Mission statement: “We instill confidence, provide reliability and make people’s lives better by helping them fulfill their aspirations and dreams”.

Sberbank’s values

I am

a leader

We
are

a team

Everything

for the client

Corporate culture and motivated employees are the Bank's competitive advantage

Employee competency

Leadership:

critical thinking and problem solving, self-management, innovation and digital skills

Teamwork:

management of results and responsibility, development of cooperation within the team

Client-centricity:

understanding customer needs, proactive approach to relationships, high quality of services

Requirement on managers

Living up to values:

complies or leaves

Expectations:

explain roles in the team, set goals and priorities, create an atmosphere of psychological safety, promote diversity

Mentoring:

develop themselves and the team through continuous feedback

Culture

Communication:

transparency of decisions, broad access to information, development of teamwork

Emotional intelligence:

life-long education, training sessions for employees

HR decision-making:

equal importance of culture and results

Social mission:

transfer of experience, education, an inclusive environment