

# | SOCIAL RESPONSIBILITY REPORT OF ŠIAULIŲ BANKAS



2013

# Introduction

Joining the international initiative of Global Compact in 2008 the Bank together with the number of business enterprises and other organizations from all over the world carries out its performance with the respect to human and labour rights, follows the principles of environment protection, and does not contribute to the expansion of corruption.

Providing the report in the area of social sustainability for 2013 Šiauli bankas confirms its responsibility and commitment to comply with the above mentioned principles in its daily performance.



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## CEO's word

The year of 2013 was the unprecedented year over the entire history of the banking activities in Lithuania. When the Board of the Bank of Lithuania revoked the banking license of Ukio bankas on February 23, 2013 Šiaulių bankas, temporary administrator of Ukio bankas AB and public undertaking Deposit and Investment Insurance signed an agreement on transfer of the part of Ukio bankas' assets and liabilities to Šiaulių bankas.

These changes have raised many new requirements and at the same time provided new opportunities to Šiaulių bankas which became much bigger and more significant. The process of resumption of services to the former customers of Ukio bankas was smooth and Šiaulių bankas re-opened 25 new outlets in different towns of Lithuania over a very short period of time (within a week) - starting from the financial services which were most important to the clients in the first place, however, in a week the full scope of banking services was resumed in all the outlets. In terms of the number of the customer service points in Lithuania Šiaulių bankas, operating through 76 outlets in 37 towns, took the second position in 2013.

The number of clients almost doubled in Šiaulių bankas over 2013 reaching nearly 300 thousand, and, what is more, this number keeps gradually growing. We do appreciate this and are grateful to our customers for such trust. We seek to improve the quality of customer servicing, offer professional services to our customers and foster the traditions of sustainable and prudent banking. Implementing strategic and daily plans of the bank's performance we will continue striving for more efficient development of the sustainable business at our bank.

Šiaulių bankas aims to be a strong and advanced Lithuanian bank and is going to continue paying much attention to its priority area, i.e. to small and medium-sized business. Assisting Lithuanian enterprises and inhabitants to seek for financial welfare and stability, providing funding to municipal and regional projects we do believe that we contribute to creation of an efficient economic development and well-being in our country.

Vytautas Sinius   
Chief Executive Officer of Šiaulių bankas



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## About the bank

Simplicity, responsibility, professionalism and promptness are the basic principles the Bank's performance ensuring the long-term mutual relationship based on trust while communicating and collaborating with partners and customers in provision of financial services.

Close, long-time cooperation with international financial institutions, small and medium businesses, team of professional employees, wide network of territorial units - all of which makes it possible to Šiauli bankas to operate effectively and successfully, to be more flexible and competitive to contribute to the financial well-being of the bank's customers.

Being an active participant of the country's social life, supporting cultural, sport, social, educational and other projects Šiauli bankas in cooperation with local communities, strengthens the company's social responsibility activities referring to the social, environmental and transparency aspects.



## Šiauli bankas' vision

A professional, reliable and modern financial partner.

## Bank aims

to become the major bank to its customers, to render the professional financial services and to be a strong Lithuanian bank with advanced banking tradition.

Considerate communication, expediency in service provision and responsible decision making are the main working principles of the Bank, ensuring long-term and mutual trust-based relationships the customers.

## Šiauli bankas' mission

We are here to help our clients grow, fulfil their objectives, aspirations and projects as well as to create a new quality of life in Lithuania together.

## Šiauli bankas' values

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



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# Employees

In 2013 the Bank employed 680 staff members. In comparison with 2012, the number of employees in the Bank increased by 41 % over the year. Such growth of the employees was influenced by the takeover of part of Ukio bankas' assets and liabilities.

The number of staff rose sharply at the Bank, thus, major attention has been focused on employee adaptation: departments held introduction events, employee training, common after-work activities, and the initiation ceremony for the newcomers.

In order to teach and prepare the newcomers quickly and professionally Bank launched a programme to supervisors across service outlets in 2013 which was successfully implemented. Also, the Bank organised training sessions to client service managers on efficient sales and project management, etc..

The Bank Group applies various motivation measures to stimulate the employees. The employees receive bonuses on a quarterly basis for the implementation of targets set by the Bank and individual outlets as well as for individual goals. Each year the Bank holds traditional election of the Person of the Year as well as sports event of the Bank in summer.

Careful treatment of the staff, their insurance against the accidents, preventive healthcare, payouts in case of accident in the employee's family, presents on personal occasions, bonuses to the employees with the longest work experience on the occasion of the Bank's birthday and gym memberships are the additional benefits provided by the Bank to its employees

In autumn 2013, the Bank employees embarked on the traditional trip, which this time took them to Vilnius, visiting the Taujenai manor on the way, and followed by a literature trip Silva Rerum, and finally completed with the Barbora Radvilaite ballet at the National Opera and Ballet Theatre.



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## Clients

The Bank has been operating in the market for 22 years as a universal bank - it works with both the corporate and private customers, however the greatest experience the Bank has gained in the field of small and medium enterprises (SME). The Bank is going to continue strengthening its exclusive competence and promoting the SME development in Lithuania. Currently the Bank is actively involved in various programmes for SMEs – it is extending credits with the portfolio guarantees, offering risk-shared products under the JEREMIE programme, micro-credits under micro-finance facility „Progress“, etc.

The Bank is also an active participant of the programmes Government of the Republic of Lithuania aimed at increasing the efficiency of energy of the multi-apartment buildings, therefore, the renovation of the multi-apartment buildings shall also remain an important area of the Bank's activities. Applying the experience and knowledge gained in this sector the bank will continue to ensure the rapid, simple, and high-quality customer service. The increased number of the clients after the transaction of Ukio bankas is dictating the need to improve the quality of services, to invest in products that customers consider important, and to pay the greater attention to the modernization of the electronic channels.



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# Prevention of corruption

The Prevention and Security Department operates in Šiauli bankas in order to prevent any unfair or illegal activities at the bank. The trainings on Anti-Money Laundering and Counter Terrorist Financing of the Republic of Lithuania were organized to the employees in cooperation with Financial Crime Investigation Service. In case of any questions arising with respect to the corruption the staff is constantly encouraged to seek advice regarding prevention and suspension of the latter.



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## Environmental issues

Šiauli bankas fosters the responsible use of natural resources and environmental protection ideas. Collaboration with members of local communities and bank's employees who take care about their environment ensures support to the socially responsible society.

In collaboration with the Ministry of Environment, Housing Energy Saving Agency and other institutions Šiauli bankas makes a significant contribution to energy-saving in multi-apartment houses in Lithuania and takes a leading position in provision of funds to renovation projects in Lithuania.

Šiauli bankas by means of electronic document handling measures encourages its employees and clients to reduce paper consumption and to refuse printing of not important document and e-mail letters. The customers of Šiauli bankas can fill e-applications on the bank's Internet service system "SB linija" as well as to perform many other usual banking transactions, thus, saving not only printing costs but also customers' time.



## Society

In 2013, for the first time the Bank participated in the conference Enterprising (Lith. Veikli) for women, which was attended by more than 600 women from all over Lithuania. In the presentation delivered by the Bank representatives they shared insight on effective financial management, and introduced the bank's products offered by the Bank to help clients save money or carry through a business idea.

Šiaulių bankas paid much attention to education of young people. The Bank signed a cooperation agreement with Vytautas Magnus University in an effort to bridge the gap between science and business, encourage cooperation through newly launched and implemented joint projects, improved study quality for students, also developing their practical skills and contributing to the education of qualified employees. Two students of the University have been awarded nominal grants by the Bank for their academic achievements and the aspiration to grow in 2013.

The Bank paid much attention to vocational orientation of youth and their introduction to banking operations and the banker's occupation. For the second consecutive time the Bank representatives participated in the Junior Colleague Day organised by the Lithuanian Junior Achievement in the framework of a partnership programme with the schools. Over 50 students visited the Bank's offices in Alytus, Panevėžys, Šiauliai, Kaunas, and Tauragė to get a hands-on experience of the banking career and daily work. Among them were the students from Šiauliai Juventa pro-gymnasium and Šiauliai Simonas Daukantas gymnasium.

Representatives of the Bank's Vilnius branch met with the students of Vilnius College, got introduced with the concept of VIKO Bank and took a tour of the education institution's premises to get a closer look at its facilities and the information system Forpost.

The Bank was engaged in supporting a number of social initiatives. As usual, the Bank supported local events of both larger and smaller cities, including Klaipėda Sea Feast, Šiauliai Days 777, Marijampolė Harvest Feast Šėduvos Kraitis, Days of Plungė, Anniversary of Utena, and Varėna Farmers' Feast.

For many years now the Bank has been sponsoring the 1 September celebration outside the Presidential Palace of the Republic of Lithuania, organised by the Musician Foundation. The Bank also contributed financial support to the following events: 12th running marathon Amber Sea Mile, Lithuanian Equestrian Championship in Jūšiai, first-time Lithuanian Club Team Badminton Championship in Tauragė, sailing events, 600th anniversary of Samogitia baptism in Telšiai, Klaipėda Castle Jazz Festival, etc.

Moreover, the Bank also started close cooperation with the donation website [www.aukok.lt](http://www.aukok.lt), thus, seeking to contribute to implementation of the meaningful social initiatives.



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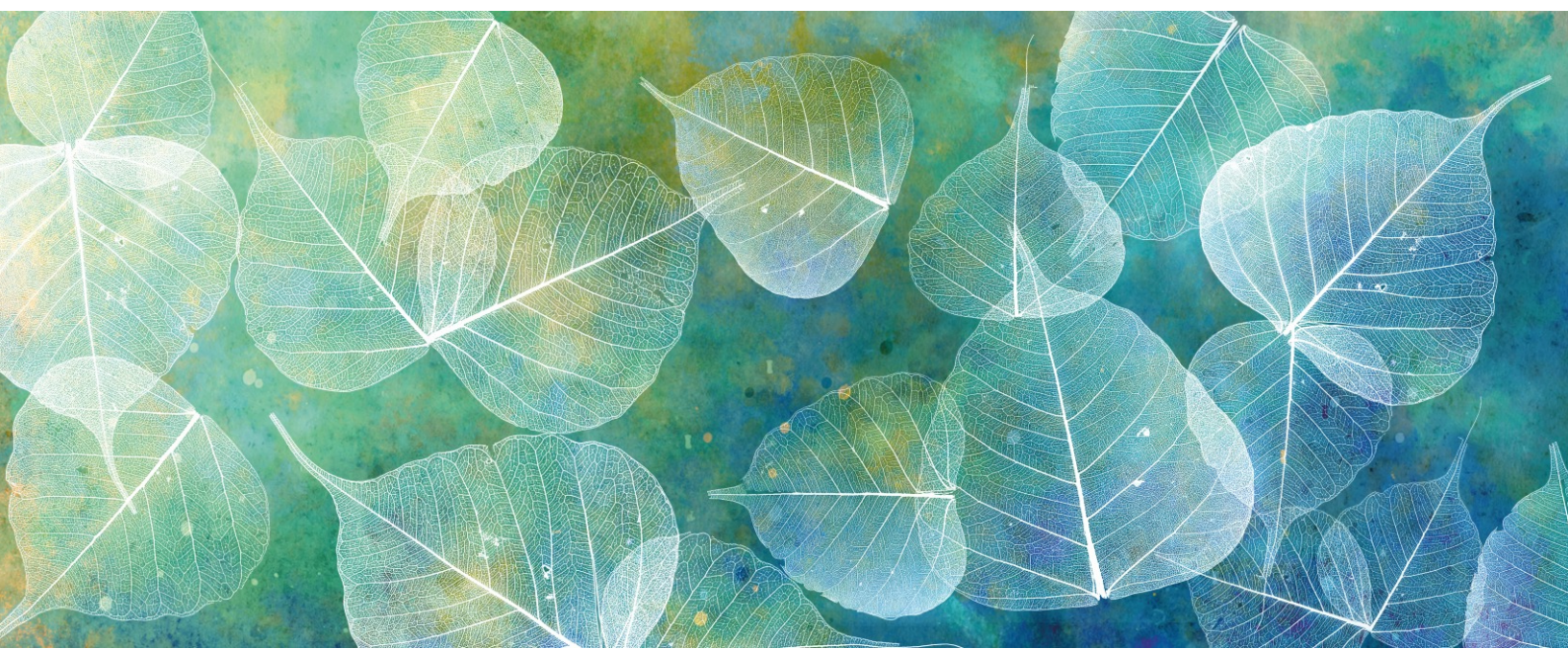
# Awards

On 29 November the Bank won the honourable award "The Best Bank in Lithuania 2013" at the prestigious bank awards arranged by the international magazine "The Banker" issued by the "The Financial Times".



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