

VTB Group in 2019

MISSION

WE HELP PEOPLE MAKE THEIR PLANS A REALITY BY CREATING THE BEST FINANCIAL SOLUTIONS. WE ARE A TEAM OF PROFESSIONALS, WORKING FOR THE BENEFIT OF OUR CUSTOMERS AND THE COUNTRY AS A WHOLE.

IDENTITY

THE VTB GROUP IS A LEADING RUSSIAN-BASED INTERNATIONAL FINANCIAL GROUP.

VISION

A UNIVERSAL FINANCIAL GROUP THAT IS DEVELOPING BOTH DYNAMICALLY AND SUSTAINABLY, ONE THAT IS FOCUSED ON BEING THE FIRST-CHOICE FINANCIAL PARTNER FOR ITS CUSTOMERS AND WHICH PROVIDES THE MOST CONVENIENT AND CUTTING-EDGE SOLUTIONS TO THEIR NEEDS.

VALUES



WE VALUE OUR CUSTOMERS

We put our customer needs first. We trust our customers and strive to earn their trust. We listen to our customers and act upon their feedback.



WE WORK AS A TEAM

We respect and trust each other. We support each other and help our colleagues grow. We achieve common goals.



WE ARE RESPONSIBLE FOR OUR RESULTS

We are result-, not process-oriented. Each of us is responsible for our contribution to the common goals. We openly discuss our successes and failures.



WE ARE PROACTIVE

We are not indifferent to what we are doing. We contribute proactively when dealing with shared tasks. We go beyond our formal duties.



WE CONTINUOUSLY IMPROVE OUR PERFORMANCE

We are open to change. We start change with ourselves. We have no fear to experiment.

VTB GROUP IN 2019: KEY HIGHLIGHTS



18 countries
VTB Group worldwide



1.6K
branches in Russia



159K
private
shareholders



61 %
of ordinary shares
state-owned



14 million
clients in Russia



68.6K
average headcount



18K
ATMs in Russia



45
academic hours
of training per Group employee



RUB 9.6 billion
spent on charity



32 %
decrease in fuel consumption
across the Group



RUB 712 billion
in mortgage loans issued



923
sponsorship and charity
projects

VTB BANK CREDIT RATINGS

S&P Global
Ratings

BBB-

MOODY'S

Baa3



ruAAA