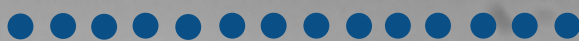


# SOCIAL RESPONSIBILITY REPORT OF ŠIAULIŲ BANKAS FOR 2011



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## ● Introduction

Joining the Global Compact network under the United Nations in 2008 the Bank has been operating transparently, honestly and responsibly with the respect to human and labour rights, clients' rights, being environment friendly, preventing the corruption and other possible dishonesty, taking care of society and contributing to its sustainable development.



### ● From the CEO

For 20 years Šiauliai bankas has been constantly increasing its market share. The results achieved in 2011 indicate that we succeeded in overcoming the turmoil in the financial sector caused by the „Snoras“ crisis and ensuring the reliable clients' management – which is obviously seen in Šiauliai bankas due to the increasing number of the clientele.

Šiauliai bankas presents its social responsibility report for the fourth time. It joined the Global Compact network under the United Nations in 2008. Since that time more and more attention has been paid to the social responsibility and initiatives. Each year this activity is joined by the bigger number of the bank's employees who willingly contribute their significant actions and share the ideas with the clients.

The social responsibility projects implemented by Šiauliai bankas are not the one-time actions, they are obligations and promises to the society to implement the long-term strategy of the responsible and transparent business.

Implementation of the social responsibility principles allow us ensuring the bank's stability, reliable protection of our clients'

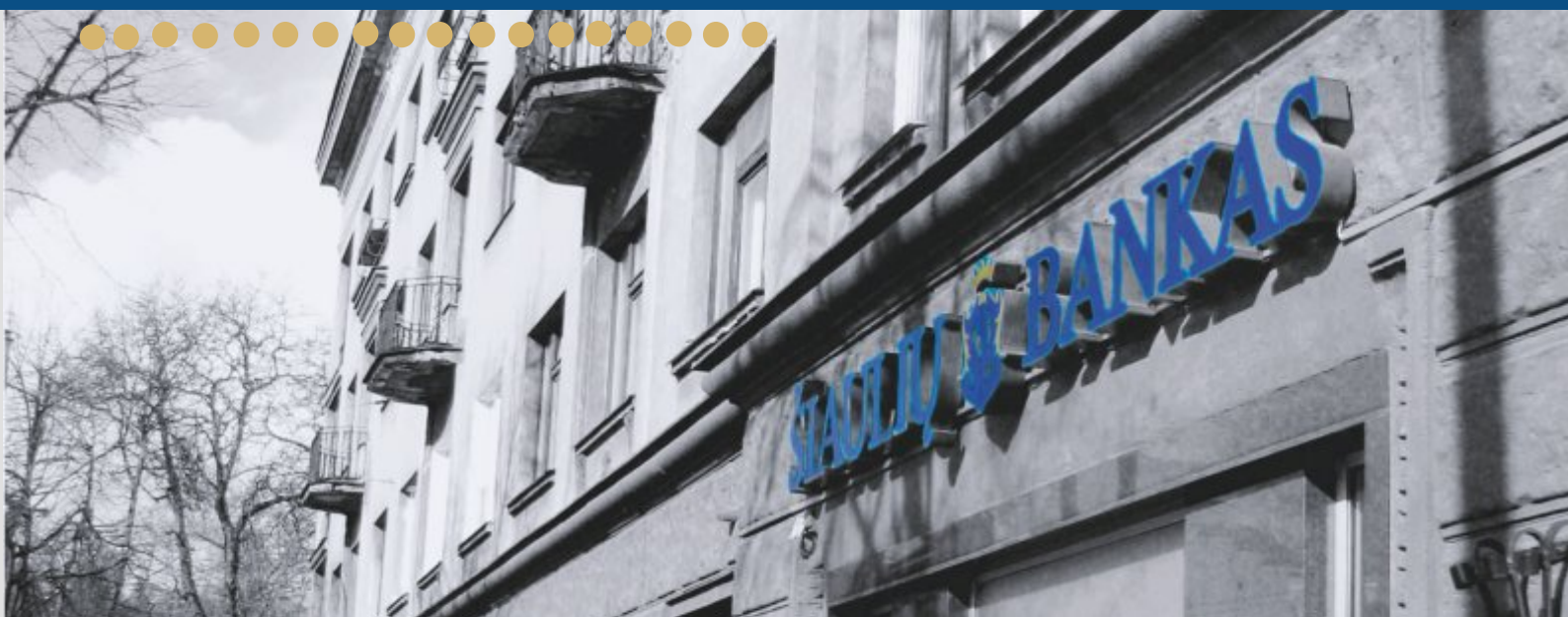
property and the professional performance of our employees, moreover, it makes as significant impact strengthening the organizational structure, where the employees' values meet the values fostered by the organization and its irreproachable reputation.

By presenting its social responsibility report and achievement for 2011, Šiauliai bankas ensures that it shall be further applying the milestones foreseen by the Global Compact, acting in compliance with the sustainable business principles, taking care of its employees, it will be open and honest with its clients, environmentally friendly and responsible to the society to which it is serving.

Audrius Žiugžda

Chief Executive Officer of Šiauliai banks





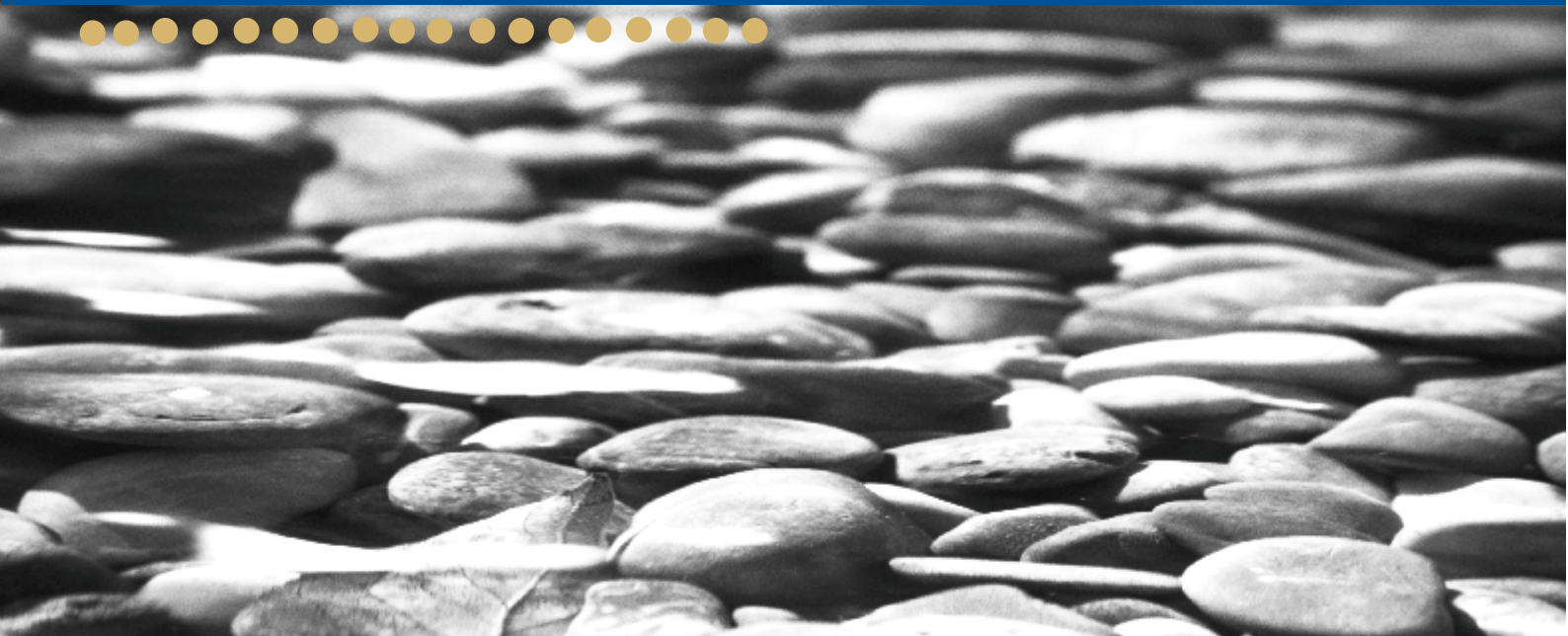
### ● About the Bank

Established in 1992 Šiaulių bankas pays special attention to funding of small and medium-sized business (SME), assists small and medium-sized enterprises and natural entities in seeking for financial welfare and stability. Being a European / Lithuanian bank it contributes to the development of business in the country, finances municipal and regional projects, renders professional services to private customers and searches for new solutions of efficient business development. Šiaulių bankas is engaged in usual activities of commercial banks, renders a wide range of services and seeks to become the major bank for its clients.



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- Šiaulių bankas' business philosophy

of includes the professional performance, direct and easy-going communication, quick and comprehensible services, expedience in decision-making, long-term relations with the clients based on mutual trust. We are seeking to become the major bank for our clients.

- Our mission

We are here to help our clients grow, reach for their goals, fulfil their dreams and projects which assist in creating a new quality of life in Lithuania.

- Our vision

To be a professional, reliable and modern financial partner to our clients.

- Our values

Attention to clientele.  
High internal standards, respect to each other and clients.  
Open communication.  
Constant growing.



### ● Employees

Employees are one of the biggest values of the Bank. The Bank and the Group foster responsible relations with the employees, take care of their welfare. The Bank is improving the employees' motivation system – in 2011 the quarterly bonuses were paid for the achieved results.

The Bank is close and friendly to its employees and their family members. Summer Sports Holidays, Christmas parties are organized annually, in 2011 the karting race of the Bank's employees was arranged for the first time. The employees of the Bank also participated in the interbank tournaments "The Banks' Tennis Racket' 2011" and "Interbank Volleyball Tournament' 2011" as well as in karting championship of

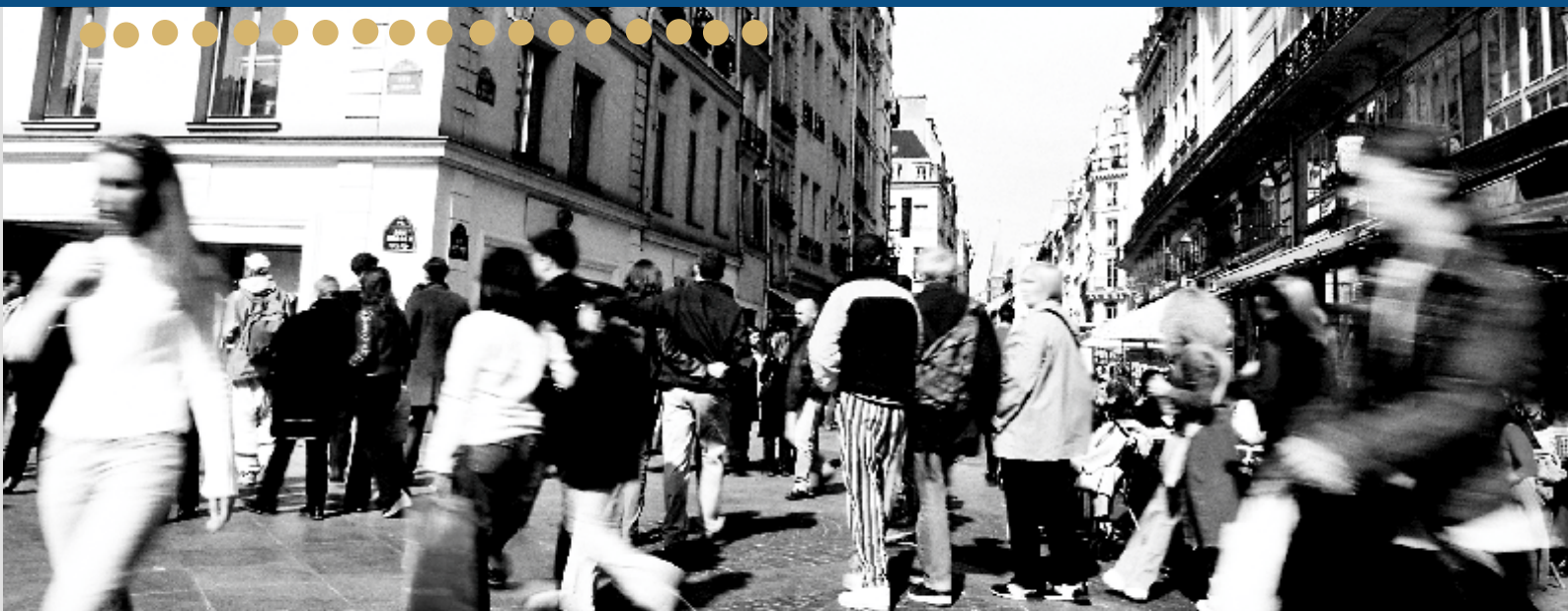
the employees of Lithuanian banks.

The Bank takes care of its employees' health living and fosters active sports – the employees have opportunity to select the gym and take the sports at the most favourable terms.

The Bank's employees participated in various skill improving trainings, from 2011 the visual trainings for the staff are started in order to save the Bank's funds, employees' time, to improve the access to important information and foster self-improvement.



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### ● Clients

In 2011 the Bank actively worked with small and medium-sized business granting preferential credits to business people, farmers, rendering micro-credits to very small enterprises, individual undertakings, individual entrepreneurs, to business women at especially favourable conditions, also, credits to partnerships of multi-apartment houses according to the JESSICA programmes. Cooperating with the initiators of "Judus jaunimas" in Lithuania, the Bank presented the financing possibilities for young businesses under the "Progress" and JEREMIE programmes and fostered the youth to contribute to improvement of the economy situation in the country by implementing their business ideas. The Bank together with its partners conducted a seminar for the business entrepreneurs in Varena

region, where the situation of small and medium-sized business, new opportunities and initiatives had been discussed. A renovation programme of multi-apartment dwelling houses had been introduced alongside with the presentation of the credits from the Open Credit Fund (OCF) and LAAIF programme. One of the Bank's propagated values is taking care of its clients, the quality of their servicing, which is influenced by the Bank's inner culture at the large extend, as well as by friendly relations among the employees allowing seeking for the set goals.



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## ● Prevention of corruption

The Bank seeking to prevent any possible unfair, illegal practices and in cooperation with the Financial Crime Investigation Service has arranged trainings of "Legal regulations and practical examples of Anti-money laundering and counter terrorism financing "for the Bank's employees.





### ● Environment

The Bank is not indifferent to environment, responsible consumption, saving of nature resources. The employees and clients are encouraged to reduce the usage of paper due to possibilities of electronic document handling. The Bank and its subsidiaries is fostering to refuse printing of not very important documents, using double side printing where possible and recovering already used paper for the "second life" by printing on the clean side.

The Bank's clients are encouraged to take advantage of electronic applications and to perform a number of typical services via the Internet, thus, saving not only printing costs but time and money as well.

Special attention is paid to the responsible usage of electric appliances – if there is no necessity the light is turned off, the appliances are turned off the power outlet after the business hours.

In April 2011 marking the "Noise Awareness Day", the Bank's employees joined the public campaign "Stay off the noise, listen to the silence!" organized by the Public Health Office under the Municipality of Šiauliai city, thus, paying the attention to responsible usage of gadgets, their possible impact on the employees' health and well-being.



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### ● Society

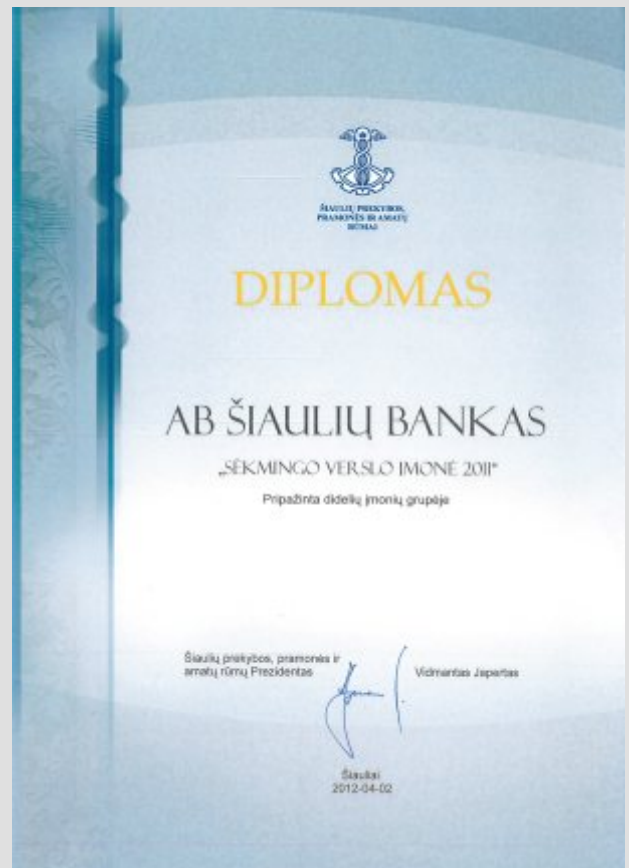
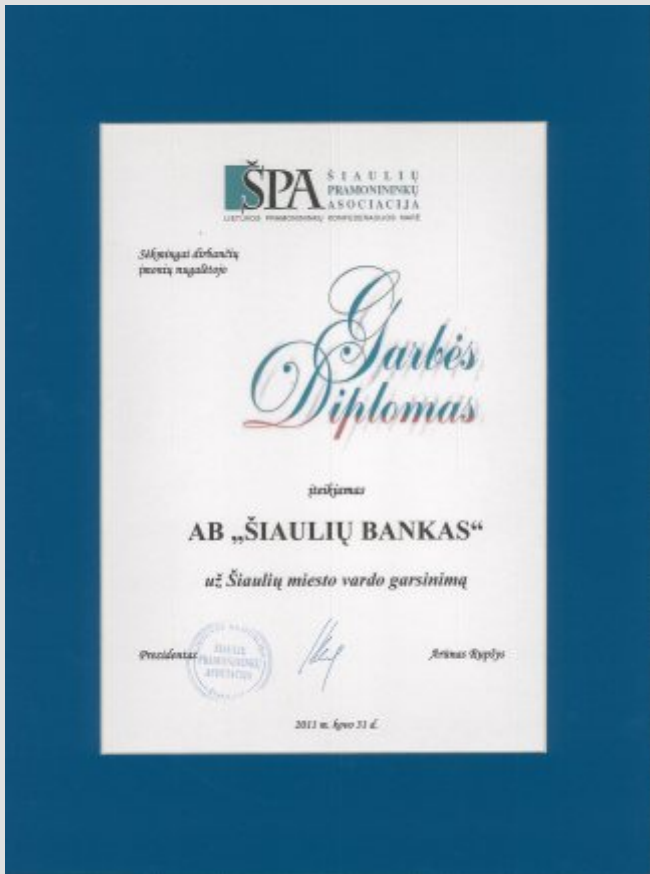
Siauliu bankas is an active promoter and participant of the country's social and cultural life. For many years the Bank and Siauliai University have been collaborating successfully fostering the most talented students. The seven years in turn the Bank grants bonuses and incentive awards to the best authors/students for "The best project for Siauliai City and Business" arranged by Siauliai City Municipality, Siauliai Chamber of Commerce, Industry and Crafts. In 2011 the Bank provided support to such city festivals as "The Sea Festival 2011", "Siauliai days 2011". Moreover, the Bank traditionally supported events organized by the Lithuanian Musician Foundation and the concert "Breaking Dawn with Ciurlionis..." commemorating the beginning of the new school year and the day of Liberty. The financial support was also granted to "Klaipeda Jazz Festival", Public

undertaking "Encourage the Future", KTU Panevezys Institute and other initiatives.

The Bank has joined the tele-marathon "Kindness Day" arranged for the ninth time by the LNK television channel to collect the funds for fighting the cancer. A non-remunerated blood donation has become a usual phenomenon – civic duty to the employees of the Bank. The participants of the campaign arranged within the Bank for seven years already have become the regular non-remunerable blood donors who donating blood and thus, saving lives, encouraged to become blood donors their family members and friends as well.



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## Awards

Už Šiauli miesto garsinimą Šiauli pramoninė asociacija Šiauli banką apdovanojo garbės diplomu. The Association of Šiauliai Industrialists awarded Šiauli bankas with the diploma of honour for the prominence of the city.

On the annual general assembly Šiauliai Chamber of Commerce, Industry and Crafts honored and awarded the most successful companies - Šiauli bankas was recognized as the "Successful Business Company 2011" in the group of big companies.

The Faculty of Social Sciences of Šiauliai University awarded Šiauli bankas as „The Most Patriotic Employer of Šiauliai“ and „The safest working place“.



## ● Contacts

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