

RAIFFEISEN INSIDE



A LOOK AT RAIFFEISEN BANK IN UKRAINE

A COMMENT BY CEO
OLEKSANDR PYSARUK

PEOPLE HELP @RBI

A WAVE OF HELPLESSNESS

THE CRISIS TEAM IN POLAND

STEPIC CEE CHARITY

HELP FOR UKRAINIAN
CHILDREN AND WOMEN

WITH A FOREWORD BY
RBI BOARD MEMBER
ANDRII STEPANENKO



We stand together

Help since the first day of war

SPECIAL EDITION APRIL 2022

Editorial.



Dear readers,

I hope you were able to enjoy the Easter holidays a little. I needed some distraction myself. It has been two months and one day¹ of constant fear for my family, relatives, friends, colleagues, acquaintances, children, women and men in Ukraine.

This senseless war has far-reaching and lasting effects on Europe and thus on our banking group. A lot will change. But I am certain that our values will carry us through this crisis and beyond as a group. Our organization has always stood for diversity, for openness, for tolerance, and for solidarity. Raiffeisen Bank International has always built bridges. Between East and West, between financial and real economy and between different nationalities. Colleagues from over 50 nations work with us, this diversity is our greatest pride, and in these difficult times we stand together as a group.

I am impressed and touched by the solidarity and willingness to help. I see unprecedented unity and readiness from the employees of the RBI Group in all our network banks to support Ukrainian refugees. Hundreds of colleagues in Slovakia, Romania, Czech Republic, Poland, Hungary, Bulgaria and Austria have volunteered to provide transportation from the border, accommodation, food, cash and medical assistance.

We thank all the numerous colleagues for their tireless effort. All those volunteers helping around the clock give me hope that

compassion, tolerance, and solidarity will continue, and that peace will hopefully soon be restored. Supporting one another is our greatest strength as human beings. We are already supporting over 900 families to relocate to the countries where we are present.

Although we know that no amount of money will ever be enough to help the people in Ukraine, RBI and Raiffeisen in Ukraine, jointly with many other network banks and their customers, are committed to humanitarian aid in the country. In total, 18 million euros have been raised – thereof, 10 million euros by the banking group and another 8 million euros were donated by customers. And we will not stop. More will follow. As one of our volunteers put it quite rightly: We are Raiffeisen. We do what needs to be done. Now.

In this special edition of our staff magazine Raiffeisen INSIDE, we want to show the efforts of all our volunteers to help and support Ukrainians and to visualize the incredible strength and professionalism of our colleagues in Ukraine.

I am very grateful to all those who support the Ukrainian people and I remain confident that one day soon we will live in peace again.

Sincerely,

Andrii Stepanenko

On behalf of the RBI Board



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FOCUS #WeStandTogether

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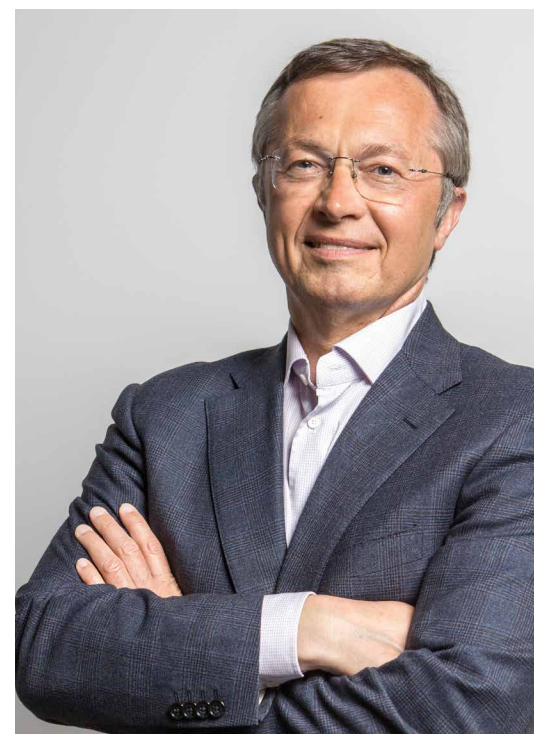
#WeStandTogether

A comment by Oleksandr Pysaruk CEO of Raiffeisen Bank in Ukraine

We are one of the biggest banks of the country, a reliable partner for millions of Ukrainians. The bank's team works with dedication under war-time conditions, sharing hardship, pain of losses and pride for the country with every Ukrainian.

We were with Ukraine in the most difficult times and today, in wartime, we execute payments, maintain deposits and accounts, support lending in the critical areas of economy. The country needs that fields are sowed, that the fuel is delivered, that food and medicines are accessible in every city, town, and village. We ensure that our clients can transfer money to their families, receive funds, have access to their accounts being abroad. The bank has not lost operational continuity even once since 24 February 2022, being a reliable part of the critical infrastructure under martial law conditions. Moreover, we manage to acquire new clients!

We provide job and financial stability to 6,500 employees and their families in Ukraine, including evacuation and relocation inside the country and abroad. We support the humanitarian mission of the Red Cross and dozens of humanitarian initiatives.



We are a part of a big international banking network. Since the first hours of the war, we have been receiving incredible support of our colleagues from Austria, Poland, Romania, Czech Republic, Slovak Republic, Hungary, Croatia, Bosnia and Herzegovina.

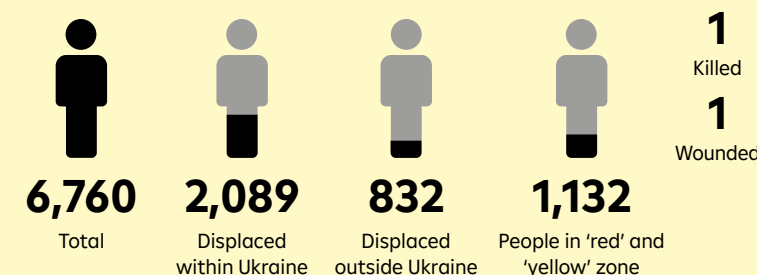
We stand together!



Firsthand statistics

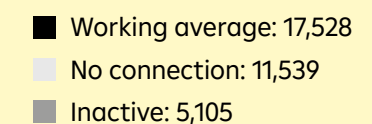
Our colleagues in Raiffeisen Bank Ukraine supplied us with some figures concerning their banking operations during war time. Figures are as of 15 April 2022.

Employees

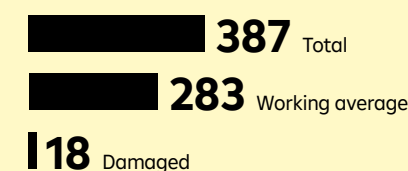


POS terminals

Total 34,172



Branches

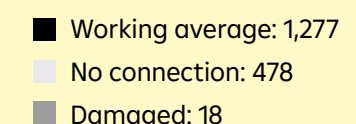


New to Bank Clients



ATMs

Total 1,773



During the preparation of this article one employee was killed and one employee was wounded during a recent air raid in Kharkiv.
*BB - Business Banking, **PI - Private Individuals

Humanitarian aid

Raiffeisen Bank in Ukraine donated 5 million euros to the Red Cross to support its humanitarian mission. And the bank further supports dozens of humanitarian initiatives such as

- 416 colleagues were evacuated by the bank
- over 600 people are accommodated by the bank within Ukrainian 'green zones'
- 75 armored cash transportation vehicles help to save lives
- 2 diesel generators produce electricity in Mykolaiv hospitals
- a branch in to Uzhhorod is refurbished into a temporary transit shelter for 40 refugees
- food, water and medicine delivery
- well-being programs for adults and children





7 March, queue to the basic Branch of the Raiffeisen bank at Ushakova street, 53, in russian-occupied Kherson. People stood in line for up to 5 hours to withdraw cash.



Branch in Lubny, Poltava region in Ukraine.



Pizza and sushi master class for children evacuated from Chernihiv, Kharkiv, Kyiv and other cities, organized by the owner of the recreation center Nestor House, on Lake Svityaz, Volyn region.



Branch in Chuhuiv, Poltava region in Ukraine.



Bank branch in Malyn after air strikes in the center of the town. Korosten district of Zhytomyr region. One of the towns in the Zhytomyr region that suffered the most. Population over 25,000 people.



Zlata is the daughter of an employee who was evacuated to Poland. She holds a drawing in which she wrote: I miss Ukraine.



Pottery master class for children. Hotel Profspilkovyi, Lutsk, Volyn region.



Destroyed and looted bank branch at Borodyanka, an urban-type settlement in the Bucha district of Kyiv region, which was occupied by Russian troops and survived active hostilities. Population of 13,000 people.



Drawing master class for evacuated children in Hotel Profspilkovyi Lutsk, Volyn region.



Every human needs a helping hand.

Our colleagues support affected families from Ukraine and ensure their safety and well-being.



Humanity matters. #WeStandTogether

People support people

The tragic events in Ukraine have left their mark on everyone. Many staff members are in intensive contact with colleagues in the war zone in Ukraine and are correspondingly affected. The pictures and reports in the (social) media do the rest. It is a great concern for us as the RBI Group to support all our employees in these challenging times and to give them support because they are our most important asset.

A toolbox full of resources

Because of our duty of care to our employees, we provide a variety of low-threshold services to help them deal with the current situation. These include:

- Individual support services for managers and teams, e. g. mediation, moderation and crisis intervention
- Psychological support in emergencies through Health Consult
- Online training for managers to empower them to help colleagues deal with stress

What the mind needs now

A phenomenon that is currently spreading and that many of us are tempted to do is so-called "doomscrolling". This is the incessant consumption of news, checking all kinds of channels several times a day to see what's new. This inevitably brings you into contact with a lot of negative news, which can lead to a feeling of restlessness, helplessness and anxiety. Fact is that completely shutting ourselves off from the events around us does not work.



So, what exactly can we do? Especially in times of crisis, it is important to take care of your own well-being as best you can. It is also important to remain objective and calm and to focus on the facts.

Here are a few common tips to avoid "doomscrolling":

- Actively limit media consumption and access no more than one or two reputable news sources once or twice a day
- Conscious programme selection when watching TV
- Discuss your own feelings, fears and worries with your partner or friends to relieve some of the emotional stress you feel

#WeStandTogether



Help since the first day of war

The tragic and devastating events in Ukraine have shaken us all. As RBI Group, we acted immediately and are still working with all our might to provide rapid aid and effective humanitarian support. The solidarity, willingness and compassion of all colleagues at RBI and its network banks is incredible. An overview of the humanitarian relief efforts.



RBI's Poland branch helps Ukrainian refugees

The colleagues of the RBI branch in Warsaw reacted quickly: On the very first day of the Russian invasion of Ukraine, a crisis team and a call centre staffed daily were installed. 30 colleagues answered calls and solved problems with the support of Ukrainian-speaking students.

By 13 April, more than 400 displaced families (around 1,100 people) had thus been helped to lay the first foundation stone for a new life. The fled people are received at the Polish border by colleagues from the RBI branch in Warsaw with welcome packages and, if necessary, assisted with transport to Warsaw or other cities.

Flats and hotel rooms are rented for the Ukrainian colleagues who have fled and/or their family. In addition, the RBI branch in Warsaw provides 30 workplaces for the Ukrainian colleagues. Read the report of the Polish colleagues on pages 16 to 19.

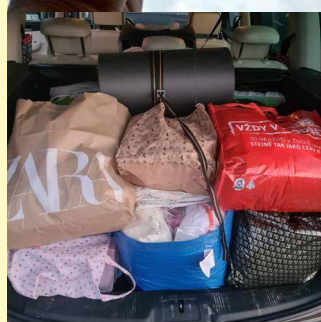


Raiffeisenbank and Equa bank donate 8.2 million € jointly with customers, initiate #DayForUkraine and enable donations via mobile app

Customers of Raiffeisenbank in the Czech Republic and Equa bank donated more than 7.6 million euros for a good cause. This impressive amount was increased to more than 8.2 million euros – on the one hand through donations from Raiffeisenbank in the Czech Republic and on the other hand through donations from employees of Raiffeisenbank and Equa bank. They donated their daily salary on the so-called #DayForUkraine for people in Ukraine.

Those who prefer to donate via banking app are also supported by Raiffeisenbank. In cooperation with the aid organisation ADRA, mobile donations can be made without providing any further information.

In addition to monetary support, Raiffeisenbank offers banking services for refugees in the Czech Republic. They also launched a page in Ukrainian that guides people through the simplified account opening process.





Slovak colleagues welcome Ukrainian refugees and facilitate banking services for them

More than 200 volunteers from Tatra banka and the Slovak Raiffeisen Bank immediately dedicated their time and energy to help colleagues from Ukraine, but also all other Ukrainian people fleeing the dangerous situation. Even directly at the hotspots of the border. On a special website (also in Ukrainian), those affected can find out what support is offered, how the bank can help with banking services and who they can generally turn to for help and support.

Tatra banka and the Slovak Raiffeisen Bank launched a number of initiatives to help Ukrainian refugees. Among them was an adjustment of many account parameters to make banking easier. Fees for withdrawals from ATMs in the network of both banks were lifted, and no fees are charged for money transfers to and from Ukraine. Account opening has been simplified and four mobile ATMs have been installed at the border.



A team of volunteers

When the news about the war in Ukraine spread, a group of volunteers formed within RBI and immediately started to set up help for the Ukrainian colleagues. Iryna Arzner, participating in the group of volunteers, which has now grown to over 200 people tells us more in a video. Scan the QR code and hear for yourself what she has to say.

RCB: Education center for Ukrainian youths

Raiffeisen Centrobank, the City of Vienna and private donors – among them Stepic CEE Charity – sponsor in equal parts an educational center for Ukrainian youths who fled their country due to the war. The idea and rapid implementation is thanks to dedicated volunteers from RCB and RBI. After only four weeks of preparation, the education center opened its doors to more than 60 young people in the former premises of the RCB. Up to 120 young people from the age of 16 can complete their school education there or prepare for university. They can also learn German or consolidate their language skills.

Raiffeisen KAG and Raiffeisen Immobilien KAG help

Accommodation is needed throughout Europe for millions of people who have fled the war in Ukraine. Raiffeisen Immobilien KAG, as a subsidiary of Raiffeisen KAG, helped here quickly and unbureaucratically. The measures primarily concern the procurement of accommodation; at the same time, donations in kind from the employees of both companies made it possible to furnish and equip individual housing units. This involved longer-term accommodation for two families, short-term accommodation in hotel rooms and donations within the framework of the IMMO-HILFT initiative. You can find out more here:

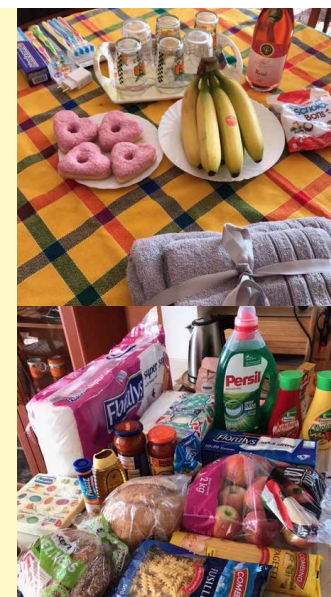


Humanitarian aid for Ukrainian families

Raiffeisen Bank opens its doors and offers aid packages with food, baby food, clothes, blankets and other useful products for fleeing Ukrainian families at its headquarters in Budapest.

Many of the bank's employees are actively involved in the relief process and more than 80 colleagues volunteered to provide long-term accommodation for the displaced.

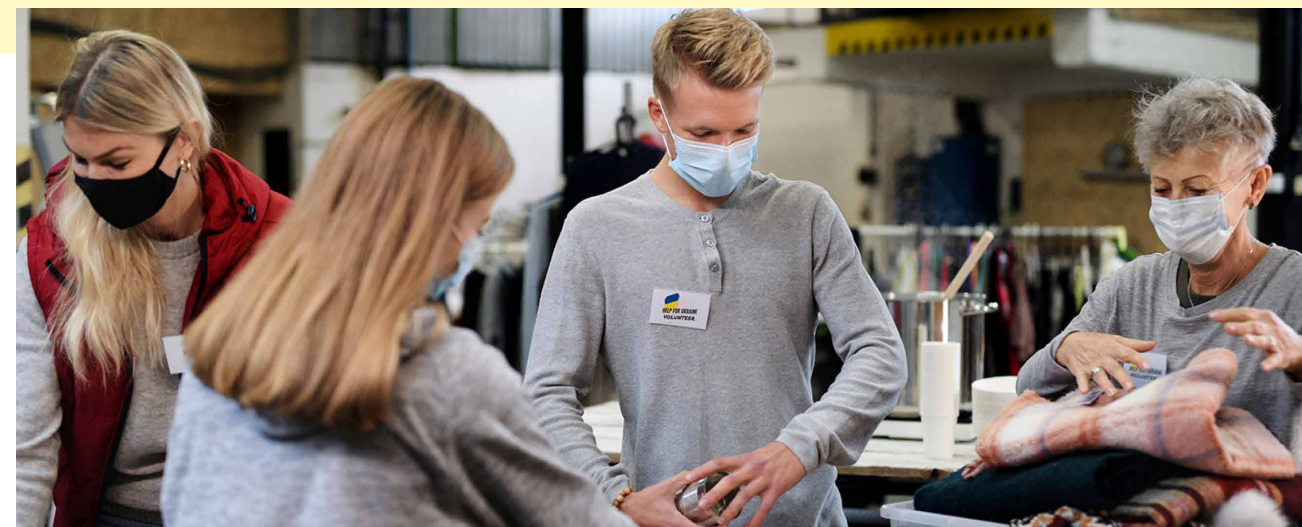
In addition, a fundraising campaign was launched in which about 10,000 € were collected by staff members alone, while the bank itself will donate another 26,000 € or so to an NGO to support Ukrainian families.



Support for Ukrainian neighbours

The Romanian Raiffeisen Bank team specially set up a website in Romanian, English and Ukrainian to support Ukrainian citizens arriving in Romania and provide information on money management. In addition, procedures were adapted to allow Ukrainian refugees easy access to their savings and secure payments, as well as to offer free basic banking services with cards issued in Ukraine. In addition, the bank offers all Ukrainian citizens seeking refuge or in transit in Romania the opportunity to open a current account in RON with an attached debit card at zero cost, which is issued immediately.

The assistance is provided by offering a support package of approximately 300,000 € to employees of Raiffeisen Bank Ukraine. At the same time, volunteers from Raiffeisen Bank Romania are providing assistance at ten border crossings. Customers of Raiffeisen Bank in Romania can also donate money directly to an emergency fund via the Raiffeisen Smart Mobile app.





Donation campaign "Choose to help" raised about 70,000 €

Raiffeisenbank in Bulgaria started its traditional Christmas fundraising campaign "Choose to help" on 8 March. In the course of the campaign, about 70,000 € have been collected so far to support those affected by the war in Ukraine. The funds come from donations by staff and the public, and the bank has also contributed an amount.

The money is used to support organizations such as the Bulgarian Red Cross, Caritas Bulgaria and Stepic CEE Charity.

Employees of Raiffeisenbank Bulgaria are involved in volunteer work. In addition, the bank offers Ukrainian citizens in Bulgaria the opportunity to open a free account with a debit card.



Raiffeisen Bank in Albania donates 50,000 €

The subsidiary bank of RBI in Albania supports people in Ukraine with a donation of 50,000 €. The money will go to our Stepic CEE Charity, which provides all kinds of humanitarian aid, including emergency care for refugees and organising evacuations.



Raiffeisen bank doubles employee donations

Raiffeisen banka in Serbia has invited its employees to donate to its local charity Budimir Boško Kostić. The bank will double the amount collected before transferring the entire sum to Stepic CEE Charity for Ukraine relief. In addition, Raiffeisen banka in Serbia will donate 50,000 € directly to Stepic CEE Charity for the same purpose.



Raiffeisen Bank in Bosnia and Herzegovina donates 30,000 €

Raiffeisen BANK dd Bosna i Hercegovina is making a donation to help the people affected by the war in Ukraine.

As part of their humanitarian aid initiative, the colleagues support the Stepic CEE Charity with an amount of 30,000 €.



Raiffeisen Bank in Kosovo donates 25,000 €

Raiffeisen Bank Kosovo also joined supporting Ukraine by donating 25,000 € to the Stepic CEE Charity. This money will contribute to providing concrete aid measures for people in need.



Voluntary aid by Croatian employees

Raiffeisenbank Austria in Croatia relies on voluntary assistance to support its Ukrainian colleagues: employees pick up Ukrainian colleagues and/or their families from the border and bring them to their destination in Croatia.

The bank covers the full cost of travel. If necessary, it also provides translation services. In addition, it motivates its employees to temporarily host Ukrainian colleagues who have fled in their homes, especially holiday homes and flats, thus providing them with safe accommodation.



People help @RBI

Many RBI colleagues immediately had the desire to help when they heard about the tragic events in Ukraine. From the first day of the war, many RBI employees provided help around the clock. Two RBI colleagues tell how and why they quickly helped. The two are representative of the large number of colleagues who are committed with heart. In addition, a report on the experiences of our colleagues from Poland follows on the next pages.

IRYNA ARZNER

International Retail Customer Success & Monetization
General Coordination, Help for Ukraine



Why do you help Ukrainians?

The war deeply affects me very personally, as a Ukrainian living abroad, having family, friends, colleagues, and the whole country in a severe pain. As many of you, I had to act, clearly understanding that although it feels that way, there is no help too little. The power of individual help lies in how many of us stand up, call for our values and start acting, one piece at a time.

How do you help?

There are three major streams I found myself to be most useful in. First: collecting and donating money and goods for humanitarian needs in Ukraine, working with the CEE Charity fund, local funds and countless volunteers working in Ukraine.

Second: helping Ukrainian families moving to Austria, both privately and by establishing infrastructure for Raiffeisen employees within RBI, together with so many colleagues, showing the levels of collaboration I've never seen before.

Third: helping Ukrainians in Austria to accommodate and start their new lives, finding jobs and meaning. Those are mine, and each of the readers can find their own – there is plenty of demand and infinite gratitude on the other side.



BENEDIKTA SCHLANGE

Group Communications

How do you help Ukrainians?

I immediately got in touch with my family in Germany when I learned through the **#WeStandTogether** hub on the intranet that accommodation for fleeing families was urgently needed. It was immediately clear to us that we would take in a family. After about ten days, we were able to embrace Alla, Svitlana and their four-year-old son Maksym. Each of us shed tears of joy and relief. We are doing everything we can to make it easier for them to start their lives in Germany.

We accompanied them on their visits to the authorities, doctors, etc., went with them to the hairdresser and to church on Sundays. Together with Maksym we visited a local sports club, soon he will start judo and gymnastics there with children his age. We cook together, sometimes we eat German food and sometimes Ukrainian. One thing I can say: borscht tastes delicious! In the meantime, they have settled in very well, know the place, have already made friends and attend German classes. At Easter, the whole family came together, and we celebrated a German-Ukrainian Easter.

I am particularly impressed by the power of social media. Through Instagram posts, I have already been able to refer four refugee families to friends' accommodation. It's nice to see how helpful and caring fellow human beings are.

Why do you help?

The devastating situation in Ukraine made me think. If I had to live in a foreign country and leave everything behind, if I had no one to help me, that would be terrible. I just want to help people somehow cope with this terrible situation, even if I can't do much. In times of crisis, we have to stand together.

It's nice to give something back to society. To create social cohesion, to promote integration and to make life a little easier for refugee families after they have to experience such terrible events.

Helping can be so simple: accompanying someone to the authorities, donating clothes, furniture, toys, mediating or even taking someone in.



A wave of helpfulness - the crisis team in Poland

A report by Magdalena Jaros

The war in Ukraine has brought out an incredible amount of selflessness and kindness in all of us. The RBI branch in Poland also provided help quickly and immediately. For many weeks, a group of volunteers did everything they could to make our Raiffeisen colleagues from Ukraine feel safe and at home.

On the morning of 24 February, Ania Klimek, Director of Business Development at the RBI Markets and IT Group Delivery Center (MIT) in Poland, turned on the radio and heard that Russian troops had entered Ukraine.

"Around 9 a.m., Jacek Małachowski, the head of our IT department, called me and asked what we would do," Ania recounts. The decision was obvious: Poland is the first country people would flee to from bombs. We had to be ready to receive them and help. Ania contacted staff members who she knew were always ready to help. If you ask Ania today about that day, she cannot remember. The emotions and chaos in the first hours of the war were enormous.

"We met in the office," says Karol Dzierżyc, Product Owner in Customer Relationship Management. "I remember we were sitting in the conference room at 11 o'clock. And only left it mentally again after three weeks."

The first and most important topic: the Raiffeisen colleagues from Ukraine have to sleep somewhere. This is where Joanna Piórkowska, office manager, and Aneta Baranowska, purchasing manager, proved invaluable. "On Thursday, we called the Moxy Hotel in Warsaw. It is in the same building where we have our offices. I know the manager Magda there, she booked about a dozen rooms for me ad hoc. It was Magda who referred me to Ania from Tulip Residences, where they have cozy flats with kitchenettes. We wanted to offer the newcomers a substitute for their home. I took all the flats available. Ania, in turn, referred me to a friend at the Campanile Hotel. Without these people and their willingness to help, nothing would have been possible."

Building a team structure

Karol Dzierżyc tells us that the helpers divided themselves into teams. First line, maintenance, shelter and a call centre with a special phone number were set up, with Ukrainian speakers on duty 24 hours a day. The staff

followed Telegram, the instant messenger used by the refugees to send messages. When it became clear that they were having difficulty getting from the border to Warsaw, transport was arranged. And when the head office in Vienna decided to provide financial support, a further crisis team stream was set up, with Katarzyna (Kasia) Łuczyńska, head of the RBI's Corporate Governance Office, taking the lead. She took care of the financial support of the families. Each family coming to Poland got an amount of money for the start – either cash or on their accounts. Some banks opened accounts for Ukrainians for free. Kasia also took care of the welcome packages for the guests. When necessary, she went to the pharmacy to get medicines or to the market to buy essentials. In daily briefings, the crisis team shared experiences and discussed problems. All this came about in just a few days.

A collection of donations in kind was also announced, which the staff had gathered from the RBI branch in Poland. The donations were brought to the border by transport.

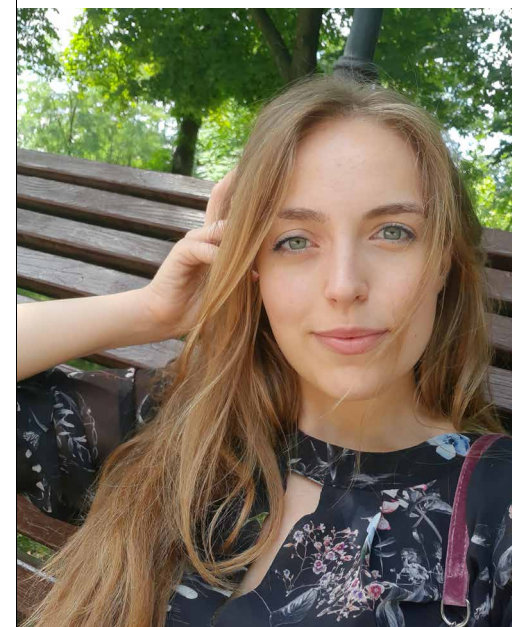
Living with the phone in hand 24/7

Karolina Rut-Perkowska, Scrum Master, also participated in the First Line Support. She created an Excel spreadsheet in which each person was entered and then described what



would happen to them next. This was the only way efficient communication was possible.

"Often we waited for the phone calls of our protégés from Ukraine in the middle of the night. The queues at the borders were enormous," says Dzierżyc. "The people did not always speak Polish or English, so a dictionary helped to decipher the keywords. What a brain jog, especially at three in the morning! Fall asleep? Put the phone on silent? That was not an option. After all, there was someone waiting



Anna Kosiak came from Kyiv. She works at Raiffeisen Bank in Ukraine as a junior product manager for corporate clients came from Kyiv.

When the war broke out, the hardest thing for me was to make the decision that I was leaving my hometown and leaving everything behind. And I still think: will I come back and when? In Warsaw I feel almost at home. I see many similarities between Warsaw and our capital. I will never forget what support RBI PL gave me, but also how open all Poles are. Accommodation, cash, welcome package, but also the awareness that there are friendly people around is priceless. Now it's time to stand on your own two feet, although I know it won't be easy. In Warsaw, it is so difficult to find an apartment for rent.



„We already knew that those fleeing would be mostly women and children. Defenseless, scared, lonely. We felt responsible for them.”
Joanna Piórkowska

for us on the other side." Some of the Ukrainian refugees arrived without their own means of transport and were then accommodated in hotels in Rzeszów and Lublin. There they could rest, wash and sleep. The next stop was Warsaw. Many women crossed the border on foot, with a single plastic bag and a baby in their arms.

Then the transport team helped. "In the beginning, we used taxis," says Damian Wiktorek, head of the risk customer service and real estate sales team at RBI. "For a while, that worked well. But more and more people started coming, and the timing of the border crossing was difficult to determine. The chaos increased. We decided that our colleague, Leszek Chodorow, senior specialist in the collection department of retail banking, would go to the Ukrainian border for a week.

He was there around the clock for the fleeing colleagues from Ukraine. When he returned to Warsaw, he was replaced by Piotrek Kubiak, also a senior specialist in the private client business collection department. The transfer worked smoothly in this way.

Providing a temporary home

The second weekend after the Russian invasion was particularly difficult for everyone.

"All of a sudden, almost a hundred people came. The hotels in Warsaw were already full," says Joanna Piórkowska, "our accommodation became scarce. And then a miracle happened! Because that's the only way to describe the empty, newly renovated MDM Hotel, which was due to open on 1 April. We got rooms there and I breathed a sigh of relief. Soon the MDM Hotel became the base for the Ukrainian colleagues in Warsaw. The refugees from the other hotels were also transferred there."

Karol Dzierżyc tells us that the crisis team had established the rule that every few days each member would have a day off to sleep and clear their head. "However, this did not always work out, because the colleagues we looked after called at different times with different concerns. In fact, we were never able to disconnect 100 per cent."

Besides the standard requests, there were also dramatic cases. "We had one woman with cancer in our care. She was transported from Warsaw to the clinic in Vienna. Olga, another woman, was suffering from leukaemia," Ania Klimek describes. "Julia, Olga's sister, had miraculously managed to get a ticket for them on one of the first trains leaving Eastern Ukraine," says Ania. "They had

15 minutes to pack their luggage. The two of them, together with their mother, reached Poland. Olga is currently treated at the clinic in Lublin."

Moments of satisfaction

After an appeal that the crisis team needed more helping hands, more volunteers came forward. They were joined by Ukrainian colleagues who were already in Poland. Without their help, moving the Ukrainian families to the MDM Hotel would have been much more difficult. "It was a big operation," says Joanna Piórkowska. "On the first day we relocated 70 people, then more. Vlad Rudskoy, head of the Corporate team from Odessa, proved to be irreplaceable. We went with him from room to room and he calmly explained to people where they would go. Then I watched them get on the bus with all their belongings - often just a small suitcase, their animals under their arms and their children."

Fortunately, we also experienced many moments that were uplifting. We knew that



we had come together as a crisis team in a short time and acted as a team. We were rewarded with words of thanks, smiles and handshakes. Oleg Kulynyak, lead programmer and designer at RBI Markets and IT Group Delivery Center, summed it up aptly: "Poland and Ukraine may have different histories and sometimes painful pasts, but it is good that at this moment they have a lot in common and are acting united."

After the first wave of 2.5 million refugees, some calm has returned to the borders. This does not mean that the crisis team is disbanded. It is waiting for further developments. At the moment of greatest intensity, 60 employees of the RBI branch in Poland and the Raiffeisenbank in Ukraine were selflessly deployed. Today, the RBI branch in Poland has 1,000 new arrivals from the East under its care: colleagues and their families. Some of them consider Poland a transit country and continue their journey to the West. The crisis team is currently led by Agnieszka Augustyniak.



Volodymyr Rudskoy came from Odessa. He works as Head of the Corporate Team for Raiffeisen Bank in Ukraine.

The decision to leave was difficult, because I had to part with my family for a while. Fortunately, we are already together again. In Warsaw, at every step I meet the evidence of sympathy and support. I am touched that the capital Warsaw is all in Ukrainian colors. I never thought I'd find that kind of help here: from MIT employees, RBI officials, and the whole country. You all try to make us feel at HOME in Poland. And we feel it.

Stepic CEE Charity helps Ukrainian children and women

Since Russia launched the invasion of Ukraine on 24 February, the war has claimed thousands of lives and forced millions of Ukrainians to flee to safer regions or neighboring countries. Homes are being destroyed, families are being divided, and there is no peace in sight.

Ever since the Stepic CEE Charity was founded in 2006, there has been one important goal: free the most vulnerable people in society, women and children, from the vicious circle of poverty and help them on their way to a better future. Today, the will to support the people in Ukraine is particularly strong and the CEE Charity helps wherever possible.

The Charity feels a particularly strong connection with the country, as close partnerships with local and international organizations have been maintained for many years. Since February, the CEE Charity has been in regular contact with them in order to find out where aid is needed most. The HELP UKRAINE campaign, organized by the CEE Charity, is calling for financial contribution to provide people on the ground with the basic necessities of life. Thanks to the many donations from long-term sponsors,

many Raiffeisen institutions, employees and many more, more than 400,000 euros could be collected in the past weeks, making it possible to support several projects in Ukraine as well as in affected neighboring countries, with a continued focus on supporting children and women.

The HELP UKRAINE campaign at a glance:

Donations received (as of 11 April): € 412,177

Total aid disbursed (as of 11 April): € 195,350

Help was provided in Berdyansk, Mariupol, Odessa, Uzhgorod, Jablunitza, Ivano-Frankivsk, Moldavia, and the Hungarian and Polish borders.

„As a member of the RBI Board, but especially as a member of the Stepic CEE Charity Board, I am so proud of the achievements of the CEE Charity since day one in order to relieve the pain of the affected children and families in Ukraine. Our association has proved to help fast, unbureaucratically and effectively while working closely with local experts. So much has been done and so much more needs to be done. I am grateful that so many have opened their hearts and donated so we can continue our important work. It is a wonderful example that demonstrates how much good we can achieve if we stand together and stay strong.“

Peter Lennkh



Emergency care and support for internally displaced persons in Ivano-Frankivsk.

Uzhgorod – your donations made a difference for 30 families.

Food packages and hygienic articles for displaced Ukrainians in shelters in Uzhgorod.

Some examples of our support since the outbreak of the war:

Aid for our Day Care Centre Berdyansk

Help for children is particularly important and thanks to the donations, essentials such as food, hygiene products and medicines could be provided. Furthermore, blankets, mattresses and transportation were organized.

Help for people in Jablunitza and Uzhgorod

Together with one of our sponsors, the CEE Charity has shipped several trucks with the most essential goods such as diapers, baby food, blankets to Ukraine to help displaced families and children in Ukraine and its Hungarian border.

Evacuation of orphans in Mariupol

Together with Caritas Spes, we evacuated 50 orphans and provided them with food and water as well as necessary medicines.

Support for The House of Hope in Odessa

The donations have enabled us to provide the children of this project with essentials such as food, water and medication. Furthermore, mattresses and blankets were distributed. Some of the donations were also used for transport and salaries for five employees who take care of the center.

Emergency aid for displaced children and women

400 relief packages (food, heating material and hygiene items) were delivered for displaced women and children at the borders to Poland and Hungary. Additionally, relief supplies, psychosocial support, and safe playgrounds for children in protected environments were provided together with Caritas Austria.



Rudolf Lercher and his wife Jutta Jester collected winter jackets.

Rudolf Lercher – always at hand to help

Our charity is only able to function on such scale because of the support and commitment of its volunteers. The work and dedication of RBI employees is what makes it possible for the CEE Charity to help people in need in the first place. Rudolf Lercher is one of the many volunteers who is always ready to help. Among other things, he and his wife collected winter jackets for children in large numbers in just one day and went to a dozen stores to buy sleeping bags for our container delivery. A valuable donation which was directly delivered to children and adults in Uzhgorod.

Please help us continue our humanitarian efforts for the children and women of Ukraine!

Please put "Ukraine 2022" as transaction purpose.

via bank transfer

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Member of RBI Group

Every human needs support.

Through the Stepic CEE Charity the RBI Group helps directly on site and gives people in need a better starting position.



Humanity matters. #WeStandTogether