



National Bank of Serbia

CORPORATE SOCIAL RESPONSIBILITY

A nighttime photograph of the National Bank of Serbia building, a modern glass skyscraper with many lit windows. The building is reflected in the wet pavement of the street in front of it. Streetlights and tram lines are visible in the foreground. The image is partially covered by a blue curved graphic element on the right side.

2008

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UN GLOBAL COMPACT

The UN Global Compact Initiative was launched in Serbia on 6 December 2007. As a local partner to the United Nations, the National Bank of Serbia continued its efforts on the promotion of the world's largest voluntary corporate citizenship initiative committed to the advancement of corporate social responsibility (more than 5,300 participants). During the first year of the local GC Network, the number of participants rose to over forty. In addition to large companies, the Network gathers representatives of the non-governmental sector, professional associations, academic institutions and municipal authorities.

In a plenary meeting held on 10 June, it was decided that the Serbian GC Network should have a semi-formal structure. A five-member Steering Committee with a two-year term in office was elected, while the local UNDP Office and the National Bank of Serbia assumed the role of the Secretariat. The following working groups have been formed so far: Working Group for Social Inclusion and Persons with Disabilities, Anti-Corruption Working Group, Working Group for CSR in Banking and Finance, Working Group for Support to Development of CSR Strategy and Working Group for Environment.

The Global Compact asks its members to embrace, support and enact, within their sphere of influence, a set core of values in the areas of human rights, labour standards, the environment and anti-corruption. Detailed information on the ten universal principles and activities of the local Global Compact Network is available at www.unglobalcompact.rs.

Ten principles of the Global Compact

Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuse.

Labour Standards

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour;
- Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.



national bank of serbia

STATEMENT OF CONTINUED SUPPORT FOR THE GLOBAL COMPACT

Statement of Support



As one of the founding members of the Serbian Global Compact Network, the National Bank of Serbia is pleased to see that socially responsible business practices are recognized and embraced by an increasing number of companies and institutions. It is within the Global Compact that the National Bank has found strategic partners for the implementation of socially responsible actions and cross-fertilization.

It can be rightly said that the ten principles of the Global Compact in the areas of human rights, labour standards, the environment and anti-corruption, that the NBS fully endorses, have never been more important than in these turbulent and trying times when the world economic crisis is putting tough challenges before not only an individual, but broader social community and the environment we live and work in as well.

The National Bank of Serbia will continue to promote and broaden the boundaries of the concept of corporate social responsibility as it is deeply rooted in the belief that CSR refers not only to employee relations and transparent and responsible business practices, but also to raising financial literacy, being accessible to the public and accommodating the cultural needs of the city, and taking part in humanitarian and other activities supporting the advancement of cultural, historical and other values.

Radovan Jelašić
Radovan Jelašić
Governor

VIRTUS

NBS Received a Special Recognition Award for its Contribution to the Promotion of Philanthropy and Corporate Social Responsibility

In the second VIRTUS Awards Ceremony, held in the National Assembly under the auspices of the Balkan Community Initiatives Fund, Governor Jelašić received a special recognition award on behalf of the National Bank of Serbia for its outstanding contribution to the promotion of corporate philanthropy and social responsibility.

This newly introduced recognition award aims to promote the contribution of government institutions and was added to the customary six award categories. The winners of the 2008 VIRTUS awards were: Telenor d.o.o, US Steel, Erste Bank a.d. Novi Sad, enterprise "Sto posto", RDP B92 and Eurobank EFG Štedionica a.d. Beograd.

The award judging panel explained that the National Bank of Serbia was granted a special recognition for its dedicated and ongoing contribution in this sphere of activity that is for participation in a number of humanitarian actions organizing of the Savings Caravan and launching of the UN Global Compact in our country. Hence, the NBS has set an excellent example to other banks, putting the domestic banking sector at the forefront of CSR actions and support to the community.

The independent judging panel comprised renowned businessmen, media professionals, representatives of humanitarian organizations and business associations such as Vlade and Snežana Divac (Humanitarian Organization "Divac"), Dragan Bisenić (Editor-in-Chief of the Ekonomist magazine) and many others. The entire project, competition and the Awards ceremony were organized by the Balkan Community Initiatives Fund in cooperation with USAID, Institute for Sustainable Communities, the Ministry of Foreign Affairs of the Czech Republic, VIA Foundation, the Rockefeller Brothers Fund (RBF), C.S.Mott Foundation, the City of Belgrade, the National Assembly of the Republic of Serbia and many other institutions that recognized the importance of such an initiative.



NATIONAL BANK OF SERBIA'S CSR ACTIVITIES IN 2008

Social Responsibility

Activities aimed at creating a positive impact on our work, social and natural environment, with maximum engagement of the NBS staff, were the backbone of the National Bank of Serbia's CSR strategy for 2008.

With these activities, the National Bank of Serbia wanted to set an example for other institutions and companies, most notably those operating in the financial sector.

Relying on the ten principles of the Global Compact, the National Bank of Serbia implemented socially responsible practices in the following segments:

Employee care:

- active elimination of discrimination at work,
- innovation through ongoing training and education of employees and adoption of new business practices,
- special amenities for employees,
- improvement of internal communication.

Community care:

- responsibility to all stakeholders – providing timely, transparent and accurate information,
- responsibility to younger generations – educational activities,
- respecting diversity – supporting full inclusion of marginalized groups;
- giving grants and donations, organizing humanitarian projects with active involvement of the staff.

Environmental protection:

- proactive approach to environmental protection and launching initiatives, involving employees, aimed at promoting environment-friendly and responsible practices.



EMPLOYEE CARE

Employee Care

SAFETY AT WORK

ACTIVITY

In 2008 the NBS formed an Occupational Safety and Health Committee for the purposes of implementing the measures envisaged by the Occupational Safety and Health Law.

RESULTS

- Concrete steps were taken in terms of administering first aid to employees and providing the occupational medical services, including the training of 52 employees in giving first aid;
- Instructions on how to report an occupational injury were posted on the NBS website;
- 19 employees working under special conditions were sent for a mandatory medical check-up;
- An examination of working conditions was carried out;
- A survey was conducted among the management team and employees of all organizational units within the Head Office for the purposes of drafting a document on risk assessment;
- A decision was taken to initiate the risk assessment procedure, and a plan was made for its implementation and setting up of assessment teams;
- The risk assessment procedure was carried out in NBS branches, while inspection and examination of the technical resources and examination of the working environment conditions were performed in the Head Office;
- The examination and inspection services were obtained through a centralized and properly documented public procurement procedure.



PROFESSIONAL TRAINING OF EMPLOYEES

ACTIVITIES

Ongoing training and development of employees are one of the key strategic priorities of the National Bank of Serbia. Through employee capacity building the National Bank seeks to ensure effective and top quality performance of the functions under its remit and re-affirms excellent reputation it enjoys in the employment market.

Major donors of technical assistance in 2008 were the Deutsche Bundesbank, Banque de France and Joint Vienna Institute.

Having in mind the need for further development of the knowledge and skills of their employees, the National Bank of Serbia and the Central Bank of Bosnia and Herzegovina signed a Protocol on Cooperation. The aim of this cooperation is to achieve common interest in the area of professional development through exchange of experience and training programmes relevant for the smooth functioning of partner institutions and creation of safe and sound banking and financial sectors.

In cooperation with the IT Department, the HR Department organized training in the use of software applications and systems for 305 employees, of which 282 from the Head Office and 23 from the Belgrade Branch.

With a view to improving the professional skills of NBS management team, the HR Department organized seminars covering the following themes: "Running Effective Meetings" and "Change Management".

In the period July-August 2008, the National Bank of Serbia organized a summer internship programme for 21 final year students from Serbian universities and four students studying abroad. In addition to the Head Office, the summer internship programme was conducted in the NBS branches in Novi Sad, Niš and Kragujevac. Scholarships were given to eight interns who performed the best.

RESULTS

Type of education, professional development and vocational training	No. of employees
1. Education	
First level studies – basic studies	23
Second level studies:	10
- Post-graduate studies	4
- Graduate academic studies – master	3
- Specialist studies	3
Third level studies – doctor academic studies	1
Professional exams:	16
- Bar examination	1
- CFA certificate	3
- CIA certificate	2
- Protection of cultural goods for archive purposes	3
- Occupational safety and health activities	2
- Portfolio manager certificate	4
- Certified auditor certificate	1
2. Professional development.	
Seminars, workshops, counseling and conferences in the country	210
Seminars, workshops, counseling and conferences abroad	264
Seminars organized in the country in cooperation with technical assistance donors	58
Training for managers	26
Foreign language courses	213
WU "Duro Salaj"	
- First semester: group classes - 189 employees, individual classes - 11 employees	
- Second semester: group classes - 156 employees, individual classes - 11 employees	
"Kolarac"	
- First semester: individual classes - 13 employees	
- Second semester: individual classes - 12 employees	
IT training	305
- Scholarships for studies abroad	2
3. Vocational training	
- Additional training and re-training	12
4. Summer internship programme	25
Total	1.165

Seminars	No. of seminars	No. of participants	No. of days	Average no. of seminar days per participant
Abroad	188	264	1.021	3,87
In the country	95	210	552	2,63
Seminars in the country organized in cooperation with technical assistance donors	4	58	160	2,76

MOBBING PREVENTION AND ELIMINATION

In 2008, based on the Governor's decision, an Anti-Mobbing Working Group was formed in the NBS for the purposes of preventing and eliminating mobbing, i.e. psychological harassment of employees in the form of repeated actions violating human dignity, human rights and fundamental freedoms, jeopardizing the physical and mental health of employees, compromising their career and degrading the working conditions.

ACTIVITY

The Working Group operates in the following way: upon receiving a mobbing complaint, it holds separate interviews with the complainant allegedly exposed to bullying and psychological harassment (target) and with the mobber allegedly victimizing that employee or other employees. Interviews are also held with their line manager and other members of staff, if necessary.

After that, the Working Group engages in informative and advisory activities or refers the case to other institutions, i.e. conducts other procedures with a view to protecting the rights of the employee subject to psychological harassment.

RESULTS

The Working Group received ten mobbing complaints. Careful examination showed that in some of the cases there were no elements of bullying and psychological harassment. However, in cases where psychological harassment was suspected, the Working Group engaged in advisory interviews with the complainant and with the mobber so as to prevent any further harassment and enable smooth and constructive communication among employees.

PREVENTION OF THE CONFLICT OF INTEREST

Within activities relating to the prevention of the conflict of interest in the discharge of public office, in early 2009 the National Bank of Serbia informed the Republic Committee for Resolving Conflict of Interest of the names of persons carrying out managing functions in the independent and core organizational units of the National Bank of Serbia (Head Office and branches), as well as in the specialist organization integral to the NBS (Institute for Manufacturing Banknotes and Coins – Topčider), and liable for submission of a disclosure report on property and income for the preceding year.

The National Bank notified its officials of the above legal requirement also in beginning of the year, and later on after changes in their status took place.

The National Bank of Serbia took part in a survey conducted by CESID on external supervision, complaints procedure, conflict of interest, monitoring and evaluation, recruitment and performance assessment policies, equal opportunities policy and its implementation for the period 2007/2008, and expected changes in those areas in the coming year.



ADJUSTING THE NBS PREMISES TO PERSONS WITH DISABILITIES

ACTIVITY

In 2008, the NBS Property and Equipment Maintenance Division implemented a project of adjusting the NBS premises at 17 Nemanjina Street to the needs of persons with disabilities.

RESULTS

- Hand railing was installed along the entrance access ramp;
- Ramps were built on the premises to facilitate movement of persons with disabilities;
- An info panel was set up for visually-impaired persons;
- Rubber guidance paths for visually-impaired persons were put in place;
- Induction loops were fitted in the amphitheatre hall for hearing-impaired persons;
- Toilets were adjusted to the needs of persons with disabilities;
- Relief marks were added in the elevators to assist the visually-impaired.



To ensure better understanding of the phenomenon of disability and raise awareness of the problems persons with disabilities face day to day, the NBS organized two interactive workshops on this theme in cooperation with the Centre for Independent Living - Serbia. Forty NBS employees participated in the workshops.



EMPLOYMENT FAIR FOR PERSONS WITH DISABILITIES

ACTIVITY

The National Bank of Serbia participated in the employment fair for persons with disabilities, organized by the Municipality of Vračar and Association of Students with Disabilities on 3 December - the International Day of Persons with Disabilities.

RESULT

On that occasion, the National Bank awarded scholarships to three students with disabilities for the year 2009.

COMMUNITY CARE

Community Care

FINANCIAL SERVICES CONSUMER PROTECTION AND MARKET SUPERVISION

ACTIVITY

During 2008, the Centre for Financial Services Consumer Protection and Market Supervision (Centre) dealt with complaints against financial institutions, conducted mediation procedures and provided comprehensive information and education to the users of financial services.

To enhance the transparency of operations of financial institutions and promote good practices, the Centre:

- published recommendations for banks and insurance companies, aimed at strengthening public trust and stimulating the development of the financial sector as a whole, and
- participated in the research into the way financial institutions open, maintain and close current accounts; the results of the research were presented at a press conference.

Furthermore, the activities undertaken within a project launched in the last quarter included:

- preparation of the study on the necessity of consumer financial education and ways of providing it, in line with OECD recommendations on financial education,
- development of the internet page "Tvoj novac" (www.tvojnovac.nbs.rs) ("Your Money"), containing useful information, educational material (new guides, calculators, etc and OECD recommendations, and
- preparatory activities for the opening of regional educational offices that began operating on 5 January 2009.



RESULTS

Handling of complaints

In the course of 2008 the Centre received 800 complaints and early complaints against operations of financial institutions, up by 54% on 2007.

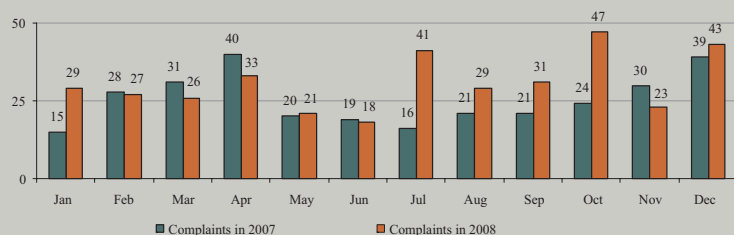
Number of complaints and early complaints per financial services provider, Jan-Dec 2008

Financial services provider	Complaints	Early complaints	Total	in %
Banks	368	334	702	88
Insurance companies	66	7	73	9
Leasing providers	16	0	16	2
VPF management companies	1	0	1	0
Exchange offices	0	8	8	1
TOTAL	451	349	800	100

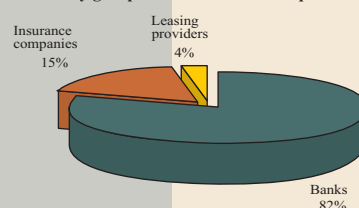
Source: NBS

The number of complaints (451) increased by 11% relative to 2007.

As banks play a dominant role in our financial sector, and consumers mostly use bank products, the majority of complaints (82%) were related to banking services.



Structure of complaints received in 2008 by groups of financial services providers



Of all complaints received, 86% were processed – 49% were assessed as founded and 51% as unfounded. Of all founded complaints, 49% were granted.

The number of early complaints (349) was three times higher than in 2007. Early complaints are those sent directly to the complaints team of the Centre instead of being first addressed to the complaints team of a relevant financial institution. In line with the complaints procedure, the National Bank of Serbia forwarded all these complaints to relevant financial institutions.

Mediation

In 2008, 39 mediations were scheduled, of which 36 were completed and 3 are still in progress. Fourteen mediations (36%) ended in settlement, twice as much as in 2007.

Number of mediations per financial services provider, Jan-Dec 2008

Financial services provider	In progress	Settlement	Suspension	Abandonment	Total	in %
Banks	2	10	19	2	33	85
Insurance companies	1	4	1	0	6	15
TOTAL	3	14	20	2	39	100

Source: NBS

As a dispute solving mechanism, mediation is beneficial both for the persons submitting the complaints and the financial institutions concerned as it saves not only money, but time as well.

Consumer information and education

In addition to dealing with consumer complaints and carrying our mediation proceedings, the Centre received 345 queries (and answered all of them) related to financial products and services and the rights of financial services consumers. Furthermore, the Centre provided information to users who contacted the Call Centre (25,585 calls were received).

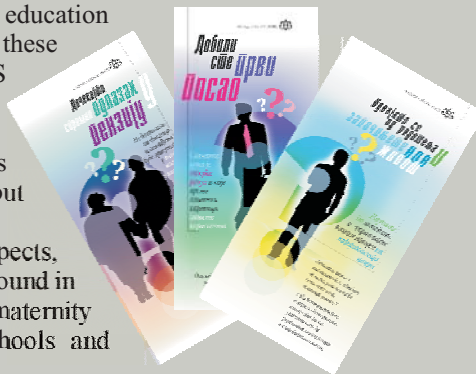
Aware of the importance of consumer financial education, the NBS took a number of activities to provide consumers with clear and comprehensive information on financial products offered in the Serbian financial market, as well as on financial market itself.

A member of the OECD's International Gateway for Financial Education, the NBS published the OECD Recommendations and prepared a study on the necessity of consumer financial education and ways of providing it. This study not only presented a comparative analysis of the findings of financial literacy surveys in other countries and Serbia, but also answered many questions regarding the necessity of financial education, interconnectedness of financial education and consumer protection activities, and the role of the NBS and other relevant institutions in the financial education process.

At the same time, a new internet page ("Tvoj novac") for financial services consumers and the general public was launched on the NBS website (www.tvojnovac.nbs.rs). This web page features educational materials on different financial products, guide booklets on life-turning events (e.g. "Starting University Studies", "Starting a New Job", etc), and calculators that consumers may use to check the level of their debt, etc. The language is simple and targeted to the broadest audiences.

On 5 January 2009, following intensive work undertaken in 2008, the NBS established financial education offices in its branches throughout Serbia. In these offices, citizens may obtain the NBS educational material, receive expert assistance regarding uncertainties they have with their personal finances, and access the internet to obtain information about financial products and services.

The NBS educational material – prospects, brochures and guide booklets, may also be found in "Pošte Srbije" offices, healthcare centres, maternity clinics, register services, universities, schools and other institutions.



сазнај | провери
израчунај
упоређи ... то је **ТВОЈ НОВАЦ**



НАРОДНА БАНКА СРБИЈЕ

почетна страна | речник појнова | калкулатори

WWW.TVOJNOVAC.NBS.RS

Овај сајт намењен је свима који желе да се информишу и науче нешто више о финансијском производима и услугама. Овде нећете пронаћи савете и препоруке код које финансијске институције и у које производе да уложите своја средства, али можете пронаћи информације и алате који ће вам помоћи да их боље разумете и да лакше и одговорније одлучите о томе у шта да инвестирате свој новац. Детаљније >>>

Желите факултетско образовање

Добили сте посао

Одвајате се од родитеља

Оснивате породицу

Добили сте бебу

Како до жељеног аутомобила

Планирајте пензију

ИНФОРМАТИВНИ ЦЕНТАР

0800 111 110

КАКО ДА ЗАШТИТИТЕ
СВОЈА ПРАВА

ШТЕДЊОМ ПОБЕДИ

ЦЕНТАР ЗА ПОСЕТИОЦЕ

ПРЕПОРУКЕ ОЕЦД-а

LONG-TERM FINANCIAL EDUCATION – “WIN BY SAVING” CAMPAIGN



Promocija dečije štednje

Beograd
Fiskalno-zabavno takmičenje
"Olimpijada Buduć", u okviru Ka-
ravana Brodne, održane se danas u
18 Zastava na Kalemegdanu za naj-
mlađe kategorije Kolubarskog ku-
luha "Putovanje", snopila je Narodna
banka Srbije (NBS). Krasan Brod-
ne je aktiviran u okviru kampanje
"Brodovima pobedi", u porvećen je
prometivana dečije dinarke
koje kupa NBS sprovali u svo-
je Ministarstvo provere, i
stavio na odlazne i sports,
1992. Dečiji kulturni cen-
tralizirani

„Караван штедње” на Калемегдану

Десетине младих конзаркаша учествовало је синоћ на такмичењу „Олимпијада штедиша“ које је одржано на теренима КК Партизан, на Калемегдану. Неobiчно такмичење било је посвећено информисању деце о штедњи и стварању буџетних штедиша као компетентних учесника у економском животу Србије.

Синоћња манифестација припређена је у оквиру програма „Штедног побе-

- Програм „Штедљиво победи“ почеo је за време школске године. У току наставе одржали смо низ предавања по основним и средњим школама у Београду и Србији, а за време летњег распуста организовали смо путујући „Кара-

Једна од најзанимљивијих игара за ђаке била је „скакање нула“. На поставља-

Tokom ljetnjeg raspusta Kalendarije održan je u 13 graditeljski, a osim učenika osnovne škole, takmičili su se mladi i u fudbaleri. Tamiro



„Динар по динар“ за уштеду динараа Фото Б. Петровић

DONATIONS AND HUMANITARIAN ACTIVITIES

ACTIVITIES

Within its already traditional humanitarian initiative “A gift for an unknown friend”, the NBS distributed New Year gifts to children aged 4-12, in-patients of various institutions, such as: the Muscular Dystrophy Association of the South Bačka District – Novi Sad, the Centre for the Protection of Newborns, Children and Youth “Dragan Filipović – Jusa” in Belgrade, the Home for Women with Mild and Severe Developmental Disorders at the St Petka Monastery in the town of Izvor near Paraćin, and the Daily Centre for Children with Disabilities in Šabac.

The collection of food for the poorest citizens of Belgrade municipalities Palilula and Voždovac was carried out in cooperation with the humanitarian organisation “Banka hrane”

RESULTS

During a one-day action that included over 150 employees, 375 kilograms of food were collected for 26 families with 135 household members.

A seven-day stay and recreation/study programme was organised in the NBS's holiday resort in Sokobanja for 30 pupils and their two teachers from the primary school “Braća Aleksić” in the Lipljan enclave in Kosovo and Metohija. The NBS donated ten computers to this school for IT training purposes.



In 2008, the NBS donated its obsolete current assets and IT equipment to a number of pre-school institutions and schools, health centres, the Centre for Accommodation of Children and Youth with Disabilities “Bežanijska kosa”, social welfare centres of the City of Belgrade – departments of Zvezdara and Savski venac, Ministry of Interior, Town Assembly of Malo Crniće, and other institutions and organisations.

In cooperation with the Centre for Accommodation and Daily Stay of Children and Youth with Disabilities, the NBS organised a humanitarian sale exhibition of works of artistic and use value, created by the Centre's inmates. The exhibition was visited by more than 350 employees. The funds collected (over 45,000 dinars) will be used for the purchase of tools for creative workshops, indispensable for stimulation of the children's development.



By donating 632,798 dinars for repair of the roof of the Daily Centre for the Elderly in Rakovica, Belgrade, the NBS gave its contribution to a better and more humane life of our older citizens.



VISITOR CENTRE – EXHIBITIONS AND EDUCATIONAL ACTIVITIES

ACTIVITIES

With a view to maintaining permanent and open dialogue with the public, the NBS established its Visitor Centre in 2005. Striving to highlight the importance of financial education of consumers regardless of their age and educational background, as well as the importance of our cultural heritage, the Visitor Centre staff have so far organised numerous interactive exhibitions, lectures, educational programmes, and have also participated in a number of cultural and social events.

In 2008, exhibitions, educational programmes and cultural and educational activities, organised by the Visitor Centre – Group for Exhibitions and Educational Activities, were visited by 25,742 persons, of which:

- 13,217 in Kralja Petra Street (8,426 in H1 and 4,791 in H2) and
- 12,526 in Slavija Square (4,307 in H1 and 8,219 in H2).

In comparison with 2007 (12,144), the number of visits more than doubled.

The “Night of Museums” event, held in May, attracted as much as 7,560 visitors, of which:

- **5,253 in Kralja Petra Street and**
- **2,307 in Slavija Square.**

The “Lepenski vir” exhibition of the National Museum attracted the greatest number of visitors to the Slavija Square edifice (the exhibition was visited by 10,219 persons and it ran from 10 May to 15 December).

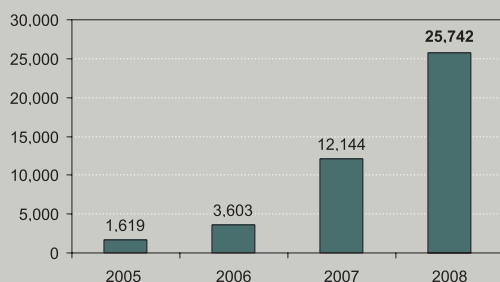
The exhibitions held in the Slavija Square were as follows:

- “Descent into the Vaults”, oil paintings by Olja Ivanjicki;
- “Photos of Mahatma Ghandi and Historical Monuments of India” (in cooperation with the Embassy of India in Belgrade)
- “Đorđe Vajfert – Industrialist and Explorer, Banker and Collector”;
- “Naïve Paintings” by Sava Stojkov;
- “Mystery of Lepenski Vir” (in cooperation with the National Museum);
- “Paintings and Graphics” by three academic painters employed in the Institute for Manufacturing Banknotes and Coins – Topčider, and
- “Exhibition of the Saint Andrea Colony” (organised in December 2008).

RESULTS

The number of visits was on a steady rise since the opening of the main exhibition in 2004.

Number of citizens covered by exhibitions and educational activities in Kralja Petra Street and Slavija Square edifices.



Note:

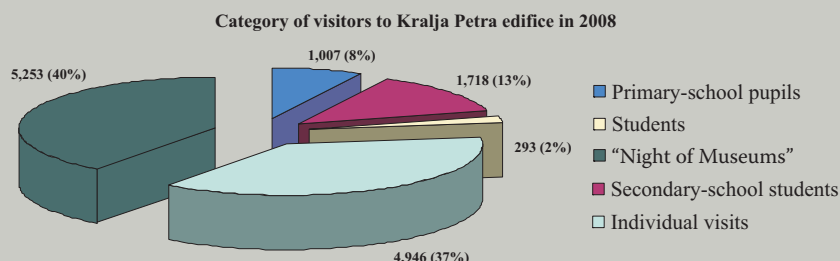
The year 2004 is excluded because of the negligible number of visitors until the year end (the permanent exhibition opened on 2 July 2004).

In 2008, the exhibition hall in the Slavija Square edifice was opened, which led to an increase in the number of visits.



Who are the visitors?

Broken down by the category of visitors, the Visitor Centre hosted 3,018 young persons who are the Centre's primary target group (1,007 primary school pupils, 1,718 secondary school pupils and 293 students).



Note:
Statistics by category could not be obtained for the Slavija building as records were kept in aggregate form or were not kept at all.

The number of individual visits (4,946) rose considerably from 2007 (2,874). Despite the annual leave season, July and August saw the greatest number of visitors (960 in total). On the 124th anniversary of the National Bank of Serbia on 2 July, citizens were able to see the Bank's halls and its Treasury (6 pm – 10 pm). The number of visitors recorded on this day came to 1,217.

The exhibition hall in the Kralja Petra edifice was visited by:

- 26 primary schools (42 in 2007),
- 46 secondary schools (28 in 2007),
- 13 faculties (6 in 2007).

Cooperation with foreign schools (International School of Belgrade, Chartwell, primary and secondary École française de Belgrade, and the German primary school) continued. The Visitor Centre hosted the inmates of the Centre for Daily Stay of Children and Youth with Disabilities in Šekspirova Street in Belgrade, the Orphan Home in Ustanička Street in Belgrade, and the Social Welfare Centre from Novi Sad.

Within the campaign of promoting the children's savings in dinars "Win by Saving", the Visitor Centre – Group for Exhibitions and Educational Activities, undertook the following activities related to consumer financial education:

Within the "Savings Caravan", presentations on savings were held in primary and secondary schools in Serbia, covering 2,320 pupils in total.

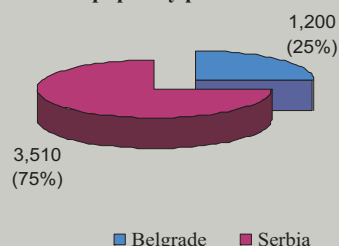
The "Win by Saving" event was organised in cooperation with trainees from other NBS organisational units. At the same time, presentations on savings were held, covering 1,720 primary- and secondary-school pupils.

Presentations on savings were held in the NBS exhibition hall, covering 670 primary- and secondary-school pupils.

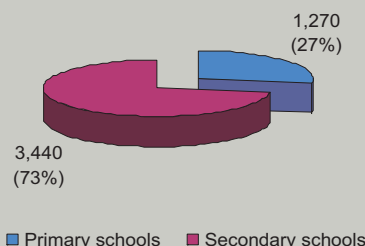
In 2008, 4,710 primary- and secondary-school pupils from Belgrade and the whole Serbia took part in savings-related educational activities.



Number of pupils by place of residence



Number of pupils by age



Special educational material was prepared for the needs of the campaign – “What are Savings” and “Welcome to the World of Savings” (interactive quiz game) for primary-school pupils, and the presentation “Savings” for secondary-school pupils. The purpose of such material is to familiarise young people with the concept of saving and its indispensability.

Furthermore, several creative workshops were organised for primary- and secondary-school pupils – “Learn About the Importance of Saving”, “Design your Own Banknote”, “Money throughout History”, “Counterfeit Money and How to Recognise it”, “Inflation”, “Hands on” and “Five Senses and Money”.

To promote Belgrade and the Republic of Serbia on the national and international plane, the NBS Visitor Centre participated in a number of cultural and social events, such as: the “Days of European Heritage”, “Night of Museums”, “International Day of Francophonie”, “Small Graduation Ceremony – Big Heart” and “Joy of Europe”.

To mark the Republic of Serbia's Chairmanship of the Council of Europe's Committee of Ministers and its contribution to the Council of Europe's MONEYVAL project, the NBS Visitor Centre organised an exhibition abroad for the first time since its establishment. The exhibition, opened by the NBS Governor and titled “National Bank of Serbia – National and European Institution”, was held at the Council of Europe headquarters in Strasbourg from 10 to 14 September 2007. According to the Permanent Mission of the Republic of Serbia to the Council of Europe, “the exhibition was truly invaluable and it contributed to the enhancement of Serbia's reputation abroad”.

Following the Strasbourg exhibition, the Visitor Centre, in cooperation with the NBS Archive, remained committed to the international promotion of the Bank. To mark the 2008 International Day of Francophonie, the NBS held the exhibition “Central Banks of Serbia and France in World War I” in Serbia's Cultural Centre in Paris.

Reaffirming its commitment to corporate social responsibility and care of our oldest citizens, the NBS Visitor Centre initiated in 2008 the programme “Nights of Pensioners in the NBS”, in an effort to help the elderly feel a part of the community and not an isolated and outcast group. The programme includes guided tours through the building and the exhibition hall, short videos about the history of the Bank, hyperinflation and the domestic currency (“The Dinar – Our Money”). Depending on their interests, visitors can also attend various lectures and workshops held by staff from different organisational units of the NBS.



ENVIRONMENTAL PROTECTION

Environmental Protection

WASTE SORTING

ACTIVITY

In early 2008, the NBS started to sort and collect paper, PET and mixed waste in its two Belgrade buildings, which was warmly welcomed by employees.

By its waste sorting activities, the NBS not only contributes to the environmental protection, but also sets an example of laudable behaviour for our children and colleagues working in other financial institutions.

RESULTS

Recycling-related provisions of the Rules on the Internal Order in NBS Edifices were amended.

PURCHASE OF PET PACKAGING IN 2008

Quantity (in kg) total:	Amount, VAT incl. (in dinars) total:
1,750	12,389.20

PURCHASE OF WASTE PAPER IN 2008

Quantity (in kg) total:	Amount, VAT incl. (in dinars) total:
13,404	118,625.40



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