

The social responsibility report for 2012



ŠIAULIŲ
BANKAS





● Introduction

The international initiative of Global Compact has brought together the huge number of business enterprises and other organizations from all over the world for the unified and advanced implementation of the social responsibility idea encourages to operate in with the respect to human and labour rights, to follow the principles of environment protection, and not contribute to the expansion of corruption.

By submitting the report regarding the achievements in the area of the Social responsibility Šiaulių bankas confirms its responsibility and obligation to act in accordance with the mentioned principles in its daily performance.



• The Bank's CEO:

The year of 2012 was significant to Šiaulių bankas not only due to its 20th performance anniversary but also because of the completed works. In 2012 the bank managed to improve all the ratios of its performance, to achieve high efficiency of the activities and to earn the profit.

We really appreciate the award given under the United Nations development programme in Lithuania project "GATES: social and environmental business innovations" event dedicated at the promotion of corporate regional social responsibility, where Šiaulių bankas was awarded for its pro-activeness in representing ideas of responsible business. The bank was nominated the leader of corporate social responsibility in Šiauliai district in 2012.

By presenting the social responsibility for 2012 alongside with its works and achievements Šiaulių bankas confirms its support to the international initiative idea and follows 10 principles of the

Global Compact in its daily activities by paying the exceptional attention to the employees' welfare, respecting human rights, being environmentally friendly and legally preventing any possible ways of dishonesty.

Only acting all together unanimously, responsibly, honestly and decisively - step by step - we can create a society worth living to every citizen - and small and big, which upholds the true values, which conserves and cherishes our common home – the Earth.

Audrius Žiugžda

Chief Executive Officer of Šiaulių bankas





• About the Bank

Implementing the strategy of our activities, the Bank pays special attention to funding of small and medium-sized business (SME), assist small and medium-sized enterprises and natural entities to seek for financial welfare and stability. Being a European / Lithuanian bank we contribute to the development of business in the country, finance SMEs, municipal and regional projects, render professional services to private customers and searching for new solutions of efficient business development.

The strength of the Bank lies in close partnership with the international financial institutions, experienced team of employees and developed and rapidly expanded network of regional outlets

which make basis for the efficient and successful performance, flexibility and competitiveness, proper usage of opportunities occurring in the country's market, and contribution to the growth of financial success of our clients.

Being the active member of the country's social life, supporting cultural, sports, social and other projects, collaborating with the local communities, the Bank is further strengthening the activities of the company's social responsibility with respect to social, environmental and transparency aspects.



• Our vision

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

• The Bank's Goal

Šiaulių bankas aims to become the major bank for our clients rendering professional financial services; be a strong and advanced Lithuanian bank.

The Bank's daily activity guidelines ensuring the long-term relations with the clients based on mutual trust are based on easy-going communication, quick and comprehensible services, responsible decision-making and comprehensive consultations.

• 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 values

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



• Employees

The annual increasing number of the Bank's employees indicates that the Bank is an attractive and progressive employer. The best assessment of the human resources policy at the Bank is the employees' loyalty. During more than two decades of operation the Bank has brought together the efficient and professional team of employees. The Bank and its subsidiaries foster responsible relationship, take care of employees' well-being as the employees are one of the biggest Bank's values.

In February 2012, commemorating the Bank's 20th anniversary the top management congratulated all the employees. Those who have been working at the Bank for the longest period of time were honoured for their sincere work, efforts and the achieved results. At the end of the year the traditional event when the employees elected the „Person of the Year“ took place at the Bank for the eighth year in turn.

The Bank has been improving the system of the employees through the implementation of the evaluation of the individual achievements. They are entitled to quarterly premiums for the achieved performance results.

Seeking to define and evaluate the principles of conduct, norms of ethics and to ensure the compliance the Board of the Bank approved the Bank's Code of Ethics in March 2012 according to which the bank's employees follow the principles of honesty, reporting and responsibility, respect for laws, human and his rights, impartiality, objectivity, justice and principle of exemplary behaviour. In order to ensure the comfortable working conditions for employees since July the employees operating in client service centres have been wearing more practical and comfortable uniforms. The standardized outfit creates the unified image of the Bank, encouraged to brace up while performing the Bank's functions and strengthens the collective sense of community.

Taking care of on-going improvement of the Bank's employees skills and qualification, the various trainings, courses and seminars were conducted in 2012.

Taking students for internship each year the Bank provides them with the opportunity to gain experience which is so necessary for the future participants of the labour market, forms their business skills, arranges trainings at their working places. Those students who gain good recommendations and wish to relate their career with banking are invited to join the Bank after their studies.

The Bank strives to be close, friendly, benevolent and fostering its employees' improvements. The same as each year the employees and their family members were invited to the summer sports holiday which won the exceptional attention The Bank's employees rode the bicycles, also, went to Riga Opera and Ballet Theatre to watch the performance. Moreover, the employees' could participate in the photography contest „Long live summer!“ and in various Christmas events. In December the photography exhibition „Underwater world“ taken by one of the Bank's employees was arranged in the Bank's Head Office and each member of the Bank's staff was given a next year calendar decorated by the moments captured by the Bank's employees themselves.

The Bank's representatives also participated in the inter-bank events such as „Karting Championship'2012“ and „Inter-bank Volleyball'2012“.

The Bank pays much attention to the promotion of healthy lifestyles of employees and encourages active sports – those who are willing go for sports are entitled to privileges.



• Clients

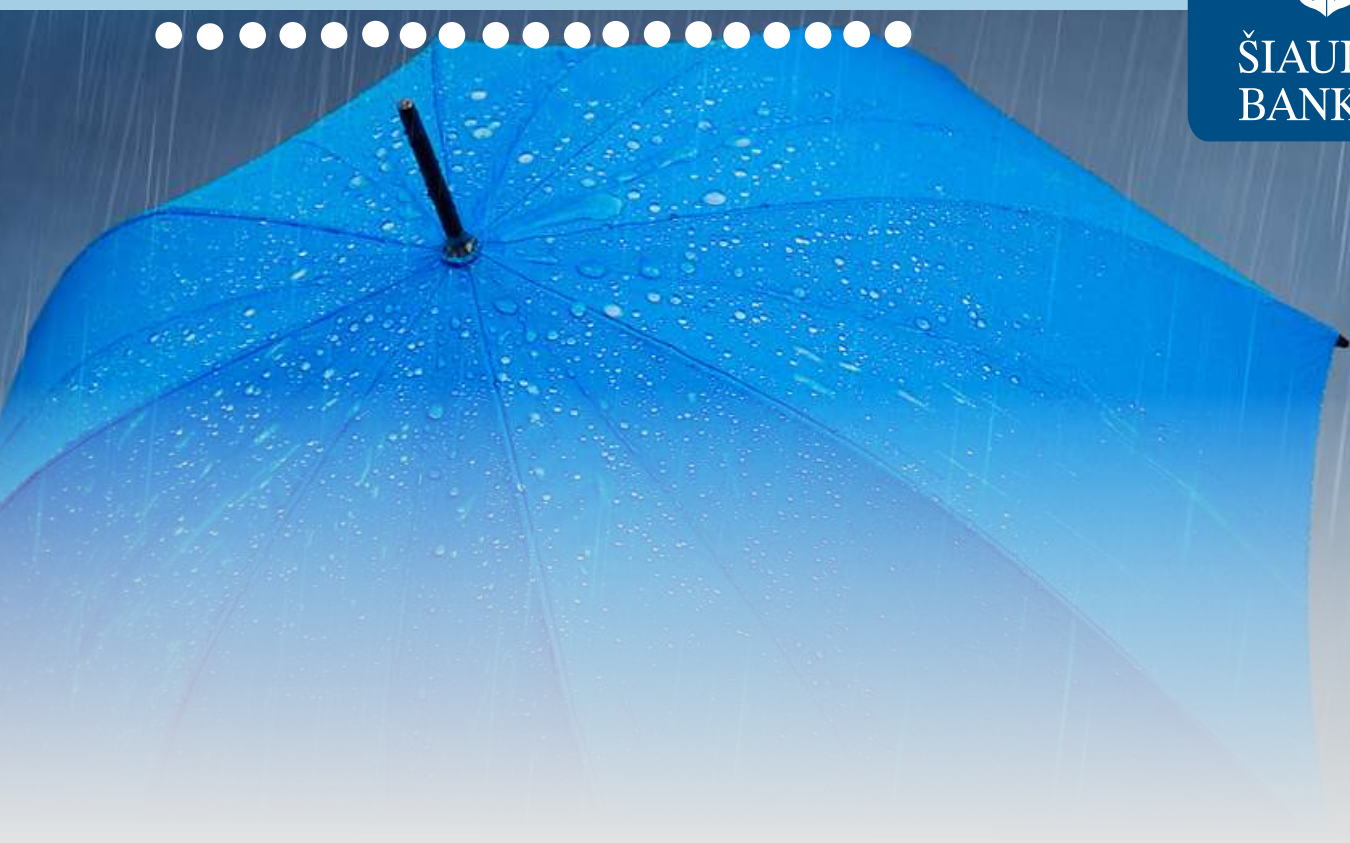
Over 2012 the Bank focused on its priority area – the responsible lending to the SMEs and provision of the other financial services. The Bank was actively granting preferential credits to business people, micro-credits to very small enterprises, individual companies and single entrepreneurs, to business women at very favourable conditions as well as to communities of the multi-apartment houses.

Taking care of the farmers' welfare, in November 2012 the Bank prepared and offered the attractive service packages „Ūkiškai“ („Economically“) and „Ūkiškai PLUS“ („Economically PLUS“). Choosing the mentioned service packages the farmers are able not only to make various payments cheaper but also they are granted with the insurance against

accidents. Moreover, the Bank has offered the new crediting possibilities to the farmers and agricultural communities for farm development - „Kreditą ūkiui“ („Credit for farm“) and „Kreditą žemei“ („Credit for land“).

Collaborating with the initiators „Judus jaunimas“ in Lithuania, the Bank presented the financing possibilities for young businesses in 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 pays special attention to its clients and seeks to ensure the high quality of rendered services and the servicing itself.





• Prevention of corruption

The Prevention and Security Department operating at the Bank seeks to prevent any possible unfair and illegal practices. In October cooperating with the Financial Crime Investigation Service the Bank arranged trainings of “Anti-money laundering and counter terrorism financing of the Republic of Lithuania” for the Bank's employees. The employees are constantly encouraged to consult regarding the corruption as well as prevention and restriction of other illegal activities.



● Environment

The Bank follows the Global Compact and its ten principles, one of which falls on environmental protection. The Bank is fostering the ideas of the responsible consumption, conservation of natural resources and environmental protection. Cooperation with the society members and employees who are taking care of the environment strengthens the long-term communication and ensures support of the socially responsible society.

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 banking system

“SB linija”, thus, saving not only printing costs but the clients' as well.

On April 22 joining the global Earth Day the Bank in cooperation with the United Nation's development programme in Lithuania and the network of the National sustainable business enterprises arranged

the free review of the „One Day on Earth“ to the Bank's employees, clients and partners in Šiauliai.

On April 25 commemorating 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.



● Society

Šiaulių bankas is an active promoter and participant of the country's social and cultural life. For many years the Bank and Šiauliai University have been collaborating implementing various projects. The Bank participated as the partner of the traditional tournament of the Youth Entrepreneurship „FIX'12“ arranged by the Faculty of Social Science in March. The Bank cares about the future of Lithuania, i.e. its youth. We believe that gifted young people is an objective of the successful Lithuania. Therefore, in 2012 the Bank paid much of its attention to the youth, its professional orientation – introduced to the Bank's activities and banker's profession. The Bank was visited by the eight formers of the „Jovaro“ pro-gymnasium, the senior students of S.Šalkauskio gymnasium and graduates of J. Janonis gymnasium. The Bank's employees told the student about the Bank in details – the history of its foundation, departments, employees, key activity areas, services rendered to the customers, the career prospects at the Bank. Moreover, the Bank participated in “The Junior Colleague” programme arranged by “Lithuanian Junior Achievement” — it was the programme of partnership between the school and the company. On April 19, the Bank was visited by the final year students from gymnasiums of Šiauliai city who became the junior colleagues of the bankers for several hours – they had observed their work, got familiar with the Bank's activities and skills necessary for work. The Bank's employees told the stories of their careers and the specifics of their works. Participation in the social campaigns, charity granting is also an integral part of the Bank's activities. When it is possible the Bank supports the country's culture, local communities, individual projects, participates in charity campaigns. Commemorating the 20th anniversary of its performance the Bank arranged the social

campaign and assigned the funds planned for jubilee to purchase TV sets which were donated to 71 residential home of old people from various cities and towns of Lithuania. The bank strengthens its inter-relationships with the communities of various cities and small towns actively participating in the country's social and cultural life. The sponsorship of the towns' holidays has already become the long-lasting tradition of the bank. The town holidays give the opportunity to the inhabitants to enjoy their place of residence and to find out about the Bank's outlet operating in the town. The Bank provided support to the holiday of Anykšiai town; to the cultural art project in Kaunas „Fir tree of Dancing Angels“; to the international race „The Amber Nautical Mile 2012“ arranged by the authority of the Klaipėda state seaport and Klaipėda County Athletics Federation; to the holiday of Marijampolė town „Sūduvos kraitė“; to Varėna “Grybų šventė” (“Mushrooms' holiday”); to aviation holiday arranged by the Telšiai aeroclub; to Šiauliai city holiday “Šiaulių dienos”. Moreover, the Bank traditionally supported events organized by the Lithuanian Musician Foundation and the concert “Breaking Dawn with Maironis...” commemorating the beginning of the new school year and the day of Liberty; to the 5th TAFISA world sports games “Šiauliai 2012”, to public organization “Parents Against Drugs” to arrange the children's summer employment program “Let's be together” for 7-17 year olds, aimed at children from large and low-income families to help and meaningful way to spend your summer vacation. In December the Bank contributed to the initiative “Malta's soup” arranged by the Order of Malta.



• Award

In the final event under the United Nations development programme in Lithuania project “GATES: social and environmental business innovations” dedicated to the promotion of corporate regional social responsibility, Šiaulių bankas was awarded for its pro-activeness in representing ideas of responsible business. The bank was nominated the leader of corporate social responsibility in Šiauliai district in 2012.





• Contacts

Šiaulių bankas AB

www.sb.lt

Head Office – Tilžės str. 149,

LT-76348 Šiauliai, Lithuania

Tel. +370 41 595 607

Fax +370 41 430 774

E-mail: info@sb.lt

