

Sustainability Report 2010



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Ladies and gentlemen,

In times of financial and economic crisis, corporate responsibility has become an increasing focus for the public. At the Deutsche Postbank AG too, corporate responsibility and social commitment have become increasingly significant in recent years. We regularly check progress in the area of sustainability and document this in a sustainability report. I am thus pleased to be able to present the second edition of our sustainability report.

As a company, Deutsche Postbank AG is an integral component of the society in which we operate. As a part of this system, we are aware of our corporate responsibility. With our vision of becoming the leading financial partner of customers and companies within Germany, as the largest German retail bank, we have made a commitment to the people in our society and at the same time, depend on their trust. For this reason, corporate social responsibility plays a major role for us. Postbank's motto "Unter'm Strich zähl ich" formulates the claim to excellence from the perspective of the confident customer and illustrates our approach of putting the customer at the centre of our operations. Social responsibility is thus an integral component of our business strategy which intends to contribute to a stable social environment.

At the same time, our actions aim at the welfare of all stakeholder interests. Beside our customers, we focus on our employees, shareholders, suppliers and above all, the environment. For this reason, our strategic sustainability orientation is based on three complementary pillars: social, ecological and economic sustainability.

We achieve our objective of "ecological sustainability - economic success" by being a top employer. Satisfied employees are an essential precondition for the sustainable development of the company. Good working conditions, such as training or further training, flexible working hours or company sporting facilities, to name only a few aspects, contribute to providing the necessary preconditions, since only satisfied employees are able to create added value for customers and shareholders. Postbank is also committed to responsible products. We thus offer our customers ethical banking products, such as the "Postbank Dynamic Vision" fund. In addition to its everyday business activity, Postbank assumes its responsibility to society. Education, as a key function for a sustainable society, plays a decisive role for us as a company. We thus invest in education and our junior staff through such devices as the Postbank Finance Award, to which I am personally committed as a patron, together with my fellow board member, Ralf Stemmer, who is a panel member and have declared our commitment to promoting our younger employees.

Ecological sustainability is also particularly important for the Postbank group. The success of a company depends on a sustainable environment and available resources. In order to guarantee this in the long term, Postbank has introduced an environmental management system. Among other things, we have the aim of reducing our CO2 emissions by 20% by 2012. We hope to achieve this through our plans to convert our major locations to 100% use of green electricity, which are already well advanced, if nothing else, with the energy checks carried out by HOCHTIEF Energy Management making a contribution here.

We take the view that sustainability must actually be lived and not just imagined. We thus make regular efforts to provide active support to strengthen environmental awareness within Postbank, by including environmental and climate protection themes in information to suppliers and cooperation partners as well as training for employees throughout the group.

Our economic objective above all means generating profits as a company in order to be profitable and competitive in the long-term. Our profit is the precondition for creating safe jobs and utility for the economy as a whole, as well as added value for our customers, our employees, our shareholders and suppliers.

These briefly described activities are examples drawn from our sustainability programme. This 2010 sustainability report which is presented to you contains many other activities which highlight our sense of corporate, environmental and entrepreneurial responsibility, since on the issue of sustainability, we have already made many plans for the future as well.

I hope that you enjoy reading this report.

Best regards,

A handwritten signature in blue ink, appearing to read 'S. Jütte', with a stylized flourish at the end.

Ihr Stefan Jütte
Chairman of the Board of Directors
Deutsche Postbank AG

Sustainability Report



Organisation profile, area of influence and vision

Organisation profile



With around 14 million customers and total assets of Euro 242 billion, the Postbank Group is one of the largest providers of financial services in Germany. Deutsche Postbank AG has its headquarters in Bonn, with further branches outside Germany in Brussels, Luxembourg, London, Verona, New York and New Delhi. Its principal business is retail banking with individual customers and it is also active in corporate banking. Within its business area of "transaction banking", it provides back office services for other financial services groups. At the end of 2009, it had 20,857 (full-time equivalent) employees, of which 98% within Germany.

Individual customer business

Postbank offers its individual customers simple, reasonably priced products for their everyday needs. These range from payment facilities to deposits and credit transactions to loans, investment funds, insurance and building loan agreements.

As a multi-channel bank, Postbank is easily accessible to its clients, through its branches, online or by telephone, and has

the densest branch network of any private bank in Germany. It offers all of its products and qualified advice through its own branches and also has several thousand partner branches of Deutsche Post, the German post office, through which a selection of its services are available, as well as 1,000 "Postbank Finanzberatung" financial advisory centres. Over 3,200 mobile advisers support its customers, above all with asset management and pensions.

Postbank is a leader within Germany in online and telephone banking, with its customers operating 3.35 million current accounts and some 560,000 deposit accounts online. 3.9 million customers make use of its telephone banking services, with this number likely to increase further.

Corporate customer business

In business transactions with its 30,000 corporate customers, Postbank concentrates on its core capacities, offering payment transaction-related solutions, commercial property financing, traditional business financing for medium-sized businesses, factoring and leasing as well as comprehensive investment management. PB Firmenkunden AG, a fully-owned Postbank subsidiary, services Postbank's corporate customers at its locations within Germany both in person and by telephone. At international level, experts in commercial property financing are available at its London and New York locations. It also has central product specialists for complex financing operations. Its product range is completed with comprehensive investment and balance sheet structure management.

Transaction Banking

Postbank has one of the most efficient transaction platforms in Europe. It developed its core banking standard software in conjunction with SAP in 2003 and has been continuously improving it ever since. Its central data processing software is continuously updated. In 2004, Postbank opened its new transaction banking business area in which it operates as a service provider to financial services companies, offering them services such as payment executions and account management as well as loan processing. Its subsidiary, Betriebscenter für Banken AG (BCB) provides payment services to banks such as Deutsche Bank, HypoVereinsbank and HSH Nordbank.

Sphere of influence

By way of contributing to the implementation of our 2006 commitment to realise our “sustainable development” message statement, the following areas of influence of Postbank have assumed corporate responsibilities:

- We are committed to maintaining the long-term value of the company for our shareholders, e.g. through minimising and diversifying risk and good corporate governance.
- We offer our individual customers simple and easy to understand banking services which allow them to invest in responsible companies or to behave as individuals in ethical and environmentally friendly ways. Besides a corresponding product range, which also includes ecological and ethical products and services, our customers also expect transparent advertising and advice which caters to their requirements.

On 30/06/2010, Postbank had financial investments under management of Euro 63 billion, with loans to corporate clients of Euro 30 billion. This is associated with far-reaching possibilities e.g. for investment in capital markets as well as for ecologically and ethically responsible lending behaviour.

- As an employer we have a special responsibility to our employees to create safe and sustainable jobs, to promote the health of our employees and to guarantee the compatibility of jobs and family life.
- In addition to our 850 or so branches, on 1 July 2010, we took over a further 277 Deutsche Post branches in its former network via our subsidiary, Postbank Filial GmbH.

In this way, with more than 1,100 branches and over 3,200 mobile financial advisers, Postbank is above all active in our home market in Germany. In this way, we have a special commitment as a part of this society.

- At our major locations, in our branches and building financing centres, we use energy, water and paper and generate waste, with these directly associated with effects on the environment.

We endeavour to orientate the effects of our business activity not only towards economic but also towards ecological and ethical aspects. We are aware that it requires a continuous effort to develop Postbank further as a responsible company on a consistent basis.

The individual aspects of corporate responsibility are described in greater detail on the following pages.

Sustainability vision

As its vision in the field of sustainability, Postbank has undertaken to focus its orientation on the three pillars of economic, ecological and social responsibility. On the basis of this structure, we will develop our commitment to sustainability further for the benefit of our shareholders, customers, employees and society. On this point, we are seeking in the near future to stress the theme of social sustainability. We are also making continuous efforts to reduce our CO₂ emissions as well as to meet our environmental targets.

In order to discover the concerns of the different stakeholders regarding Postbank's sustainable conduct and to examine these, we hold dialogues with them. In this way, the Kundenbeirat 60Plus [60Plus Consumer Council] was involved in the design of a branch and its suggestions taken up.

Stakeholder dialogue

Stakeholder groups



Postbank sees shareholders, customers, employees, society, NGOs and public institutions as significant stakeholders with regard to sustainability. A dialogue with these stakeholders helps us to familiarise ourselves with their concerns regarding Postbank in a sustainability context; it also represents a source of information for others as to how the opportunities and risks of our business are perceived outside the company.

2004 – 2008

Since its stock market debut in 2004, Postbank has included "sustainability" in its business report. During the drafting of the Deutsche Post DHL sustainability report in 2006 and 2008, which included Postbank, it introduced its central communication platform, www.postbank.de/nachhaltigkeit and www.postbank.com/

sustainability. In addition to an online sustainability report, these provide further information which we view as significant in a sustainability context.

2009

Since 2009, Postbank has published its own sustainability report.

2010

In this context, we have included the concerns of our stakeholders with regard to the treatment of special aspects of sustainability as follows:

- In order to permit all stakeholders to establish a contact, the central e-mail account nachhaltigkeit@postbank.de was introduced as early as 2006.
- Postbank carries out employee surveys every two years. The second group-wide employee survey was carried out in 2010. More than 20,000 employees were invited to provide the management with feedback and thereby to gain active influence over the design of the future working environment.
- Our group-wide ideas management (employee suggestion scheme) highlights the areas in which employees see optimisation potential. Through special events, e.g. for Postbank's 100th anniversary, additional incentives were provided, through which a total of over 3,000 ideas were collected and evaluated across the group.

- Postbank also seeks dialogue through various regularly published customer magazines. The various customer groups and segments are addressed through “Geldwert”, “Anlagewelt”, “Mehrwert”, “Wohnen”, “Business Update”, “Perspektiven” and “Weitblick”. In addition to online banking, Postbank provides product information via the Internet as well as current information and contact details.

Our employees receive corresponding information via our Intranet and through an employee magazine.

For further information, see the chapter “Customer and employee magazines”.

- A further example of our dialogue with stakeholders is the “Kundenbeirat 60Plus”. This gives us the possibility of recognising the requirements of our long-standing customers and examining them.

For further information, see the chapter “Demographic change”.

- Finally, Postbank involves itself in initiatives and memberships surrounding the themes “Climate change”/ “Social responsibility”, such as at the “VfU/UNEP FI-Roundtable talks” (since 2005) or in the “FinanzForum: Klimawandel” [Finance Forum: Climate Change] (since end-2008).
- In 2007, the “BHW Forum” was created. This podium discussion, consisting of the Chairman of the Board of BHW Bausparkasse, as well as scientific and political personalities, has since become a component of our stakeholder dialogue in Hameln, the headquarters of BHW Bausparkasse AG..

The “BHW Forum” has set itself the objective of discussing current themes of contemporary history. In this way, the slogan for the 2007 event was “Auf die Zukunft bauen – vom Wohnklima zum Klimaschutz” [Building on the future - from a living climate to climate protection], to which we succeeded in attracting the former Federal Environment Minister, Sigmar Gabriel, as a guest speaker. It became clear how important the energy renovation of a building is for achieving the climate protection objectives of the federal government.

In 2008, the “BHW Forum” had the slogan of “Frischer Wind für die private Altersvorsorge – mit Wohn-Riester in die eigenen vier Wände” [Fresh air for private old age pensions – home annuities within your own four walls], with the retired Federal Minister Walter Riester as guest speaker. It was highlighted that private old age pensions for all employees would become more significant in the future.

In 2009, the “BHW Forum” succeeded in attracting the futurologist, Prof. Horst W. Opaschowski. With the theme “Deutschland 2030 – Zukunft findet Stadt” [Germany 2030 - the future is in the cities], the researcher highlighted his impressions of society in the year 2030, with him emphasising the consequences of an aging society, the renaissance of families and the consequences of these developments for the company and policy.

For this year, BHW Bausparkasse waived the event and in January 2010 donated the Euro 50,000 set aside for it to the victims of the earthquake in Haiti. Like Postbank’s Haiti donation, this was transmitted to the Diakonie Katastrophenhilfe [Christian charity Catastrophe Aid] Stuttgart. The donation was left to the recipient to procure and distribute vital relief supplies.

“Everything stands and falls by immediate superiors.” The employer plays an important role in ensuring the compatibility of family and profession, in particular when both parents are employed. Surveyed female Postbank employees concluded that it is only possible to balance family and employment with a benevolent superior.

A well-organised family company



Charlotte is six, her sister Nele is nine, Melia is four, Lisa-Marie and Larah-Sophie are aged 13 and 16. What they have in common is that their mothers work for Postbank, at the BHW Processing Centre in Hameln, at Head Office in Bonn and at the branch in Hanover Central Station.

One day, Maike Pannewitz, Angela Eckert and Sabine Bludau asked themselves the question: family or job? All three decided in favour of “both/and” whether in order to maintain their work routine or out of economic necessity. Postbank employees speak about the hurdles and obstacles as well as their positive experiences during “parents’ everyday work routine.”

The legislation supports families and in past years, has improved the framework conditions in favour of working parents, even if a glance at other European countries shows that above all, Scandinavian countries have enshrined more extensive proposals. In Germany, parental leave is currently three years, with a family allowance of one year as compensation for salary, with the legal right to a place at nursery school soon to be followed by a right to a place in a crèche. Legislation is assisting parents and above all, mothers, to ensure that they can return to their jobs as quickly as possible after the birth of their children. By now, therefore, returning to work is mostly no longer a question of “whether” but of “when”, principally for mothers. Since at Postbank, it is principally women who are responsible for

childcare, we may look at the different proportions of part-time jobs. More than 40% of Postbank’s female employees aged between 35 and 45 work part-time, while for men in the same age group the figure is less than 3%.

The family service is provided to all Postbank employees, regardless of location. This is accepted above all as assistance with emergencies. “When there was a bomb alarm in Hameln and the nursery schools and schools were closed, the family service organised emergency care for my daughters” says BHW employee, Maike Pannewitz. She also praises the holiday care for children of Postbank employees, an experience shared by Sabine Bludau from the retail outlet in Hannover.

Due to different conditions, the services provided to parents vary according to the Postbank location. Hence, for example, BHW has an agreement with a daycare centre directly adjacent to the BHW building. In Bonn, Postbank has a similar arrangement: children of Postbank employees aged less than three are provided with daycare facilities.

Even with a tight network, and the availability of crèches, nursery schools, childminders and grandparents, at some point in the life of every mother and father, a disaster day occurs when everything happens at the same time.

He or she is overwhelmed with work when the call comes from the nursery school: "Please come and pick up your child, he has suddenly developed a high fever."

Childminders or grandparents are unreachable and now there is one issue above all: the understanding of colleagues and superiors. This is made absolutely clear in talks with parents: above all, compatibility involves mutual give-and-take, between colleagues, between employees and their superiors. It is important for working parents that they do not receive funny looks from colleagues if they promptly pack up and leave at the end of the day. They need the certainty that they will also be able to be there for their children in the event of an emergency without having a guilty conscience.

was working without further ado. It is just as important to the other mothers as it is to her to do their jobs well, to leave nothing done and to compensate for things as far as possible so that they are only "flexible to a limited degree".

Largely unproblematic

While she is on the escalator, Maike Pannewitz is sometimes still thinking of the customers whose files she was last processing, but by the time she reaches the BHW data processing centre in Hameln, she has already shaken off thoughts of work. The 41-year-old then picks up her youngest daughter Charlotte from the nursery school, which is right next to the BHW headquarters.

"In my case, reconciling work and family is largely unproblematic" she says, conceding that her employer plays a significant role in this. After returning from her three year maternity leave following the birth of her daughter Nele, who is now 9, Maike Pannewitz has been working part-time, for four hours every morning, as many mothers wish to do. "This was natural and was accepted as such by my direct boss and my colleagues."

Nothing changed when a few months later she departed again for three years' maternity leave. It is equally natural for her to work for more than the normal four hours at peak times. In organising her daily routine, she planned two buffers here: one hour early in the morning, when her husband takes both daughters to school and to nursery school and one hour in the afternoon, for which she has "booked" nursery school and care during lunch time with lunch for both children. By so doing, she can count on understanding when everyday disasters occur, e.g. when one of her daughters has a fever and has to be picked up early from nursery school.



This happens less frequently than most employers fear. "Only once in the last 10 years" recalls Sabine Bludau, by way of example. "My daughter needed hospital treatment since she had fallen off a climbing frame at nursery school and couldn't receive it without my signature." After a brief consultation with her superior, she shut the one-person branch where she

Involving a partner

Angela Eckert has been responsible for corporate design at Postbank for 10 years. Nor did the birth of her daughter Melia and her year of maternity leave change anything. Her superiors supported her and her husband Andreas with a parental leave model which even today is unusual. After a year at home, Angela Eckert returned to her job full-time while her husband slipped into the classic childcare role. He took two years' parental leave on a part-time basis, working mornings for Postbank and taking care of his daughter in the afternoon. When their daughter started nursery school, there was another change: her husband returned to working full-time while she reduced her working hours from 100% to 80%.



Since then, she finishes work at three o'clock sharp since she has to pick her daughter up from nursery school. "It works well", says the petite brunette. At peak times, she has to be flexible, "but that only happens rarely." Because of this, she can be certain that her colleagues and her boss will always understand when she goes home on the dot. For example, Eckert's boss attended a full-day workshop in Frankfurt, "and did it without me having to think about it."

In the meantime, she sees both years of full-time work as a gain: for her personally, since she was able to readjust to her job after a year of maternity leave and for her daughter and husband, since they have forged such a close bond with each other.

A reliable network

Just after she had returned from maternity leave, Sabine Bludau separated from her husband. At the time, her daughters Lisa-Marie and Larah-Sophie were 3 and 5. Only a month later, she already had a full-time position as permanent representative at the counter of the sales outlets in Hannover, with flexible working hours and work locations which often took her a long way from home. She had no problems in achieving the position since she had also maintained contact with various operations during her leave period. She did not ask herself whether it was feasible. "I just had to earn money", she says. The single mother built herself a network on which she can fall back even today. The lynchpin was a reliable childminder who was ready to adjust to her irregular working hours. It was also important to her to bring up her children to be as independent as possible. Today the 13 and 15-year-old do a great deal of organising themselves.

Sabine Bludau is pleased that she can rely on her daughters, since in the meantime, her working hours have become as irregular as they were 10 years ago. In the interim, she worked for seven years as an adviser in her place of residence. "This was a great relief", she admits. The 39-year-old does not expect particular recognition from her superiors. She finds it natural that she will be treated in exactly the same way as her colleagues and is somewhat astonished that her boss even knows that she has children.

Twelfth man in the Niederrhein eleven



“We are very proud to have secured Postbank, a major and successful German company, as our partner.”

Rolf Königs, Chairman of Borussia Mönchengladbach

Postbank and soccer are two things which go together. After four years as a premium partner of the German football league and the national team, Postbank returned to its sponsorship roots: at Borussia Park.

In 2005, Postbank had celebrated the start of its football world championship campaign here, and this with a world record: 142,000 Postbank footballs were lined up in the stadium under the direction of Franz Beckenbauer and Oliver Bierhoff, a spectacular action which heralded the “summer fairytale” of 2006.

Right at the start of the 2009 Bundesliga season, Postbank took to the field as the main sponsor of Borussia Mönchengladbach. The contract runs until 2011 with an option to extend until 2013 and is valid for both the first and for the second league.

For its sponsorship commitment, the Bank looked for a popular institution which would not have a polarising effect and had major fan potential. A traditional club which worked successfully with young people and with serious financial management. “Mönchengladbach has been managed sensibly and solidly for years. In times of economic crisis, this is an important statement in professional sport. We will be happy to accompany Borussia on this course”, explains Stefan Jütte, the Chairman of Postbank’s board of directors.

For Borussia’s Chairman, Rolf Königs, the arrival of Postbank is also a milestone for his club: “We are very proud to have secured Postbank, a great and successful German company, as our partner,” he says. In the past, Postbank has often redefined sponsorship in football and created enormously high recognition and sympathy. We are greatly looking forward to this collaboration.”

2:0 for the new team



With so much mutual sympathy, it is not surprising that the collaboration has started with two genuine bull's-eyes: on the one hand, since July 2009, Postbank has offered all Borussia fans its "Foal" account, a current account in conjunction with a VISA loyalty card with the Borussia design. An additional highlight is the present of an original Borussia home shirt on opening an account.

Conclusion: With the sponsoring agreement, the 11-man team has secured a competent sponsor, reliable even in times of economic difficulty, with Postbank securing a nationally popular institution in return, with which it can address its customers throughout the country on the theme of football in a positive way. The partners have at least two years of opportunity to benefit from each other.

Apart from this, Postbank and Borussia together set a further world record: on 7 November, the biggest fan logo in the world was unveiled in front of the northern terrace of Borussia Park, with a surface area of 100 m², composed of 10,000 fan photos, which Postbank arranged to be taken at the opening celebrations for the season. The idea of the giant fan logo has never been tried before and brings together fans in a creative and ideal way, says Stefan Jütte. "We were evidently very pleased to take part."



Postbank Finance Award



With the “Postbank Finance Award”, in 2003, Postbank created the highest value university competition in the field of Banking & Finance, to provide sustainable support for research and teaching.

The commitment of Postbank to providing sustainable support for research and teaching in a university environment met with a highly positive response from participants. The readiness of university lecturers to incorporate the Finance Award into their teaching activities and provide evidence of performance for it takes this idea even further. Since the first 2003/04 round, 269 teams from 93 universities, with over 1,400 participants, have taken part in the competition. The prize giving ceremony takes place each year in the summer at Postbank’s headquarters in Bonn.

20 teams from Germany and Austria set themselves the challenge this year of combining study and extramural commitment in a remarkable way. The submitted contributions were published online by the Frankfurter Allgemeine Zeitung and in this way, presented to a broad readership. On

the basis of their scientific analysis, innovative ideas and practical feasibility of their concepts, this year, teams from Hameln, Regensburg and Leipzig won through.

The distinction of first place went to the team managed by Dr. Martin Zerth at the Berufsakademie Weserbergland e.V. (since 01/08/2010, Hochschule Weserbergland). In their contribution “Das IKARUS Modell – zwischen Feuer und Wasser. Ein ganzheitlicher Ansatz zur Generierung von Potenzialen in Retail Banking” [The IKARUS Model, between fire and water. A holistic approach to generating potential in retail banking], Jan Alber, Christoph Boehm, Sebastian Dumsch, Julia Jahn-Pabel and Anna-Theresa Knöchelmann grappled with the loss of confidence generated by the crisis in the financial markets and developed principles for optimising adviser quality so as to improve the customer-bank relationship in retail banking and restore confidence in the financial sector.

Students from the University of Regensburg, under the leadership of Prof. Gregor Dorfleitner, convinced with their contribution “Optimale Vertragsgestaltung für die Anlageberatung von Privatkunden” [Optimal contract design for investment advice for private clients], for which they received the second prize. In their work, Alexander Bauer, Markus Feuerecker, Hans-Georg Mann, Anna Schötz and Jacob Schmidt interpreted the conflict of interest over investment advice between banks and customers. By applying quantitative methods, they highlighted how banks could themselves contribute to mitigating the tensions in investment advice by appropriate design of the structure of fees and deposit contracts.

With their contribution “Brückenschlag zwischen Kundennutzen und Verkaufserfolg: Ein auf Kundenzufriedenheit basierendes Anreizsystem” [Bridging the gap between customer benefits and sales success: an incentive system based on customer satisfaction], the team at the Handelshochschule Leipzig under the direction of Prof. Andreas Suchanek took third place. Within the framework of their work, the students Adrian Graf, Christian Hetke, Hendrik Krawinkel und Christian Rosenkranz provided reasons for the area of tension between advisers and customers in retail banking via the incentive system of bank advisers, which mainly rewards short term sales success instead of the investment success of the customer. In its approach to a solution, the team emphasised a change in the incentive system in the direction of the customer’s interests.

In the name of the panel, we would like to congratulate the three teams for their excellent work and express our particular thanks to them, as well as to all the other teams for their valuable contributions.

A rewarding investment

Our “benefit” was not only a question of money, but it was incredibly attractive to us to familiarise ourselves with a current topic and to realise a publicly rewarded scientific achievement.

I am a business information specialist and had the opportunity here to link my know-how with that of business economists. The scientific experiences of this interdisciplinary collaboration are unique. To this, we may add experiences in the fields of research, organisation and project work. But above all, the Postbank Finance Award has an outstanding reputation among German universities.

Anyone who takes part here demonstrates well above average commitment and scientific interest. And for those who win, the prize should open a large number of doors. The competition is thus a highly welcome addition to a CV.

*Christoph Boehm,
Member of the winning team, 2010
Berufsakademie Weserbergland e. V.*

Social sustainability



Employees | *Responsible human resources work is a long-term undertaking. This is a question of reconciling the set objectives for human resources management, the requirements of employees and the economic framework conditions with each other. Besides tangible values, intangible values and social skills are also important here.*

Human resources management

Employee numbers

At year-end 2009, the Postbank Group had the equivalent of 20,857 full-time employees. Of these, some 7,000 (33%) were clerical staff and around a quarter of our employees are employed on a part-time basis.

	31.12.2009
Number of employees (full-time equivalent)	20,857
of which female	58 %
of which male	42 %
of which clerical staff	33 %
absences due to work accidents	0,1 %

The fluctuation rate of the Postbank Group is very low. In 2009, the average time of service was around 22 years. These values reflect the high degree of identification with the company as well as the attractiveness of the Postbank Group as an employer. This was demonstrated by a particular award: in 2009, Postbank won the exclusive "Top Employer" seal of approval for the second time from the independent market research company CRF, making it one of the most highly prized employers in Germany.

At end-2009, the average age of our employees was 42.8. By taking on junior staff, we aim at achieving a balanced age structure.



The Postbank Group employs around 98% of its employees within Germany, with the remainder working at our locations in the USA, the United Kingdom, Italy, Luxembourg and India.

Postbank's headquarters are in Bonn, and it has a comprehensive national network of branches and subsidiaries.



According to the location, our staff is selected by qualification and motivation of the applicant and not by race, ethnic origin, religion or ideology, sex, disability, age or sexual identity.



Remuneration

Salaries at Postbank are measured by the activity carried out by the employee and not by sex, race, religion or origin. Employees participate in the success of the Group through a “company success bonus”; individual or team achievements are rewarded through a “performance bonus”. This performance bonus is determined by agreeing on targets or performance assessment. Since 2007, variable remuneration has also been introduced for Postbank clerical employees, corresponding to the performance bonus for non-managerial employees. In this way, almost all Postbank employees receive performance-related remuneration.

Employee survey

Between 6 June and 2 July 2010, an employee survey was carried out within the Postbank Group under the slogan “Mitmachen! Mitwirken!” [Take part! Contribute!]. This gave employees an opportunity to provide feedback to the management on central issues. The statements are of central importance for the design of the future working environment within Postbank. Through their openness, the employees made a significant contribution to the identification of potential areas of optimisation but also to revealing the strengths of the company. By comparison with the 2008 survey, it was possible to increase the participation rates significantly. During the following months, the results were notified by the managers to

the employees, areas for improvement discussed and suitable follow-up measures derived. The bank aims to trigger sustainable change processes through the measures taken as early as the start of 2011.

Human resources management with understanding

“The way an employee feels depends directly on the kind of working atmosphere that management creates”, said board member Hans-Peter Schmid at a management conference of the sales outlet. The 2008 employee survey had allegedly shown that on the issues of trust and appreciation, management could be even more successful. He called on all managers not to neglect the different management instruments and evidently personal conversations with employees on a daily basis. A presentation of the new management insight developed in collaboration with management development was made to the participants.

The development and qualification of its employees is an important concern of Postbank, since well-trained junior staff and employees are a decisive factor for the sustainable long-term success of a company.

Training and further training



Postbank Filialvertrieb AG also makes job offers to trainees. In March 2010, 59 trainees were offered jobs as customer advisers and 7 as counter staff.

Postbank's environmental management system was also discussed within the context of training in the kick-off events, in order to bring home the theme of the environment and climate protection to trainees from the outset.

The "anti-racism training" (ART) workshop, of equal relevance for sustainability, deals with themes such as xenophobia, racism and violence, which were prepared autonomously by the trainees within the context of projects. The debate on these themes takes on a special meaning in the ever more heterogeneous training groups. Hence, the initial professional training works through suitable measures towards the appropriate orientation of values of trainees within society, their responsible participation, the promotion of civil courage and tolerant and non-violent contacts.

Training

On 31/12/2009, the Postbank Group employed 861 trainees. Of these, 18 trainees are undertaking part-time study at the Frankfurt School of Finance and Management in Frankfurt and 17 students are taking theoretical courses beside their practical professional experience at the Hochschule Weserbergland in Hameln. Through both forms of cooperation, Postbank has reliable partners for its own undergraduate trainees.

In 2009, 171 trainees passed their exams (98%); of these, some 94% received a job offer, with this taken up by 84% of them.



In addition to the teaching of technical subjects, the following themes are treated through workshops, training sessions, learning assignments and learning clips:

- “Job Fit” health education
- Ergonomy and occupational safety
- Rhetoric and methodological competence
- Social competence

In 2009 as well, Postbank’s junior staff participated highly successfully in various competitions and trainee awards, such as the KDM Competition, the Frankfurt School of Finance & Management Award and the Bankfachklasse Award.

Further training

The development of Postbank employees is distinguished by a needs-oriented procedure through which employees are encouraged in a targeted way within the context of their areas of activity. The binding target agreement or performance assessment system underlying the “collective wage agreement of the Deutsche Postbank AG” (ETV) also makes a contribution here: Within the context of the target agreement, performance assessment and monitoring discussions, held on a regular basis, a comparison is made between the specific requirements and the existing or necessary skills of the employee; a joint discussion is held with superiors on the areas where individual development is necessary. This gives rise to individual development plans, which form the basis for further qualification of the employee.

“Blended learning concepts” depicting the entire spectrum of methods from working with a computer on a learning programme to training sessions to individual monitoring by a trainer are increasingly deployed in further education. Through our e-learning platform “Lernen im Netz” (LIN) [Learning on the network], a majority of employees have access to a wide range of learning media. LIN is available at every computer workplace and covers content specific to Postbank (products, processes), general banking knowledge and easy to implement themes related to behaviour (e.g. time management). The coordinated mix of content relating to conduct/practice (training sessions, workshops) requiring attendance and self learning phases (e.g. via e-learning), not only guarantees a high degree of successful learning and implementation but also of efficiency with regard to planning and execution.

LIN promotes responsible learning with initiative, learning by discovery and situational learning. This form of learning also fulfils basic requirements relating to knowledge management and “lifelong learning”.

By now, we are also able to offer our employees a broad spectrum of learning clips, directly related to themes relevant to sustainability. We are thinking above all about the learning clip on Postbank’s environmental management system, but also those on work, fire and health protection.

A “Junior Management Programme” established in 2008, prepares the management talent of Postbank for future managerial tasks. Around 70 non-executive employees from all parts of the Postbank Group had completed the programme by early 2010.

This on-the-job development programme consists of several modules, which are assembled for participants on an individual basis. During the 2009/10 round, seminars on the theme of “Kundenorientierung und Unternehmertum” [customer orientation and entrepreneurship] or “Mitarbeiter führen und erfolgreich machen”. [Leading and making employees successful] were available for selection.

In order to succeed in filling open positions with internal employees, interested employees receive an on-the-ground opportunity to familiarise themselves with a new position in a specialist department by shadowing it for around 3 months. During this time, employees receive the necessary basic knowledge for the advertised position through a corresponding qualification module, so that they are also able to gain a good technical insight into a possible new activity. At the end of the shadowing and qualification phase, employees and professionals decide whether the position is worth considering. If this is not the case, the employees can return to their old jobs. Since end-2009, there is also a specific qualification programme for interested employees as a side entry to service and sales jobs in retail outlet sales.



Achieving, supporting and promoting compatibility between personal and professional lifestyle is a firm part of Postbank's philosophy and contributes to its success as a company.

Work-Life-Balance



An even balance between private and professional life, adjusted to individual requirements, allows Postbank's employees to reconcile their personal and professional lifestyles. Balanced employees are more motivated and more successful. Employees who feel comfortable in their jobs will identify more strongly with their company and contribute positively to the corporate culture. In order to support our employees in arriving at their work-life-balance, Postbank provides various measures and opportunities, including:

Part-time offers

Postbank offers part-time solutions for interested employees; at end-2009, around 24% of employees worked part-time. In particular, in recent years, a growing number of men have taken up the offer of reducing their working hours and thus obtaining more time for their families, for further education and for their hobbies.

Flexible working hours

Comprehensive flexible time rules establish the time interval for work. On the basis of duty rosters with a regular working week of 38.5 hours for full employment, there is a possibility of covering working hours with shifts at different locations and of differing durations. Besides daily working hours, weekly working hours can vary up to a maximum working week of 48 hours during a compensation period of up to 12 months.

Due to shorter working times, there is a trend in part-time work towards greater latitude in allocating working hours within the working day. The head office in Bonn also forgoes core hours. To a large degree, the work teams here arrange their daily occupation themselves. Time credits can be offset by days off.

The aim of a flexible working hours model is to adjust the location and duration of working hours to the requirements of the company as well as to the quantity and quality of the employees in each case and to harmonise this objective as optimally as possible with their personal wishes and expectations.

Models for further flexibility of working hours, e.g. models with working hours accounts are under discussion with social partners.

Family service

For several years, Postbank has provided care places at the "Bumblebees" crèche for children under three years of age. The care provided by the "PME-Familienservice" service provider is highly valued and there is heavy demand for the places.

Postbank has thus expanded its supply and from summer 2010 onwards, additional care places will be provided for children aged between 2 and 6 at a new day care centre not far from Postbank's head office.

By doing so, Postbank encourages careers with families and seeks in particular to permit employees to return to their jobs at Postbank, both now and in the future.

The new day care centre was inaugurated on 01/09/2010 with two nursery school groups. Postbank will occupy a total of 15 places with the children of employees. The daycare centre has particularly favourable opening hours for working parents (Monday-Friday, 07:30-18:00) and by contrast with municipal facilities, does not close during the holidays.

The allocation criteria, as well as the contribution from parents, which is graded by family income, were negotiated with the Group works council and set down in a Group works agreement.

Recreation programme

The recreation programme of Telekom, Post and Postbank offers domestic and foreign travel to current and former employees of Postbank at attractive prices and with excellent quality. In particular, families may choose from a wide variety of offers tailored to their requirements.

Social fund

Every year, Postbank makes a fixed contribution per employee to the social fund. The overall budget is divided over several locations. The social fund finances social services by Postbank to its employees, e.g. expenses for company celebrations, savings passbooks and one-off support for emergencies among employees. In 2009, Postbank made available a budget totalling over Euro 233,000.

Welfare service

Postbank Telekom's welfare service brings together under one roof help for orphans and families in need, care for the elderly and study subsidies for children of employees who are studying. The foundation grants emergency financial assistance to the needy from the sponsor firms, Deutsche Post, Postbank and Deutsche Telekom, organises care for pensioners and the elderly of these firms and provides grants to the children of employees who are studying.



Research project: Women in careers

Since autumn 2009, Postbank has participated in the project "Frauen in Karriere. Chancen und Risiken für Frauen in modernen Unternehmen" [Women in careers. Chances and risks for women in modern companies].

The objective of the project is to investigate the career development of women in modern companies. The joint research group of the Technical University of Munich and the ISF (Institute for Research in the Social Sciences) collects data through qualitative interviews in various departments, both with executives and with numerous employees. The exploratory phase is close to conclusion. The overall project will run until the end of 2011 and is also supported by other groups, such as Telekom, SAP and Siemens.



For companies, preserving the health of employees plays an important role. Postbank offers its employees a working environment which strengthens and preserves their health and performance on a long-term basis. Within the context of its health management, as well as occupational safety and fire protection, it has established various measures.

Health management, work protection and fire protection



Health management

To an increasing degree, the focus for companies is not on eliminating factors which cause ill health but on taking preventive measures which support employees with the preservation and strengthening of their health.

Already in 2005, Postbank investigated the organisational framework conditions and scope for supporting health measures through internal and external partners. In order to create a specific health management concept, future focus themes were identified, with the inclusion of measures for special target groups.

Since then, a series of health measures have been implemented within Postbank with competent partners such as Deutsche Betriebskrankenkasse, Unfallkasse Post und Telekom. The "Health Days" which take place within Postbank once a year have had various key issues: in 2005, 11 health fairs were held for the first time at Postbank's major locations with the key themes of "movement" and "healthy nutrition and a balanced lifestyle". In 2006, the key theme was "health and mobility". In 2007, a common initiative "Gesundheit-Plus" [HealthPlus] was introduced with Deutsche BKK, with an emphasis on the health of the spine. In 2008, the focus was on "nutrition, stress, addiction and movement", in 2009, "the circulatory system" and in 2010, "musculoskeletal disorders". In addition, all trainees take part in several modules on preventive health.

Together with external care providers, employees are also offered health measures such as heart checks on the job, back checks, gymnastics and massages, as well as influenza jabs and eye examinations. Employees receive regular advice on ergonomics in the workplace.

In addition, jogging meetings were introduced at the major locations in 2008 and supplemented in 2009 with Nordic Walking Groups. There are numerous company sports groups. At its headquarters and at some major locations, Postbank provides its employees with a fitness room.

Actions are accompanied by regular information in the internal employee magazine. Attached flyers and posters support intensive activity on health aspects and give tips for sensible eating and compensatory gymnastics. In addition, Postbank introduced a general ban on smoking to protect non-smokers, excepting only the specially introduced smoking rooms.



In order to recognise health problems as early as possible, our employees can take part in screenings (skin screening, vein screening, cardio-neuro screening, measurement of bone thickness). Other proposals for preserving and strengthening health include courses (back and compensatory gymnastics, relaxation, tai chi, giving up smoking) as well as massages in the workplace. In 2010, a stress seminar for employees and executive was redesign-

ned. The measures offered on the health days carried out across Germany have been well received by employees. In 2009, over 1,000 employees took part in the cardio-neuro screening (Med X5), and there are already signs of a similar response in 2010.

In order to determine and assess psychological stress in the workplace pursuant to DIN ISO10075, employee surveys were carried out in 2008 at six major Postbank locations, with the remaining major locations following suit during 2009.

Work protection and fire protection

According to the rules for occupational safety and fire protection (rules, regulations, accident prevention measures, handbook for fire protection officers, etc.), the employer has indivisible overall responsibility. At Postbank locations, the employer transfers its obligations to the internal managers (heads of the major locations), who are advised by company doctors and qualified work protection specialists (FASi). These latter individuals are also assigned responsibility for the tasks of the fire protection officers (BSB) regarding preventative and construction fire protection.

Within the context of a service provision contract, work protection and fire protection for Postbank branches is carried out by Deutsche Post AG.

On the basis of an annual work programme to be drawn up and updated at the start of the year by the FASi/BSB, in collaboration with the internal managers, regular examinations are carried out within the Postbank group pursuant to the Occupational Safety Law (ASiG) with the company doctors, with measures suggested to eliminate identified defects.

In the same way, risk assessment and documentation pursuant to §§ 5 and 6 of the Arbeitsschutzgesetz [Occupational Safety Law] (ArbSchG) as well as inspections of preventative fire protection are carried out and improvement measures proposed.

At the regular fire protection instruction sessions, general requirements for preventative fire protection and safe conduct in the event of an alarm and fire are explained. In addition, when fire protection assistants and others are trained, they practice using manual fire extinguishers to combat incipient fires. Evacuation exercises are held regularly.

The FASi/BSB give technical safety advice on the introduction of new work procedures, as well as the installation and ergonomic design of workplaces (including an assessment of environmental influences such as light, climate and noise). The FASi also work on the implementation within the company of work protection (e.g. ordinance on hazardous substances and ordinance on operational safety) and on the analysis of service and work accidents. Further tasks of the FASi/BSB include the preparation of and participation in periodic meetings of the work protection committee, as well as support for the training and further training of safety officers, first aid officers and fire protection assistants. Within Postbank, work protection committees with an average of 10 members have been established at the major locations.

In order to provide expert advice on the current status in each case, the FASi/BSB take part in regular meetings, which as a rule take place twice a year pursuant to the ArbSchG, and in further training seminars of accident insurers (Unfallkasse Post und Telekom). In addition, in 2007 and 2008, the learning clips "Unterweisung Bildschirmarbeit" [Instructions on screen work] and "Unterweisung Brandschutz" [Instructions on fire protection] were created, and are available on the "LIN" [Learning on the network] to all employees of the Postbank Group. In 2010, the learning clip "Unterweisung Erste Hilfe Unfallmanagement" [Instructions on first aid accident management] was introduced.

The requirements for the workplace regulations on the protection of non-smokers were implemented within Postbank and accepted by the employees (both smokers and non-smokers).

The rate of accidents has been at an overall low level for years, with negligible oscillations. The main focus of accidents is commuting accidents (i.e. accidents on the way to and from the workplace). For the comparatively fewer workplace accidents, there is no unequivocal focus.

Postbank welcomes the commitment of employees to social initiatives. Beside this our ideas management offers an opportunity for employees to participate actively in improving working practices.

Employee commitment



Bild: Welthungerhilfe



Donation campaigns

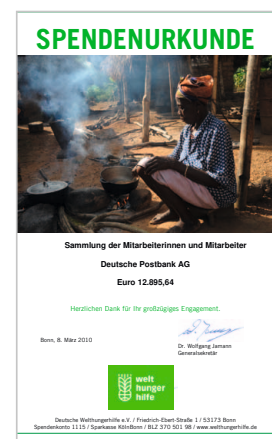
For 28 years, trainees of the BHW Bauspar-kasse AG have been successfully making collections for Deutsche Welthungerhilfe [German aid for world hunger]. By end-2009, BHW had already collected over

Euro 375,000. In 2008, for the first time, trainees at the major locations of the entire Postbank Group joined this Christmas collection; equipped with collecting tins, the trainees asked the employees for a donation.

In 2009, the trainees of the Postbank Group succeeded in this way in collecting almost Euro 13,000. Around Euro 6,000 was donated by Postbank employees to support a project to improve drinking water supplies in Ethiopia.

The donations were deployed in the Amhara region in the north of Ethiopia in order to build wells, edging of sources, irrigation systems and sanitary installations. In the same way, better seed was distributed with people trained how to manage their fields more effectively.

Postbank also supported a project in Sierra Leone to improve basic services and for reconstruction after the civil war.





Postbank has invested around Euro 7,000 in this project and thereby contributed to improve living conditions for the population through support for constructing wells and building sanitary installations.

www.welthungerhilfe.de

Support for the Frauenhaus [women's refuge]

In June 2010, Postbank Customers and employees donated more than Euro 3,400 to the Bonn-based "Frauen helfen Frauen" [Women help women] women's refuge.



In part, the money derives from residual balances of terminated accounts which, at the wish of the customer, Postbank provided to a good cause. This amount was topped up by Postbank employees. Among other things, the fund shall be invested in a new floor for the children's playroom and in cots for babies.

The autonomous Frauenhaus offers a refuge to women and their children who are seeking protection from violence. It provides them with temporary accommodation, professional help and advice.

Starkverkehr [Peak traffic]

Since 2006, Postbank trainees, employees and managers have supported their colleagues at the Postbank Finance Centres for a few days with the Christmas traffic ("Peak traffic"), in order to handle together the flood of small parcels and post during the last two weeks before Christmas. After this action began in 2006 with 550 participants, the number of volunteers rose to 900 in 2007 and even to almost 1,000 for 2008. In 2009, for the first time, more than 1,000 employees assisted with the peak traffic. This shows the high degree of approval of the initiative among our employees.

The volunteers provided support here in several areas, among other things, accepting prepaid small packages from customers, handing out notified letters and parcels, sorting small parcels and packages or providing supplies to their colleagues at the counters. This action by Postbank helps to reduce waiting times, relieves colleagues in the branches and conveys a team spirit and mutual respect to all participants. In addition, the participants gain valuable experience by the insight they receive into the business and sales processes at a branch. The action involves employees from all areas of Postbank, including executives and board members.

Business@School

The “Business@School” is an initiative of the Boston Consulting Group. It aims to permit school pupils to familiarise themselves with the economy in a practical way, to acquire key qualifications within the team and to prepare themselves for the world after school. Participants also deal with both large and small commercial enterprises from their region for one aca-

ademic year and end by developing a business idea of their own. At the end of each project phase, the teams of pupils present their results to the public. The best business plans are distinguished by presentations at school, regional and European level, with schools from Germany, Austria, Switzerland, Italy, Norway and Singapore taking part.

In order to guarantee practical relevance, executive representatives commit themselves as supervisors in the schools, with this including Postbank employees since 2007.

www.business-at-school.de

Ideas management

Through operational suggestions for ideas management, Postbank employees are actively involved in the entrepreneurial event, in so far as suggestions for operating improvements are identified, additional profits generated, cost savings achieved and processes designed more effectively. For suggestions with a measurable financial benefit for the bank, the economy resulting from implementation is calculated. On realisation of the idea, a prize is paid to its presenter. Suggestions without a measurable benefit are evaluated with points which give the presenter the right to take part in the quarterly Ideas Management raffle.

In 2009 as well, ideas competitions provided over 3,000 ideas from all parts of the Postbank Group. This trend continued during the first half of 2010, with more than 1,700 ideas.



Customers | *When introducing new products and business processes, Postbank takes note of the wishes and requirements, as well as of the respective lifestyle and income of its customers. In addition, Postbank obliges its sales employees to provide fair, objective advice and explanations which are appropriate to the addressee and which correspond to legal and optional demands.*

Consumer protection

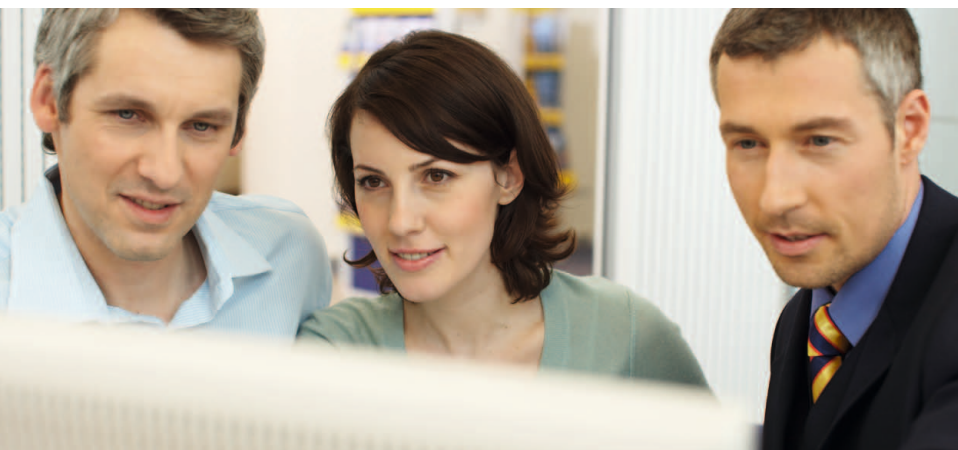
Consumer credit

Prevention of overindebtedness among our customers is a serious concern at Postbank. We take account of this in particular when granting credit through modern scoring procedures. This should a priori avoid financial cuts to the living conditions and standards of our customers in the event of any credit defaults. Selection factors such as sex or religion do not apply here, with one exception: in order to guarantee protection of minors, individuals aged under 18 are granted neither instalment nor overdraft facilities. In so far as difficulties arise in servicing a loan despite the care taken, Postbank looks at each case individually and examines how the customer can be assisted, through deferral of payments, payment waivers, loan restructuring, etc. In July 2008, the German Institute for Service Quality declared Postbank's Instalment Credit the winner of its test.

By extending the withdrawal period from 14 to 30 days after concluding a contract and the permitting of unscheduled payments for up to 50% of the amount of the loan, in 2010, Postbank improved the user-friendly design of its conditions once again. In addition, the homepage of Postbank's website includes a compilation of over 50 frequently asked questions on the theme of "credit", by way of comprehensive information and clarifications.

Postbank also pays particular attention to the design, introduction and distribution of bank products, in order to exclude a priori any negative effects on users, the environment and society. Hence, within the context of its "Best Select" approach, Postbank guarantees advice on investment funds tailored to the customer's needs: in this way, Postbank not only offers its own funds to its customers but also products of other lending institutions on an equal basis, with the deciding factor here being which fund corresponds best to the customer's requirements. During the "Postbank4Future" strategic programme, we intend to offer even more simple, understandable and more transparent products than before.

Within our product launch process, an opinion from Postbank's environmental management employees on the observance of environmentally relevant or ethical issues is obligatory.



Customers also have the possibility of drawing on ethnically or ecologically-oriented banking products and services by Postbank.

Securities

In order to account for the significant increase in quality requirements for securities transactions and to promote the qualification of financial management advisors of Postbank's financial advisory department, on 01/04/2010, a "securities driving licence" was introduced for intermediation of one-time investments in funds. From 01/07/2010 onwards, only advisors who have successfully completed the qualification measures underlying this driving licence will still be allowed to conclude contracts for one-off investments.

Comprehensive cash provision

The existing network of cash dispensers, which is in any case already closely meshed, was once again optimised during the period under consideration. Through integration into the Cash Group (Deutsche Bank, Commerzbank, Hypo-Vereinsbank and Postbank) network, as many as 7,000 cash dispensers are still available to Postbank customers. Since the start of cooperation with Shell and OBI, Postbank customers can also make cash withdrawals at some 1,300 (i.e. almost 200 more) dispensers. The machines installed by Shell are not cash dispensers in the conventional sense but "Cash Recycling Systems". In this newly developed procedure, the dispensers are refilled with the cash takings from the petrol stations. In this way, both the expenditure for cash logistics and the risk of robbery are considerably reduced. In July 2010 alone, the annual equivalent of 820 cash transport journeys were saved.

Online planning assistance

Postbank provides various calculation programs on the home page of this website to support personal financial planning. With the aid of this software, customers can make model calculations and simulations in the areas of saving + investing, investment funds + stock market, building society saving + property financing as well as insurance + pensions, with the customer immediately able to see the effects of his or her decisions.

Advisory service

Within the advisory service, the wishes, requirements and individual situation of our customers have top priority. Within the advisory process, the discussion with the customer is followed by an analysis of his or her desires and objectives supported by the system. This support promotes high-quality advice (avoidance of calculation errors, submission of printed documents, etc.). The overall advisory process is audited and certified by the TÜV in order to guarantee quality of advice which is always high and consistent. In order to draw on the specific experience of seniors and to get to know their requirements, in March 2006, Postbank established a "Kundenbeirat 60plus" [60plus consumer council].

For further information on the "Kundenbeirat 60plus", please see the chapter "Demographic change".

Brand and product communication

Brand and product communication above all serves the aim of addressing both customers and non-customers in an effective and targeted way and of convincing them of different products. The choice and design of our promotional material here is designed in order to assist the customer to choose a product confidently and conscientiously.

With regard to use of paper, customer communication has a particular relevance to the environment. In accordance with our paper policy, we aim to use paper resources responsibly, efficiently and sparingly. This concerns our paper-based promotional material such as writing paper, brochures, flyers and forms. The Group only uses paper deriving from sustainable forestry which is certified to internationally recognised standards.

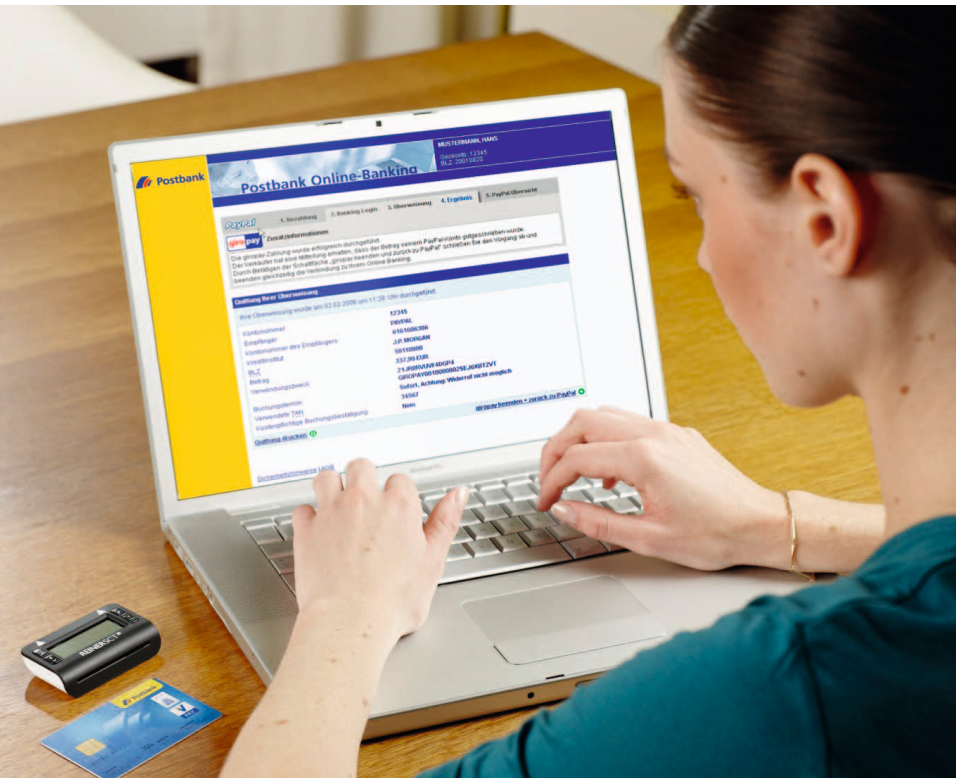
Further information on the chapter "Guidelines" in the "Paper Policy" section.

When we source promotional articles for our internal and external customers, we are guided by an economically balanced selection of ecologically and socially acceptable articles, in accordance with the desired advertising message. We intend to extend our focus on those promotional articles which are certified pursuant to EU ecological regulations.



Confidential handling of the sensitive data of our customers represent a basic requirement for any bank and obliges us to ensure careful handling of information and extensive protection of our customers from Internet crime.

Data protection and data security



As a company governed by private law, Postbank is subject to the regulations of the Federal Data Protection Law (BDSG) and further provisions with regulatory content relating to the data protection law. As a lending institution, it has undertaken to observe the General Business Conditions (AGB) on observance of banking secrecy with regard to its clients and other parties. Supervision of the observance of provisions on data protection law is the responsibility of the Officer for data protection and freedom of information of the Land of Nordrhein-Westfalen. Postbank has appointed a data protection officer; within Postbank, he operates as a neutral body, in a professionally independent fashion and free of instructions, being subordinated to the "Resources/Credit" committee, to which he reports directly.

Our employees and external advisers are obliged by a particular obligation of confidentiality pursuant to §5 of the BDSG, as well as to banking secrecy and receive a leaflet with indications and are oriented with regular training on confidentiality obligations, such as preservation of corporate and operational secrecy and banking secrecy.

Data security is also provided by modern Internet technology which is constantly adapted to technological developments. We implement technical and organisational security measures in order to protect data against manipulation, loss, destruction or access by unauthorised persons.

Data protection

Transactions between the customer and Postbank are confidential matters. Postbank places a high value on the trust placed in us by our customers. We see a major obligation to handle the data submitted to us with care and to protect these from misuse.

As a consequence of the constantly growing sensitivity of customers to the handling of their data as well as reporting in the media on data protection issues, customers are making increasingly frequent use of their right to information (§34 BDSG) as well as to direct contact with Postbank's data protection officers. The number of customer enquiries rose from 398 cases in 2008 to 1,513 in 2009. An enormous increase was recorded from the end of October 2009 onwards following media reports on the scope for Postbank Finanzberatung AG to search Postbank customer data.

Of this total, the number of processed requests for information pursuant to §34 BDSG regarding customer data stored by Postbank, including explanations as to destinations for further transmission of data, was as follows:

- 2007 37 enquiries
- 2008 41 enquiries
- 2009 878 enquiries
- 1H2010 376 enquiries

The number of complaints to the supervisory authority (as a rule, to the Data Protection Officer of the Land of Nordrhein-Westfalen) also grew disproportionately from 16 complaints in 2008 to 36 complaints in 2009.

Various measures were taken to respond to this development. In addition to the adaptation of procedures and technical facilities, greater sensitivity on the theme of data protection was achieved in-house through communication.



Data security

Within the context of its sustainability strategy, Postbank also feels obliged to deal with people in a responsible way, not just with regard to the respective individual but also to his or her property and privacy. For this reason, particular care is taken in designing products and processes for online and self-service banking to build systems which inherently provide the greatest possible protection of their assets and personal data.

Security in online banking

The PIN/TAN procedure is still a secure legitimization procedure for online banking transactions. We nevertheless observe persistent attempts to steal data through falsified e-mails (so-called "e-mail phishing"), in which recipients are prompted to enter their bank details, PIN and TAN on equally falsified websites. There has also been a drastic increase in attacks through "Trojans", i.e. malware which is secretly smuggled onto a customer's computer and which intercepts and manipulates data during communication between customers and banks as well as redirecting payments. Beside internal measures related to software and hardware, with which Postbank protects its customers from harm by Internet fraudsters, the following methods deserve particular mention:

- **"MobileTAN"**: in this procedure, available since 2003 for executing banking transactions via mobile phone, once an order has been cleared, a TAN transaction number is created and sent via SMS to the customer's mobile phone. In addition to the TAN (which is only valid for this number), this SMS contains the account number of the recipient and the transfer amount, so that the order can immediately and easily recognise criminal falsifications of the transaction. The security of the "mobile TAN" was checked by TÜV Rheinland and in December 2005, awarded the TÜV seal of approval for exemplary security in online banking. Since May 2010, within the individual customer business, online transfers of over Euro 1,000 may only be carried out via mobile TAN. Following this, the number of attacks has also declined significantly.
- **"Mail-Signatur" [E-mail signature]**: forgery proof signatures to expose "phishing e-mails": the recipient sees a signature symbol in the e-mail through which he or she can check whether the signature is valid and derives from the correct sender; otherwise a warning indication appears.



Award winning mobileTAN!

The TÜV seal of approval of the TÜV Rheinland group proves that with Postbank's mobile TAN procedure, you can depend on exemplary security in online banking.

Postbank's security concept

Postbank's security concept is based on the three cornerstones of Prevention, Response and Clarification. In the interaction of preventive measures, the "Indexed TAN" procedure and a preset limit for transfers already guarantee a significant degree of security as well as a limitation on possible losses. With the use of the cost free "Mobile TAN" system, which is obligatory from a certain amount upwards, successful criminal attacks on online payment transactions may be excluded. On the one hand, e-mail signatures and online certificates supplement the range of technical and administrative precautions. On the other hand, Postbank provides regular information in publications and in constant fashion directly through the homepage of its website.

In so far as losses occur despite the above, Postbank responds with rapid claims settlement. Starting from the known target

coordinates, a "perpetrator-victim" trace is set in motion. In addition, public sources are used to propose preventive freezes (reactive from the perspective of the action, preventive from the perspective of the loss). In any case, notices of suspicion of money laundering are issued to financial agents. Accounts of financial agents are frozen and cancelled.

Clarifications and information for customers are also highly significant in combating online crime. Postbank provides comprehensive tips and indications for secure communication via the Internet ("This is what you can do", "Tricks by fraudsters", "This is how we protect you", "Current tips"). In the event of loss, the affected customer receives security advice by telephone. The "mobile TAN" procedure and its advantages are actively advertised.

Successes

A high degree of security was attested for Postbank's online banking:

- Chip test winner (2008 and 2009)
- TecChannel (2008/2009)

In addition, the overall design was awarded the corresponding certificate by TÜV Rheinland:

Challenges

Maintaining online banking security at a high level

Objectives

- Further development of security measures
- Improvement of security indications
- Attractive online banking with a high level of security



More information here!



or at www.postbank.de

Security with self-service banking

The quality of Postbank's cash dispensers is continuously monitored. In this way, the theme of security surrounding the self-service machines is given a very high status. In order to guarantee the highest possible security, various mechanisms and measures are constantly applied.

Since the end of 2006, Postbank's self-service machines have been attacked with ever-increasing frequency. Due to the high number in Germany, they are particularly affected by skimming attacks, in which the magnetic tracks of a card are copied and the PIN uncovered. The data so obtained is used to duplicate the card and then to execute cash transactions with a card and PIN, above all, abroad. In addition, exposed credit card data is used for online transactions.

In order to counteract the significant increase in attacks, the associated losses and the damage to the bank's image due to negative reporting, in August 2008 it established a "SB Security" [self-service security] task force. Within this task force, workgroups spanning the entire Group were formed to devise and implement immediate measures. Ad hoc measures were implemented in the areas of internal processes, customer communications, public relations and production of additional security features.

Since July 2010, all new Postbank cards are equipped with V Pay functionality. This is the first purely European debit card procedure organised by Visa. It covers the characteristics of the German giro card payment card system with PIN authorisation and secure EMV technology and transfers these features to the whole of

Europe. In addition to improved security, V PAY also stands for increased acceptance; around 7,000,000 terminals and 343,000 cash dispensers are available to Postbank's customers.

Successes

- Introduction of a skimming hotline
- Introduction of immediate reimbursement for customers
- Optimisation of the loss processing process
- Introduction of an information page on the theme of card security on the Internet
- Deactivation of the entry door control facility as an additional source of skimming
- Equipping of cash dispensers with anti-skimming technology
- Acceleration of the rollout of EMV cards
- Raising awareness among branch employees (information brochure created)
- Introduction of V PAY

Challenges

Since the energy and imagination of criminals scarcely knows any bounds, in particular electronically, in the future as well, the central challenge shall be maintaining existing success in recognising critical developments in timely fashion, developing countermeasures and taking precautions.

Objectives

Efforts shall be made to ensure consistent further technical developments, ongoing modernisation and extension of the self-service and online banking systems while maintaining proven security standards.

Due to its social obligation, Postbank is concerned, on the one hand, with pointing out ethical aspects to its clients when they make investment decisions, but on the other hand also with presenting its less financially robust customers with rewarding proposals.

Ethical products and services



Postbank Gewinn-Sparen [Postbank prize saving]

In 2004, Postbank became a partner of "Aktion Mensch" for integrated projects and projects for assisting children and young people.

With "Postbank Gewinn-Sparen" a variable interest rate which depends on the amount of the assets is supplemented by a monthly prize bonus, depending on the "Aktion Mensch" prize draw. The higher the last two figures drawn, the higher the prize bonus. For every Euro credited to investors as a prize bonus at the end of the year, Postbank donates one cent to "Aktion Mensch". In 2009, this donation amounted to Euro 255,000, having doubled relative to 2008. At the suggestion of "Aktion Mensch", Postbank uses this to support three social projects. This year, Postbank provided Euro 85,000 to the

Ökumenische Kirchenladen [Ecumenical church shop] in Wismar. It involves itself above all with children from deprived families and helps young adults to develop child-rearing skills. Postbank also provided Euro 85,000 this year to the Flexi-Computerclub in Greifswald. It is planning to develop a regional web radio station run by the disabled and socially disadvantaged for these target groups. The remaining Euro 85,000 was made available to the Werkraum Karlsruhe [Workspace Karlsruhe] for work with mentally handicapped children and young people. In one project, two complete school classes with affected pupils develop a performance together with artists and teachers, in which dance, theatre and music are central elements of expression. Together with a live orchestra of the Kammerphilharmonie Karlsruhe, this performance will then be presented to the public.

In this way, since 2004, Postbank has donated over Euro 1 million to projects and facilities selected by "Aktion Mensch".

"Jedermann- (zahlungsverkehrs) konto" [Everyman payment transaction account]

Postbank meets the requirements of individuals with poor credit ratings to access cash free payment transactions with an "Everyman" account. Depending on age, this consists of a "Postbank Giro plus" or a "Giro start *direct*" account. Relative to the standard product, credit services such as overdraft facilities are correspondingly reduced.

Postbank Giro plus

Subject to specific incoming monthly payments, Postbank has been offering payment transaction customers free account management facilities for years. On 01/04/2010, this offer was improved even further for lower income customers by a reduction in the deposit threshold from the previous Euro 1,250 to Euro 1,000.

Payment instructions for settlement

In cooperation with the Bundesagentur für Arbeit [Federal Agency for Employment], Postbank has implemented a system for providing cash to beneficiaries of services who do not have a bank account. Through this, Postbank guarantees payouts to socially disadvantaged individuals who do not have a bank account.

Konten - Karten

leistungsfähich

Postbank Giro € 0,00
Die kostenlosen* Girokonten

Immer 100% dabei, wie mein Girokonto.

UNTERR STEICH ZÄHL ICH.

Postbank

* Kontoführungsgebühr unter bestimmten Voraussetzungen (siehe Produktinfotexte im Internet).

Postbank VISA Card Prepaid

In comparable fashion to the "Everyman" current account, Postbank offers the Postbank VISA Card Prepaid to individuals who have completed their 14th birthday, for whom access to the traditional credit cards is refused. This is a prepaid VISA card which is used like a conventional credit card. Regardless of credit rating, the relevant clients may also make payments via the Internet, during travel outside Europe, etc.

Konten - Karten

vielfältich

Postbank Kreditkarten

Die Freude an schönen Dingen beginnt für mich schon mit der richtigen Karte.

UNTERR STEICH ZÄHL ICH.

Postbank

Society | *For many years, Postbank has supported higher education institutions and secondary schools within Germany. Our involvement makes an important contribution to Germany as a location for education.*

Education

Science and research

Every year, within the framework of the competition, we invite lecturers and students from Germany and abroad to work on current issues from the world of finance and to develop solutions within a team. The aim is for participants to derive concrete suggestions for future action strategies from theoretical considerations and scenarios. They are thus given an opportunity to apply and extend the specialist knowledge obtained through their studies and their methodological experience, as well as to sharpen their social skills through teamwork.

top 5 teams. The topic, the selection and the awards for the competition submissions shall be the responsibility of an independent panel of experts, consisting of renowned figures from business, science and media.

The willingness of university lecturers to integrate the PB Finance Award into their teaching and to assign proof of achievement/marks for it carries on Postbank's idea of providing long-term support for research and teaching. Together with our media partner, the Frankfurter Allgemeine Zeitung newspaper, Postbank publishes the winning contributions online, thereby offering the university teams a platform for presenting their work to a broad public and for contributing to the discussion of central issues.

Since the first competition in 2003, 269 teams from 93 universities, with over 1,400 participants have taken part in the competition. In 2009, 39 student teams submitted work on the theme "Teachings from the financial crisis". In 2010, Postbank awarded the prize for the seventh time on the theme of "Retail banking in the battle between short-term sales success and long-term customer benefits".

Overall, 20 teams from Germany and Austria registered. These and all other submitted works are available on the Internet. The competition topic for 2011 is: "Stabilisation of the European currency union and implications for private investment".

www.postbank.de/finance-award
www.faz.net/financeaward



Teams of 3-5 students may take part, with a university lecturer as supervisor. The annual prize money of Euro 80,000 benefits the seven best placed departments as well as the student team members, thereby contributing to the targeted promotion of young academics. Starting from the 2011 competition, the prize money will be increased to Euro 100,000 and in the future, this prize money will be awarded to the

Group ambassadors programme

At the start of 2009, Postbank created its Group ambassadors programme. Within the context of this programme, executives and specialists from the entire group impart their practical knowledge to students, scholars, student initiatives and organisations through guest lectures, fireside evenings and the accompanying of case studies. Since the introduction of the programme, a total of 25 group ambassadors have presented 46 events at 18 cooperating universities.

In addition to the Group ambassadors programme, Postbank regularly holds a Top Sim banking business game at the University of Bonn, as well as its own case study on the theme of "major bank mergers" at various universities. In this way, students can put their theoretical knowledge into practice and prove it.

Individual promotion for talented students

The theme of talent promotion enjoys a high status at Postbank as a top employer. Promoting talented employees as well as rewarding success and particular achievements forms part of the company culture. This holds not only for internal staff but also for students who have excelled through particular achievements. As a group, we take our social responsibility seriously and thus in this context, we support the foundations, student organisations or departments in both financial and non-material ways.

At the Rheinischen Friedrich-Wilhelms-Universität Bonn [University of Bonn] and at the Hochschule Bonn-Rhein-Sieg, we finance the scholarships of a total of 12 talented students. In addition to financial assistance we offer these scholars selected events as well as career advisory discussions on request.

In addition, Postbank supports the following foundations, organisations and departments:

- Support for Nordrhein-Westfalen scholarships since 2009
- Supporter and committee member of the Stiftung der Deutschen Wirtschaft e.V., (SDW) Berlin
- Supporter of the Department of Finance/BWL 1 of Rheinischen Friedrich-Wilhelms-Universität Bonn
- Member of the support group for the Organisationsforum Wirtschaftskongress e.V. (OFW), Cologne
- Supporter of the Centre of Financial Research (CFR), a research institute at the University of Cologne, which carries out independent applied research on financial markets
- Support for the Bundesverband Deutscher Volks- und Betriebswirte e.V. [Federal Association of German economists and business managers]
- Premium partner of Fresenius University since 2009





Frankfurt School of Finance & Management (FS)

In 2009, Postbank also put its trust in its cooperation partner, Frankfurt School of Finance & Management, entrusting FS' instructors with the entire monitoring of education and development, from selection of applicants to the final examination.

Cooperation with schools

In 2009, 27 schoolchildren completed work experience at Postbank in Bonn and 28 pupils at the BHW Sparkasse AG in Hameln. Within the context of cooperation with schools over the last year, BHW also provided company tours to 70 pupils, information events to 40 pupils and application training to 20 pupils. In this way, a total of 195 pupils benefited from our cooperation with schools.

Cooperation agreement for donation of IT equipment

In 2006, Postbank concluded a cooperation agreement with the Education Authority of the City of Bonn on the donation of IT equipment. The aim of the cooperation is to offer pupils a modern learning environment through adequate IT facilities. In each case, at the end of the quarter, Postbank collects available IT devices; in accordance with demand from schools in Bonn, the Education Authority is able to make a selection and distribute the equipment in a targeted way. Since the start of the cooperation, Postbank has donated over 1,830 items of equipment, with over 630 in 2009.

Postbank has set itself the task of providing assistance with the integration of socially disadvantaged groups and of finding solutions for ensuring that these individuals receive the necessary support. For this purpose, among other things, Postbank has concluded social partnerships as a way of expressing its responsibility to society. Postbank also intends to make a contribution to promoting social dialogue within Germany.

Integration



Integration

The integration of individuals and groups of individuals who suffer a disadvantage when participating in general social life is a recognised concern of the whole of society. In this regard, all corresponding efforts by companies are in themselves also in the interests of the respective stakeholders. In this context, Postbank is committed, as an entity which promotes integration, to finding solutions, through special service for special requirements, which facilitate the everyday life of such individuals.

Support for the visually impaired

In order to ensure that visually impaired individuals also have access to Postbank information, we have optimised our homepage in such a way that with the aid of a special programme, content is read out with a mouseover.

Advice for Turkish citizens and citizens of Turkish origin

Since 2006, at individual locations, Postbank offers integrated advice for all financial requirements according to the "Best Select" approach, which is specially tailored to the requirements of Turkish citizens and citizens of Turkish origin.

This advice proposal aims to address these fellow citizens in their mother tongue while taking account of culturally different wishes and inclinations. In this way, Postbank offers the possibility of providing foreign fellow citizens bank products and services targeted to their individual requirements.

Turkish citizens and citizens of Turkish origin still show strong demand for sound, all-round advice in their mother tongue. A common language, the common cultural and social background leads to targeted, intensive and successful service and in this way, to a long-term connection to Postbank.

Through intensive media work in Turkish daily newspapers as well as television programmes, the Turkish sales division of Postbank has achieved sustainable interest across Germany.

In parallel to the successful advisory work, Postbank's Turkish sales division has been very active with both social and corporate issues of Turkish fellow citizens. It appears as a partner at information events on financial themes to provide information and as sponsor, supports many child, youth and adult sporting associations and their work.

In order to meet demand more effectively, Finanzberatung AG has established its own area agency exclusively in order to provide support to this customer group.

employed into professional life. It achieves this through qualification measures and by cooperation with companies through which jobs are created in various areas.

Through the cooperation, BHW contributes directly to creating additional jobs in the Hameln region and to integrating disadvantaged groups into working life. In this way, BHW's involvement also contributes to ensuring that a constantly increasing number of individuals are reintegrated into the primary labour market. In 2009, the number rose again by 12% to 154 placements.

Social partnerships

„Aktion Mensch“

Postbank supports the social work of "Aktion Mensch" [Action humans] with donations from Postbank "Gewinn-Sparen" [Prize saving]. "Aktion Mensch" is the largest private social funding organisation in Germany. Since its foundation 41 years ago as "Aktion Sorgenkind" [Action problem child], it has pursued the goal of making long-term improvements to the living conditions of individuals with disabilities. By promoting concrete projects as well as through information and clarifications, it supports the (further) development of social prospects and concepts for the future.

For further information, see the chapter "Ethical products and services"

„IMPULS“

As early as 1998, BHW Bausparkasse AG (BHW) began cooperating with the municipal qualification and occupation company "IMPULS gGmbH" in Hameln in the area of disposal and destruction of documents, old paper and slides. As a community service company, "IMPULS" pursues the objective of reintegrating the long-term un-



AKTION
MENSCH

IMPULS

Dienstleistung – Qualifizierung – Beratung

Donations by Postbank Filialvertrieb AG

The million barrier broken: "This success story has already lasted for three consecutive years", Josef Lichtblau, Head of Sales at Postbank Filialvertrieb AG noted contentedly. Together with Heinz-Hermann Herbers, Senior Vice President of letter distribution to the public sector at Deutsche Post, he presented the proceeds from the sale of UNICEF Christmas sets in 2009.

In so doing, a donation of exactly Euro 326,619.75 was achieved. Together with the results from the previous year, the action broke the 1 million barrier. The cards were sold through Postbank finance centres and in the branches of Deutsche Post in the run-up to Christmas.

Postbank Filialvertrieb had taken over the section on a voluntary basis. "We want to continue this action in 2010", Lichtblau emphasised when he handed over the cheque. Postbank was able to donate a further Euro 11,000 to UNICEF from sending UNICEF greeting cards to employees.

In addition, Postbank Filialvertrieb AG handed over Euro 35,000 to Deutsche Kinderkrebshilfe [German assistance for children with cancer]



Birthrates are falling, life expectancy is rising. Postbank is reacting to the demographic change in society and is focusing more on the elderly.

Demographic change



In order to master the challenges associated with demographic change, several years ago, Postbank secured Prof. Dr. Dr. h.c. Ursula Lehr as an adviser.

With her support, it succeeded in modifying significant products, procedures and communications channels and media in a manner geared to the elderly, as well as in designing furniture, furnishings and accesses to our customer area in a corresponding manner. Already in the near future, demographic development will lead to a significant increase in the proportion of the overall population represented by older people. The skill will lie in meeting the requirements of these people through appropriate product proposals, support technology and suitable architecture.



Prof. Dr. Dr. h.c. Ursula Lehr,
Age researcher and
patron of Postbank's
"Kundenbeirat 60plus"

Postbank & the elderly

Kundenbeirat 60plus [60 plus consumer council]

In order to benefit from the experiences of this important and particularly faithful target group, in 2006, Postbank formed a Kundenbeirat 60plus [60 plus consumer council], originally with 21 members/Postbank customers. Due to the high response, we extended the number of members to 1,500. These selected Postbank customers aged 60 to 75 have to put Postbank products and services through their paces and make suggestions for improvements.

In this way, in May of this year, the council tested the new service terminals for user-friendliness for the elderly and made suggestions for improvement which were subsequently implemented.

The magazine "Weitblick" informs members of the "Kundenbeirat 60plus" four times a year about current themes for the elderly.

In cooperation with the largest online website for the elderly, www.feierabend.de, members and visitors to the website are offered special conditions by way of a campaign.

"Internet erfahren" [Experience the Internet] initiative

Digital competence is still a question of social as well as age- and sex-specific characteristics. A significant milestone on the route to digital integration is the "Internet erfahren" [Experience the Internet] initiative of the Federal Ministry for the Economy and Technology (BMWi). Since the start of 2010, Postbank has actively supported this initiative and across Germany, offers campaign days to its customers, where experienced and novice Internet users can join forces as "godparent tandems". The core target groups are elderly customers aged between 60 and 70. Members of the "Kundenbeirat 60plus" accompany the involvement of Postbank as representatives.

Prof. Dr. Dr. h.c. Ursula Lehr has taken over as patron. A mail shot to 30,000 customers in the 60-70 target group led to an overwhelming 8% response, so that on the first campaign day, 100 participants had to be chosen by lots from among the 2,409 interested individuals.

"Wirtschaftsfaktor Alter" [Economic factor: age]

In addition, Postbank is involved in the "Wirtschaftsfaktor Alter" [Economic factor: age]. This Federal Government initiative aims to raise the quality of life of older people as well as to strengthen economic growth and employment. It combines elements of policy on the aged, economic policy and consumer policy and is being implemented jointly by the Federal Ministry for Families, the Elderly and Young People (BMFSJ) and the Federal Ministry for Business and Technology. A high-ranking impulse group of experts from business, associations, consumer organisations and science provides suggestions and support for achieving these targets.

Postbank study "Altersvorsorge in Deutschland 2009/2010" [Old age pensions in Germany: 2009/2010]

Old age pensions ranks among the most important and most discussed political themes in Germany. The facts of this are well known: the number of pensioners is rising; there are currently two taxpayers for every pensioner, in 14 years time, the expected ratio will be one taxpayer for each pensioner. By now, it is easy to calculate that employed people reaching retirement age will be confronted with a "pension gap", i.e. with a financial difference between their current income and their legal old age pension. Despite this, thoughts about retirement are often pushed away when it is a question of applying a portion of salary to a corresponding pension every month.

In order to make the public more aware of this aspect, the Institut für Demoskopie, Allensbach, which has been commissioned by Postbank since 2003, draws up an annual nationwide study on the theme of “old age pensions”, highlighting trends and developments. The following core results emerge from the 2009/2010 study:

- **1. The financial and economic crisis is becoming an old age pensions crisis!**

There is a danger that the financial and economic crisis will become a long-term crisis of old age pensions within Germany. Never before in our measurements since 2003 has there been such a small number of federal citizens who want to invest more in their old age pension in the future. In addition, the number of those who can expect money from a private old age pension is getting smaller and smaller. And one employed person in three says that on account of the financial and economic crisis he or she doubts the purpose of a private old age pension.

- **2. Germans are dissolving or dismantling private old age pensions.**

Almost one employed person in five (the precise number is 17.4%) and 15% of all Germans have already responded to the financial crisis by dissolving or dismantling private old age pension models! And this despite the fact that half of all employed people (actually 45%) already assume that they have suffered losses on their legal pension due to the financial crisis.

- **3. When they are old, Germans want to live in their own house or flat!**

Owning a house or flat is high up on the list of measures for private old age pensions, in which Germans want to invest in the future. One employed person in ten indicates this by now and it is in second place on the list of preferences, almost on a par with saving with a building society! However, fewer Germans than ever before assume that they will actually be able to possess their own home when they are older! And there is another interesting point on this subject: a relative majority of Germans now consider the legal obligation to have a private pension to be correct, different, even from the previous year.

A question asked for the first time on the relevance of a positive ecological or social orientation of a bank regarding investment was considered to be “especially important” by 23.7% of interviewees, while 55.7% thought that it was “not particularly important”; 20.9% were undecided or had no opinion.

Ecological sustainability



Postbank is involved in operational environmental and climate protection, in order to make an effective contribution to combating global climate change.

Climate strategy and environmental programme

Environmental guidelines of Deutsche Postbank AG



Environmental guideline

The principles of our environmental policy (“Environmental guideline”) as well as the environmental management organisation, were already brought into effect by the entire board of the Postbank Group in April 2008. The environmental management system based on this defines the responsibility which executives and employees bear for this. The demands on actions and decisions within the Postbank Group arising from this shall be integrated into the existing constraints and definitions for the business processes or corresponding programmes and initiatives will be initiated and further developed.

Basic principle 1: Understanding environmental protection as a management task

We see environmental protection as a management task. This begins with the full board, which adopted this environmental guideline and continues via the area and departmental managers who bear responsibility for its implementation at head office and at the other locations.

Basic principle 2: Improving regulations and processes from environmental perspectives

For us, compliance with environmental provisions is a minimum requirement and starting point for further measures. Our environmental management forms the foundation for the inspection and further development of our environmental measures in the sense of an ongoing learning and improvement process. We are committed to finding solutions which limit or avoid direct environmental effects, as may arise, for example, from the use of buildings, the deployment of natural resources and business travel activity. We are

Our climate strategy

Environmental and climate protection also represent a challenge for the business of a large bank:

On account of this, in 2007, several major Postbank locations were investigated for the first time within the context of “environmental inspections”. In April 2008, the entire Postbank board approved a group-wide environmental guideline and decided to strive for certification of Postbank’s environmental management in accordance with the DIN ISO 14001 standard. In our new climate programme, we have already committed to a 20% reduction in CO₂ emissions relative to 2007 by 2012.





committed to reducing or avoiding the negative indirect effects on the environment which may arise from the provision of financial services, e.g. from granting credit or investment. In so doing, we are oriented by national and international standards and guidelines.

Basic principle 3: Offering our customers products which are gentle on the environment

We want to improve the environmental compatibility of our products and services through dialogue with our customers and business partners. We pay careful attention to market developments arising in the field of environmentally friendly financial services. We want to raise awareness of environmental protection among our customers and inform them of corresponding investments and financing possibilities.

Basic principle 4: Informing and raising awareness among employees

Within the operational design area, all employees are responsible for ensuring that their actions are compatible with the environment and are asked to play their part in implementing these environmental guidelines. The active collaboration of our employees forms the basis for achieving our targets and at the same time represents significant potential for innovation. With our ideas management and by informing our employees and providing qualifications, we want to promote environmental awareness within Postbank.

Basic principle 5: Building an environmental management organisation

The environmental guidelines adopted by the full board of Postbank hold to the same extent for all of its business areas. In order to achieve an effective and sustainable improvement in our environmental management, the full board has appointed an environmental management officer and has created an interdepartmental organisation. Within an environmental programme, objectives are derived for priority fields of action which may be

implemented through individual measures on a decentralised basis. The full board is informed of developments by the environmental management officers on a periodic basis and adopts the strategic further developments of our environmental management.

Basic principle 6: Designing active and transparent communication.

We present our environmental achievements in a regular and transparent report. In order to develop our environmental guidelines and programme further, we seek an open dialogue with all relevant stakeholders and take an active part in exchanging experiences.

These environmental guidelines are binding for all employees of the Postbank Group as well as for employees of majority-owned companies and subsidiaries. The guidelines are audited annually within the context of internal and external audits for their timeliness and effectiveness. Necessary adaptations, changes and reformulations are initiated by the environmental management officers (UMB) of the Postbank Group.

During a group-wide project over the course of 2008, regulations for all business areas of Postbank were drawn up in order to reduce environmental effects and to comply with the requirements of the ISO 14001 standard for the certification of a major bank. We were supported here by the Deloitte & Touche "Corporate Responsibility & Sustainability" (CR&S) Service Line.

These regulations entered into effect in binding fashion at the start of 2009. Our environmental management system covers Postbank, including fully consolidated majority-owned companies headquartered in Germany.

Environmental management organisation

The responsibilities of the environmental management system (UMS) are as follows:

The responsible chairman for the environmental management system is the Chairman of the Board. He has appointed supreme environmental management officer and environmental officers in the various business areas and certified major locations.

ment system is informed on an annual basis by the environmental management officers and then adopts the emphases for targets and measures for the following year.

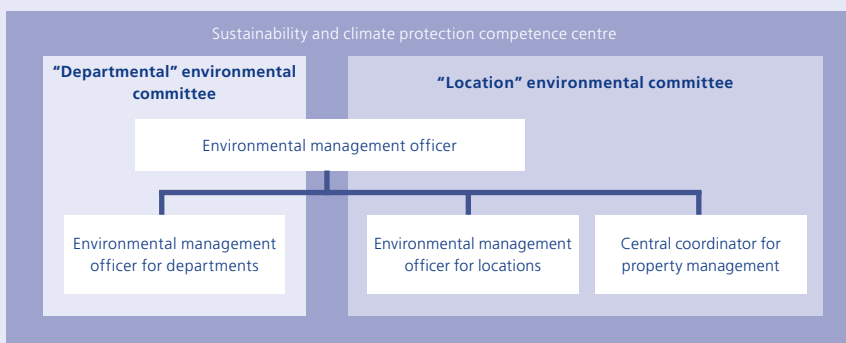


Environmental programme

We have published our environmental targets and measures in an environmental programme. Postbank's first 2009 environmental programme contained, among other things, a tightening of our climate target: we have undertaken to reduce our CO₂ emissions from our business activities by 20% relative to 2007 by 2012. We have formulated further environmental targets in our environmental programme which are to be implemented through corresponding measures.

All environmental management system regulations may be viewed by our employees on the start page of our intranet.

Responsible chairman: chairman of the board



By April 2009, during audits of the five major Postbank locations, investigations were carried out to determine whether the drafted environmental regulations had also been observed during daily operations. The ISO 14001 certificate was issued in May 2009 by TÜV Rheinland. In March 2010, these locations were recertified. As a result, 38% of our employees currently work at locations which have received ISO 14001 certification.

Compliance with the regulations, measures and targets of the environmental management system are checked annually through control audits. The responsible Chairman of the environmental manage-

Environmental control

- | | |
|------------------|--|
| Objective | <ul style="list-style-type: none"> • Construction of a key indicator system for environmental control based on VfU indicators |
| Measures | <ul style="list-style-type: none"> • Determination of CO₂ emissions from travel activity, time period: starting from 1H2010 • Improvement of the key indicator system (regarding quantification, reference values, categorisation, time period: starting from January 2010) |

Energy

- | | |
|------------------|---|
| Objective | <ul style="list-style-type: none"> • Reduction of CO₂ emissions from business activities by 20% by 2012 (Basis year: 2007, reference value: net floor area) |
| Measures | <ul style="list-style-type: none"> • Sourcing of 100% ecological activity for Postbank's locations within Germany, thereby achieving a substantial reduction in CO₂ emissions, time period: all year round • Redesign of the installation of IT components and enclosures of cold aisles at the BSS computing centre, time period: starting from January 2010 • Implementation of results from the energy check for the Hamburg location through the modernisation of the central building control system and optimisation of the heating and ventilation plants, as well as the optimisation of lighting facilities, time period: during 2010 • Implementation of results from the energy check for the Essen location with partial renovation of the heating and refrigeration energy plant as well as the ventilation plant on the 8th floor, at the same time as the renovation and optimisation of lighting and the installation of a new central building control system, time period: during 2010 • Implementation of results from the energy check for the Berlin location with the optimisation of the central building control system and deployment of a heat pump to reduce transfer of heat from district heating, time period: during 2010 • Implementation of results from the energy check for the Leipzig location with the optimisation of the central building control system and optimisation in the area of heating facilities with the installation of a heat pump, as well as optimisations in the areas of ventilation and heating, time period: during 2010 • Implementation of results from the energy check for the Bonn location (Kennedyallee) with the exchanging of existing heating, time period: during 2010 |

Energy (continued)

- Implementation of results from the energy check for the Frankfurt location through optimisation of the central building control system and the heating and refrigeration facilities, time period: during 2010
- Implementation of results from the energy check for the Karlsruhe location through renovation and optimisation of the refrigeration supply (e.g. replacement of refrigeration machinery) as well as of the ventilation facilities with simultaneous optimisation of the operating procedure for the heating energy facility, time period: during 2010
- Implementation of results from the energy check for the Ludwigshafen location through optimisation of the HVAC, heating and ventilation facilities, time period: during 2010
- Implementation of results from the energy check for the Munich location through replacement of the existing refrigeration facilities, time period: during 2010
- Technical decommissioning of the wings of the "computing centre" building at the Hameln location, time period: starting from January 2010

Procurement

- | | |
|------------------|---|
| Objective | <ul style="list-style-type: none"> • Purchase of environmentally friendly products from the range of the GeT system of Deutsche Post DHL |
| Measures | <ul style="list-style-type: none"> • Informing employees who place orders through GeT to give priority to environmentally friendly products, time period: starting from 2Q2010 onwards |
| Objective | <ul style="list-style-type: none"> • No use of hazardous substances in cleaning materials |
| Measures | <ul style="list-style-type: none"> • Notifying the cleaning company to avoid cleaning materials which contain hazardous substances, time period: starting from 2Q2010 onwards |

Mobility

- | | |
|------------------|--|
| Objective | <ul style="list-style-type: none"> • Further awareness raising among employees in carrying out business trips |
| Measures | <ul style="list-style-type: none"> • Recommendation to use German railways (DB) on the basis of existing regulations, time period: starting from 1H2010 onwards |
| Objective | <ul style="list-style-type: none"> • Raising awareness among executives of fuel-saving travel behaviour |
| Measures | <ul style="list-style-type: none"> • Drawing up of information material on fuel-saving travel behaviour and distribution to all leading employees within the framework of a central covering letter, as well as individually, for the ordering of each company car, time period: starting from 3Q2010 onwards |
| Objective | <ul style="list-style-type: none"> • Extension of reporting on use of company cars by leading employees |
| Measures | <ul style="list-style-type: none"> • Drawing up of quarterly reporting on fuel use and CO₂ emissions by the company cars of leading employees, subdivided by companies, time period: starting from 3Q2010 onwards |

Management system/awareness

- | | |
|------------------|--|
| Objective | <ul style="list-style-type: none"> • Promotion of environmental awareness among employees |
| Measures | <ul style="list-style-type: none"> • Informing executives of environmental and climate protection within the context of a manager conference, time period: starting from 2H2010 onwards • Regular information from employees on environmental and climate protection (e.g. via bankpost), time period: all year round • Checking of health days with regard to an extension around the themes of environment and sustainability (e.g. waste concept), time period: during 2010 • Checking of the execution of local events at Postbank locations on selected fire protection themes; as per the case, also including the integration of themes on environment and sustainability, time period: during 2010 |

Management system/awareness (continued)

- | | |
|------------------|---|
| Objective | <ul style="list-style-type: none"> • Awareness raising among employees with regard to the environmental management system |
| Measures | <ul style="list-style-type: none"> • Awareness raising among employees for the purpose of compilation of the “environmental management” learning clip, time period: all year round • Improvement of the seminar concepts containing the theme of environmental management on the basis of the existing training manual, time period: all year round |

Product ecology

- | | |
|------------------|--|
| Objective | <ul style="list-style-type: none"> • Offering ecological products and services |
| Measures | <ul style="list-style-type: none"> • Participation in the “climate and finances” action week of the Federal Environment Ministry (BMU);
here: broadcasting of the BMU commercials through the branch TV in the Postbank finance centres as well as the preparation of the “nachhaltich” [Sustainable] brochures for customers, time period: 25 January-28 February 2010 • Participation in the “climate and finances” action week of the Federal Environment Ministry;
here: participation in the podium discussion, time period: 25 January 2010 • Participation in the “climate and finances” action week of the Federal Environment Ministry;
here: placing of sustainable products within the context of action week, time period: January 2010 • Acceleration of online products such as “SparCard <i>direct</i>” and the “Online current account” and the associated reduction of paper-based account statements, time period: from January 2010 onwards |

Measures already implemented

During the reporting period we were already able to implement measures successfully to structure our business processes in a more environmentally compatible way. The focus here was notably on raising the awareness of our employees.

- Since January 2009, Postbank has sourced electricity for most of its locations within Germany generated 100% from renewable energies (hydroelectric); this appreciatively reduces the associated CO₂ emissions by Postbank.
- In March 2009, we pointed out the possibilities to all employees in an e-mailed circular for ensuring environmentally friendly business travel (using rail (Deutsche Bahn); choosing meeting locations so that the routes of all participants are minimised; use of hired vehicles with low CO₂ emissions). This was adopted within Postbank's travel guidelines in July 2009.
- Since July 2009, we offer a learning clip on the environmental management system which can be viewed online at all work terminals. In February 2010, we held a competition in which every employee could participate by working on this learning clip. Since then, almost 3,000 employees have already taken part in this measure.
- From 25-31 January 2010, Postbank took part in the Climate and Finance action week, at which representatives from the German banking sector met to discuss current themes from areas such as climate protection through investment, etc. Until the end of February 2010, we showed the commercials provided for this event via our branch TV channel at our finance centres. In this, a pantomime presented the climate themes of global warming, flooding and hurricanes. The themes were combined with statements on financial the-

mes and referred to climate friendly financial products. Within the framework of this action week, Postbank organised a sustainability happy hour, at which the Postbank Dynamic Vision sustainable fund was offered at a specific time with an 80% reduction in the issue fee. In addition, the customer also received two OSRAM LED lamps with an 80% energy-saving on signing. The participation in the Climate and Finance action week provided a suitable occasion for again presenting the theme of sustainability to branch employees and for highlighting our sustainable products. The Group provided the branches with the image brochures on sustainability for interested customers. The advertisement also called attention and provided an opportunity for linking the content to sustainable products.

Aktionswoche
KLIMA+FINANZEN
 Klima schützen, Werte schaffen | klima-und-finanzen.de

- In the 2009 environmental programme, Postbank set itself the target of carrying out an energy check on all 21 large buildings. For this purpose, in June/July 2009, the corresponding agreements were concluded with Hochtief Energy Management (HTEM) GmbH, with these essentially completed by December 2009. In the same month, Postbank then entered into an agreement with Hochtief Energy Management to reduce the energy costs of 8 Postbank locations in the future by a total of 15% per year through energy-saving contracting. An agreement for the next ten years was reached. In addition, the energy service providers shall ensure that the CO₂ emissions of the locations are reduced by a total of 4,500 tonnes per year. In so doing, heating installations will be renewed, air conditioning installations optimised and the central building control system in the properties modernised, so as to achieve better energy efficiency. The measures shall

essentially be implemented during the first to third quarters of 2010 and will subsequently be able to take effect from mid-2010 onwards.

- Within the context of the ISO certification, new regulations were introduced in March 2010 for disposal waste. Every Postbank building now has a sorting system for separating residual waste, waste paper, plastic, glass etc.
- In April 2010, an environment day was held at Postbank's Hamburg location, at which employees were informed about the environment, climate and energy. Themes such as the environmental label for the Hamburg location, the ISO 14001 certificate, data on energy consumption, disposal of waste, personal environmentally friendly measures in the workplace were discussed. In addition, tours were offered of the new energy-saving lighting within the building, with the presentation of general information and materials on environmental themes.
- In May 2010, additional parking spaces for bicycles were provided to employees in Postbank's underground garage, so as not only to promote the fitness and health of employees but also to make an active contribution to environmental protection.
- In June 2010, an awareness raising exercise was provided to executives on avoiding business travel and fuel saving travel via information material.
- For many years, BHW is a member of the "Benchmarking" workgroup of the IFMA Deutschland e.V. (International Facility Management Association), in which companies and administrations exchange experiences in the area of building management and practice energy benchmarking.
- The environmental management officers give regular lectures to subsidiaries of the Postbank Group in order to raise the awareness of this theme among all employees.
- In our employee magazine "bankpost", and with the aid of e-mail circulars, employees are exhaustively informed about environmental guidelines, the environmental management system, sustainability and "energy-saving in the office".



With the bank products presented below, Postbank introduces its customers to alternatives and to considering ecological aspects of investment as well.

Ecologically positive building and modernisation plans are supported by drawing up special programmes in connection with the intermediation of special promotion quotas of Kreditanstalt für Wiederaufbau (KfW). Since June 2009, only FSC certified paper is still used for mailings. Administering the options, savings, current and credit card accounts online and thereby economising on paper and reducing transport round off the range of ecologically sensible products and services.

Ecological products and services

Funds business

Postbank Dynamik Vision

As early as 2001, Postbank launched its "Postbank Dynamik Vision" investment fund; this fund invests in companies listed in the Dow Jones Sustainability Index (DJSI) World and Euro. This includes companies which have distinguished themselves as the best in their sector through sustainable management (i.e. considering economic, ecological and ethical concerns in their business activity).

At the time of drawing up this report in mid-July 2010, the fund had total assets of around Euro 188 million, against Euro 155 million in mid-2009. In this way, "Dynamik Vision" has maintained its position as one of the largest German sustainable funds.

Postbank Dynamik Klima Garant [Postbank Dynamic Climate Guarantee]

From the start of June until the end of July 2008, Postbank offered its customers the opportunity to subscribe to a new investment fund with guaranteed capital, the "Postbank Dynamik Klima Garant". During this period, Euro 120 million were invested. 100% of the capital is protected on maturity on 31/07/2015. The fund invests in companies in the Standard & Poor's Global Clean Energy Index, as well as in the Dow Jones EUROSTOXX Sustainability Index. The listed companies distinguished themselves by developing and providing technologies for avoiding and reducing climate change or protecting climate and environment through their sustainable behaviour, e.g. by deploying environmentally efficient technologies.

Construction financing

In 2009, Postbank provided construction financing to its customers through BHW Bausparkasse of around Euro 5.6 billion (Postbank Group Euro 8.3 billion).



Property modernisation

Relevant market studies (e.g. Heinze market research, modernisation study XII from 2009) identify overwhelming interest in energy-saving measures. A third of the overall volume mentioned above was allocated to value preserving, age-appropriate and energy-efficient modernisation measures. The newly developed products “BHW Expressdarlehen” [BHW Express Loan] and “Hausschutzbrief” [Home Protection Policy] also correspond to these requirements and interests. Without registering a mortgage, in the event of a positive credit decision, customers are provided with up to Euro 30,000 through the “BHW Expressdarlehen”. Through regular saving or a one-off deposit, the “Hausschutzbrief” serves as a reserve for repairs and modernisations. With this “Hausschutzbrief”, not only state subsidies may be exploited but borrowers are also entitled to building society loans with subsidised interest rates.

From 25 May to 30 September 2010, the themes of modernisation and energy-efficient renovation were a particular focus of BHW Bausparkasse. Within the context of the “modernisation offensive” started for this purpose, customers were offered comprehensive solution alternatives appropriate to their situation through the products mentioned above or below.

Photovoltaic loan

Within the context of a special programme, BHW Bausparkasse finances the acquisition of photovoltaic facilities and thereby promotes environmental electricity generation from solar energy. Contracts are established on an individual basis in such a way that the investment is largely self-supporting through the achieved guaranteed electricity supply and towards the end of the life of the loan, profits are generated.

KfW loans

In cooperation with Kreditanstalt für Wiederaufbau (KfW), BHW Bausparkasse inter-

mediates loans at concessionary interest rates, in particular from the following programs:

- KfW-Wohneigentumsprogramm [KfW residential ownership programme] (Programme 124)
The “KfW-Wohneigentumsprogramm” is suitable for anyone who wants to build or buy a house or flat to live in themselves. The acquisition of cooperative shares is also promoted.
- Energy efficient building (Programme 153)
For the new construction or purchase of energy-saving houses 40 and 60.
- Energy efficient renovation (Programmes 151 and 152)
Appropriate for the renovation and initial purchase of a renovated building or condominium.
- Standard modernisation of living rooms (Programme 141)
With this loan programme, houses or flats can be renovated or modernised. Measures for reducing energy consumption are promoted in particular.
- Age-appropriate rebuilding (Programme 155)
In the age-appropriate rebuilding programme, KfW finances all measures which allow people to lead a self-defined life, regardless of age or any restrictions, through a loan with concessionary interest rates. This includes, in particular, all measures for reducing barriers within the residence, the residential building or the residential environment.

Intermediation

As part of the “Best Select” approach, Postbank intermediated further Kreditanstalt für Wiederaufbau (KfW) funding programmes as well as the sustainable investment funds of competitors.

At our more than 1,100 Postbank Finance Centres, besides banking transactions, we also offer postal and other services. In these additional product proposals, we value ecological and ethical aspects.

Cooperation with LichtBlick and Osram

At the Postbank Finance Centres, since the start of 2003 when they were still Post Office branches, we have intermediated electricity orders across the country for our cooperation partner, LichtBlick, which generates from renewable energy sources. The sourcing and supply of electricity by LichtBlick is regularly audited by the TÜV. In 2009, Postbank concluded almost 24,000 eco-electricity contracts.

In addition, since February 2009, the Postbank Finance Centres have offered an environmentally friendly natural gas product by LichtBlick. Unlike conventional natural gas, this gas includes a biogas component which currently averages at least 5%. LichtBlick has started with this initially small admixture quota since it is only recently that it has been at all possible to prepare crude biogas to natural gas standard. LichtBlick's declared aim is nevertheless to raise the admixture quota. In 2009, we succeeded in intermediating over 6,600 contracts.

Since 2007, energy-saving lamps of our cooperation partner Osram have been offered at the Postbank Finance Centres. Since the start of the cooperation we have succeeded in making an active contribution to climate protection through the sale of some 175,000 such lamps.

Since August 2009, we also sell LED lights to our customers at the larger Postbank Finance Centres, selling 6,200 units by the end of the year. The cooperation with Osram is being continued and in the future, shall be extended to other products; we shall only offer products here which lead to a reduction in electricity consumption.

Environmentally friendly stationery

Starting from 2004 when they were still branches of the Post Office, the Postbank Finance Centres have been continuously shifting their product range of paper and office supplies towards stationery produced in an environmentally friendly manner. This includes environmentally friendly products such as envelopes, mailing bags and copying paper produced from recycled paper, papers from sustainable forestry pursuant to the PEFC standard, as well as over 60 items distinguished by the "Der Blaue Engel" [The Blue Angel] seal of approval of the Federal Environment Agency. In 2009, we sold more than 1.5 million "Blaue Engel" products and almost 1 million items of environmentally friendly stationery.

Through a joint action with the "Initiative pro Recyclingpapier" [Initiative on Behalf of Recycling Paper], we inform our customers about "Der Blaue Engel" and "climate protection" themes on the inlays of envelopes and mailing bags.



Climate neutral services of DHL and Deutsche Post

Under the "GOGREEN" climate protection programme, since 2006, Deutsche Post DHL has also offered CO₂ emission neutral products. In this way, CO₂ emissions arising through transport are calculated and offset financially through a combination of in-house initiatives and external projects. The implementation is monitored and certified by an independent certification company on the basis of the ISO 14064 standard.

At the Postbank Finance Centres, we provide our customers with the opportunity via the "PLUSPÄCKCHEN GOGREEN" and the "PLUSBRIEF GOGREEN" [GOGREEN PLUS PACKAGE and GOGREEN LETTER PLUS] to reduce their CO₂ emissions for mailings. For its part, the "PLUSPÄCKCHEN GOGREEN" consists of recycled cardboard and the "PLUSBRIEF GOGREEN" of FSC certified paper. In 2009, Postbank sold over 3 million "PLUSBRIEF" and almost 1 million "PLUSPÄCKCHEN".

UNICEF Christmas cards

In 2009, Postbank donated Euro 326,619.75 from the sale of 32,000 UNICEF Christmas cards to the children's aid organisation UNICEF Germany. These cards were offered for sale from October until Christmas 2009 through Postbank as provider of products at its Finance Centres and through the branches of Deutsche Post.

The revenue will support UNICEF children's aid projects in 150 countries. For 60 years, the sale of UNICEF greeting cards has contributed to vaccinating children, providing them with clean drinking water and schooling and protecting them from exploitation and violence. For the equivalent of 10 greeting cards, for example, UNICEF can provide each of 35 children with an exercise book and pen or provide four warming woollen blankets. 20 greeting cards allow the provision of 30 packages of high-protein biscuits in emergency situations.

Cooperation with Eneffa

In order to promote the energy conserving renovation of residential buildings in Germany, the Postbank Group and the "Bundesverband des Schornsteinfegerhandwerks" [Federal Association of Chimney Sweeps] founded the "Energie Effizienz Agentur GmbH" (Eneffa) [Energy Efficiency Agency]. Eneffa provides information on environmentally friendly renovation, state promotion and the financing of energy-saving investments and acts as intermediary for local renovation experts on the spot. The expert teams consist of energy advisors (district chimney sweeps), local craft enterprises (heating, solar, insulation) and financial experts (property financing, state promotional programme) and consist of some 150 members in 75 teams.

Eneffa pursues an energy-saving concept built from modules. It consists of an energy pass and on-the-spot energy advice by the chimney sweep/energy adviser. With the help of Postbank finance experts, a funding concept is devised, with public resources given particular consideration. The module to be concluded is the expert monitoring of building by the energy adviser. Lastly, Eneffa carries out the certification of the modernised house as an "environmentally aware renovated house".

www.eneffa.com

Mailings

Mailings are understood as meaning the dispatch of information material to customers in large quantities. Since June 2009, Postbank has used mail envelopes made from recycled paper as well as papers from sustainable forestry with the FSC label, and thus acts in a doubly environmentally conscious way: on the one hand, we deploy paper articles produced in an environmentally friendly way and on the other hand, due to the resulting reduction in the weight of the mailing, the CO₂ emissions of the mail delivery are also reduced.




In the back office areas, in which the account management is settled, almost all Postbank processes are automated. This can only be achieved through the deployment of the most modern IT systems and technologies; the latest studies show that refrigeration in particular consumes around 2/3 of energy used for IT. Against this background, the keyword "Green IT" takes on a growing importance.

Within Postbank, hardware efficiencies, the optimisation of data processing centres and the IT procurement process have already been identified as areas of action with high potential for "Green IT" benefits. If combined skilfully, these not only provide ecological benefits but also sustainability secure the cost leadership of Postbank as the most successful retail bank in Germany.

Green IT and Green Procurement

Green IT

LifeCycle Management

The Postbank Systems operate a systematic LifeCycle Management, in which the deployment of resource-saving solutions is the top priority for decision-making. Through the controlled replacement of obsolete components by new, more efficient ones, a continuous increase in the degree of efficiency is achieved at the same time as necessary capacities are created. The consistent disabling of obsolete components is the last stage in the LifeCycle process. Three concrete examples illustrate this:

In this way, "tape libraries" (these are automated systems for data security) were replaced and consolidated. This led to an increase in energy efficiency of more than 85%.

Telecom installations gradually reach the end of their useful working life. For this reason, all telecom installations for call centres were replaced. The renewal of office telephony is now taking place on a step-by-step basis. These measures lead to a reduction in energy consumption of almost 30%.

After the successful introduction of a new payment traffic application, a project was started consisting of the migration of all programs and systems of the previous application to new and innovative hardware. Through this project, a reduction in energy consumption of almost 22% was achieved.

Computer centre consolidation

The consolidation of computer centres and servers allows an efficient and hence more economic operation of the necessary IT infrastructure. For this reason, the centralising of the computer centre locations is a further significant aspect of Postbank's overall IT strategy. In this way, the tasks of Postbank's computer centre in Hameln were consolidated into the

Bonn and Frankfurt computer centres. Through this measure, an electricity saving of around 1,655 MWh and hence a reduction in CO₂ emissions of around 629 tonnes per year is expected (extrapolation of data for 01-05/2010).



Energy consumption

The energy consumption of our computer centre has been actively monitored since 2000. The expert managers within the bank automatically check new components for energy efficiency before a decision. The highest energy requirement within the computer centre is not for the computers but for the centre itself. In order to optimise this efficiency, in 2007, a team of experts was assembled within Postbank which analysed and prioritised the ecological and economic aspects of the computer centre. It emerged that the redesign of the air conditioning had the highest cost/benefit potential for the Bank. In a computer centre, the principle of "enclosing of cold aisles" and the routing of the cabling was successfully tested. Here, separate aisles for warm and cold air were created. Through the additional casing of the so-called cold aisles, a mixing of cold and exhaust air is avoided. The routing of the computer cabling (instead of a double floor, these are laid over the servers) also creates more favourable flow characteristics for the cold air. By mid-2014, the climate efficiency of the recirculatory cooling equipment within the Postbank computer centre will be increased by around a third and electricity consumption reduced by around 20%.

For procurement of products and services too, Postbank pays attention to observing ecological standards.



equipment such as PCs, printers, faxes, telephony, etc. for efficient energy use. We make more intensive use of energy labels such as "Energy Star" as a decision criterion for procurement and summarise these in a catalogue of services, which is gradually supplemented with further products.

We have also developed a questionnaire "Environmental management for suppliers". With this instrument, potential business partners are x-rayed for their environmental activity, whether or not the product is obtained. This also allows us to check service companies for careful use of environmental resources.

The environmentally aware procurement of Postbank is thus also publicly perceived. In this way, in the Internet presence of the EU "Buy Smart" project, Postbank is highlighted as an example of Best Practice.

Green Procurement

With numerous measures, we have extended Green Procurement significantly since 2009. Within the context of the environmental certificate of Postbank pursuant to ISO 14001, as early as the start of 2009, the procurement process for IT products was supplemented with a query regarding types of ecological procedures and valuation criteria. We were supported here by the Berlin energy agency within the context of the EU "Buy Smart" project.

Against the background of the furnishing of workplaces within the Postbank group, we primarily checked and evaluated all IT

Environmental balance sheet

Environmental balance sheet of Postbank				
	31.12.2006	31.12.2007	31.12.2008	31.12.2009
CO₂ emissions¹ (in t)				
Overall	105.418	102.042	85.184	69.920
• of which Scope 1 – GHG Protocol	14.592	13.970	13.919	16.218
• of which Scope 2 – GHG Protocol	90.826	88.072	71.265	53.702
Energy use of the building (in MWh)				
Overall use (Electricity, district heating, gas, heating oil) ^{1,3}	281.556	271.393	278.183	250.096
• Electricity component ¹	149.483	147.086	141.910	128.067
of which electricity for 21 large buildings ²	73.673	73.167	71.281	69.225
of which from renewable energies (in %)	11	11	68	86
• District heating component ¹	103.041	93.853	106.852	96.425
of which district heating for 17 large buildings	50.785	46.686	53.672	52.122
• Fossil fuels component in buildings	29.032	30.454	29.421	25.604
of which fossil fuels for 4 large buildings	14.309	15.149	14.778	13.840
Business travel (thousand km)				
Overall business travel	37.358	32.633	33.649	44.876
• via road by company vehicle	37.358	32.633	33.649	34.796
• short hop flights ⁴	not recorded	not recorded	not recorded	8.740
• long haul flights ⁴	not recorded	not recorded	not recorded	1.340
Overall fuel consumption (in l)	2.877.669	2.513.714	2.591.949	2.680.348
• of which petrol	357.565	211.802	135.050	122.280
• of which diesel	2.520.104	2.301.912	2.456.899	2.558.068
Miscellaneous				
Water (in m ³) ⁵	382.949	345.190	425.195	370.126
Waste (in t) ⁶	nicht erfasst	not recorded	5.867	7.602
• of which recycled (in %)	not recorded	not recorded	69	56
Paper consumption (in t) ⁷	1.264	1.647	1.286	992
• of which FSC (in %)	95	95	94	98
• of which recycled paper (in %)	5	5	6	2
<p>1) Extrapolation on the basis of the corresponding current value, pursuant to the VfU. 2) Actual value corresponding to the survey. 3) The 2006-2008 values were shown as electricity consumption. 4) For 2009, for the first time, km travelled was shown for flight traffic. 5) The extrapolation for 2009 could be made for the first time on the basis of the 21 large properties (in 2008, only on the basis of 20 large properties (without Hameln)). 6) The extrapolation for 2009 could be made for the first time on the basis of the 21 large properties (in 2008, only on the basis of 11 large properties). 7) The values were extrapolated.</p>				
The calculation methodology is described in detail in the chapter "Scope of Reporting".				

Economic sustainability



As the standardisation of like products and services advances, the “Quality” factor takes on increasing importance for customers. The major German banks are thus increasingly adopting the fields of “customer orientation” and “customer satisfaction” within their strategic concepts.

Quality management



Quality has become an important differentiating characteristic for competition. The current strategic project “Postbank-4Future”, not only includes business management and corporate policy targets but also quality and customer satisfaction targets. In this way, the strategic importance for Postbank of service quality was reinforced and the theme of quality defined as a managerial task.

Quality management (QM) is organised within the Postbank Group in a decentralised way: in all board departments and large subsidiaries, quality managers are appointed for department-specific themes. In this way, proximity to the operating business is guaranteed and local know-how exploited. Central quality con-

trol monitors the development of quality, analyses the results and promotes measures.

Within quality management, Postbank tracks the attempt to balance systematic and regular results from objective measurements (parameters such as processing and waiting times, reachability) with measurements of subjective perception (above all from customer satisfaction surveys). In this way, we are able to orientate our quality objectives and standards to the requirements of our customers. An analysis of customer complaints also serves to improve our quality: for this, Postbank deploys a central complaints database which allows arising complaints to be logged and categorised. A cross departmental “customer and process committee” provides a platform for the internal discussion of the analyses, for promotion of measures and for the monitoring of results.

Regular customer satisfaction surveys

Postbank regularly carries out customer satisfaction surveys/loyalty analyses for the individual, business and company customer segments, which also measure the aspects of speed, correctness of execution of transactions, reachability, friendliness and competence of technical advice.

Postbank regularly carries out customer satisfaction surveys/loyalty analyses for the individual, business and company customer segments, which also measure the aspects of speed, correctness of execution of transactions, reachability, friendliness and competence of technical advice.

Market comparisons are also available here, which are used to derive fields of action for Postbank.

In retail outlet sales, measures such as new IT systems at counters, streamlining of processes and flexible deployment of staff succeeded in reducing the proportion of waiting times of under 5 minutes within branches to around 87% in 2010.

Regular test purchases

As part of a test customer measurement system which has been deployed, besides the competence, appearance and friendliness of our employees, waiting times are emphasised; these are continuously checked through test customers. We measure customer satisfaction with a "branch barometer".

In order to regularly check the quality in our more than 1,100 branches, in 2009, we arranged for the independent institute TNS Infratest to carry out 13,275 tests with a test customer measurement system (with criteria including waiting times, competence, friendliness), 2,441 tests on quality of advice of financial services and 87,695 customer questionnaires on subjective experiences with customer service (branch barometer).

Where necessary, these were supplemented by so-called "mystery calls", i.e. test calls in which neutral interviewers take on defined customer roles.

Development of customer service centres

A significant element of active complaint management is the customer service centre, the extension of which was begun in 2009 and which began operating on 1 July 2010. For the first time, all customer complaints entering via various channels were collected, processed and concluded at a central location within Postbank.

QM systems in particular

At present, the following business areas of the Postbank Group have been certified with the internationally recognised ISO 9001 management system standard.

Postbank account management

In 2009, the account management of Postbank at the Hamburg, Dortmund and Munich locations with a total of some 940 employees received ISO 9001 certification for the first time. In January 2010, TÜV carried out a supervisory audit. The certification confirms the reliable provision of services as well as extensive error-free execution of orders. Through consistent measurement of quality, we are better able to meet the requirements of our customers. In this way, we succeeded in reducing the proportion of previously received complaints by 55% in 1H2010 relative to the comparable period of 1H2009.

In addition, customer questionnaires were used in order to recognise the weak points for complaints and to introduce corresponding measures.





BCB AG payments processing

The services “Domestic and foreign payment processing including accounts and services and the digital archiving of documents” for the clients Deutsche Bank AG and HypoVereinsbank AG have DIN EN ISO 9001 certification. The certificate was renewed in 2010 for three years. These services were provided in the fields of Payment Transactions Europe (ZVE), Payment Transactions Global (ZVG) and Accounts and Services (KUS) at the Berlin, Dortmund, Frankfurt, Hamburg, Munich and Leipzig locations. For some 1,150 employees, the QM system represents the basis for the daily processing of the certified client transactions.

The services for the client Commerzbank AG (formerly Dresdner Bank) were removed from BCB AG’s QM system due to the transfer of transactions to Commerzbank AG.

We initiated the inclusion of services for in the QM system for our customer, HSH Nordbank.

In 2009, a quality prize was awarded. This rewarded services which particularly served to improve quality, prevent losses or improve efficiency.

contribute to this. These are the focus and the main beneficiaries of the improvements achieved through the system.

Certification within Postbank Filialvertrieb AG

TÜV Rheinland Cert GmbH certifies the application of the “sales audit” quality instrument for guaranteeing the quality of financial services within Postbank’s Finance Centres. The inspection took place on the basis of the “2009 sales audit” guideline, with the following key topics:

- Management and control processes
- Sales processes
- Financial services advice
- Quality and service processes

The execution of the sales audit was accompanied and monitored on a random basis by TÜV Rheinland Cert auditors.

Rate & Workout Credit service Reminders/Collection of claims

The KRW MB department in Frankfurt with some 90 employees received DIN EN ISO 9001 certification from TÜV Süd [South] for the first time in May 2010. The certificate confirmed the sustainable orientation of the department towards quality and a consistent path towards constant improvement. The certification nevertheless also implies an obligation of constant further development of the existing quality management system. The quality achieved is constantly remeasured and called into question. Regular surveys on the satisfaction and requirements of internal customers and employees also





Certification of property financing processes

For the first time in January 2008, the quality management system of DSL Bank, a business area of Deutsche Postbank AG, received both ISO 9001 certification and a certificate of “audited property financing” from TÜV Süd [South]. With the final TÜV Süd audit, the certification process of DSL Bank was concluded at the start of March 2010. In this way, the complete process design of property financing within DSL Bank has been concluded for all stages.

Furthermore, with the “Baufi Online” application, also certified by TÜV and with DSL Star and Starpool, BHW and DSL Bank have initiated the sale of online application tools for on-the-spot digital loan processing. With these tools, advisers can approve building loans for a loan-to-value ratio of up to 100% directly during the advisory discussion.

ISO 9001 Certification of Postbank Direkt GmbH

At the locations of Postbank Direkt GmbH, at the end of April 2010, TÜV Rheinland carried out on-the-spot quality checks and awarded them ISO 9001 certification. In this way, after the Dortmund, Hannover and Stuttgart locations which had already received certification in mid-2009, both of the last two locations of Direkt GmbH in Hameln and Leipzig were included in the certification.

Postbank Direkt GmbH is currently the first in-house bank call centre in the German banking sector which is certified under this standard. Through it, customer satisfaction is increased through a permanent guarantee of quality and better fulfilment of customer requirements. Regular customer satisfaction questionnaires are indicators for the increase in customer satisfaction and loyalty. Associated with the certification is the obligation to improve our existing and successfully applied quality management system further.



Postbank understands Corporate Governance as meaning the management and supervision of the company in the sense of a responsible and value-oriented management, including with regard to the embedding of our sustainability management.

Corporate Governance



From the left: Dr. Mario Daberkow, Horst K pker, Hans-Peter Schmid, Dr. Michael Meyer, Marc He , Stefan J tte (Chairman), Ralf Stemmer

Postbank is built on the basis of the dual management principle, which assigns management tasks to the board of directors and supervisory and advisory tasks to the supervisory board. Corporate governance is discussed by both bodies at least once a year, with Postbank reporting exhaustively on their appointment and remuneration. This is represented both in individualised form and divided into components both unrelated and related to performance. This also shows the monetary remuneration components of the remuneration of the board for associated activities, in the case

of termination of board activity, in the form of pension commitments, information on shareholdings, granting of credit, disclosure obligations pursuant to the securities trading law as well as D&O insurance. In addition, Postbank has not established a stock options programme.

Postbank also reports on the appointment and tasks of the supervisory board committees (general, audit, staff, credit and intermediation committee as well as the appointments committee, newly introduced in 2007).

As early as 2003, the board and supervisory board decided to follow all of the recommendations of the Corporate Governance Code. In the future, they intend to implement all recommendations of this code in the 26 May 2010 version. The declaration of conformity pursuant to §161 AktG was most recently issued by the board and supervisory board in December 2009.

Corporate governance:

More information here!



or at www.postbank.de

Postbank Group Annual Report:

More information here!



or at www.postbank.de

The Group values representing the cornerstones of our company culture are valid for all Postbank Group employees. For all executives of the Postbank Group, the Postbank Code of Conduct is the binding formulation of the Group's values which were implemented in 2009.

Guidelines

Group values

We take our responsibility as a group towards our customers, shareholders, employees and contractual partners, as well as towards society seriously and commit ourselves in accordance with our Group values (7 values) to ethically impeccable behaviour.

These values help to integrate social, ecological and economic aspects into our decisions, to control risks and to ensure that we take active responsibility. Our Group values are experienced actively in our daily collaboration and are the cornerstones of a fair, open, sustainable and service-oriented corporate culture:



- Providing excellent quality
- Creating sustainable added value for our customers
- Promoting openness
- Acting according to clear priorities
- Acting entrepreneurially
- Experiencing integrity internally and externally
- Assuming corporate responsibility

Code of Conduct

The Code of Conduct is a binding formulation of Group values for all executives of every company and company area of the Postbank Group. The word and spirit of this code find their counterpart in the effective guidelines and rules which define our everyday working life. It describes and explains targets and rules which mirror our obligation to act in a responsible, ethically impeccable and lawful way.

The Code of Conduct deals with the following thematic areas:

- **What is correct conduct?**
- **Our ethical obligation**
 - Quality in focus
 - Customer satisfaction
 - Laws and ethical principles
 - Transparency
 - Accounting and reporting standards
 - Money-laundering
- **Our standards for cooperation**
 - Individual responsibility and integration
 - Mutual respect and openness
 - Equality of opportunity/diversity
 - Health management
 - Company property
 - Legal proceedings
 - Insider information

Group values:

[More information here!](#)



or at www.postbank.de

- **Integrity in our business practice**
 - Shareholder trust
 - Dialogue with business partners
 - Conflicts of interest
 - Fair competition
 - Bribery and corruption
 - Gifts, advantages and financial benefits
 - Data protection
- **Our responsibility to society and the environment**
 - Society
 - Environment
- **Observance, exceptional rules and changes to the Code of Conduct**
 - The information and reporting process
 - Measures, exceptional rules and changes
- **Related guidelines and regulations, locally valid codes**

Supplier Code of Conduct

On the basis of the ethical rules of the Code of Conduct, a "Supplier Code of Conduct" was published for the first time in September 2007. During the third quarter of 2010, the Supplier Code of Conduct is due to be renewed and adapted. This Code obliges all companies with a business relationship with the Postbank Group to ensure that ethical principles must underlie their conduct:

Postbank's code of behaviour is oriented by the General Declaration of Human Rights, the Convention of the International Labour Organisation (ILO) and the UN Global Compact; these discuss, among other things, the observance of human rights, freedom of association as well as the abolition of child and forced labour.

The 10 principles of the Global Compact are integral components of the Code of Conduct.

For further information, see the chapter "Postbank progress report on the UN Global Compact".

Postbank's environmental guidelines

In 2003, our then majority owner, Deutsche Post DHL, implemented environmental guidelines which embedded via mental protection as an integral component of our company strategy. On the basis of these environmental guidelines, the full board of Postbank adopted environmental guidelines which will particular account of the environmental aspects within the Bank.

For further information, see the chapter "Climate strategy and environmental programme".

Paper Policy

Postbank has adopted a guideline for the purchase of paper products ("Paper Policy"). The aim is to guarantee continuous traceability of paper back to the raw material of wood, pursuant to recognised international standards (FSC, PEFC). The guidelines are valid for all Postbank suppliers; they must demonstrate that their product does not use any raw materials from tropical rainforests, jungles or sensitive historic forests or which were obtained through illegal logging.

Postbank's remuneration system is also sustainably designed from economic perspectives.

Performance-related remuneration



neration system corresponds not only to the legal and regulatory requirements but moreover supports Postbank's sustainability strategy.

Remuneration report in the 2009 Group Annual Report:

[More information here!](#)



or at www.postbank.de

On 1 January 2010, Postbank modified its remuneration system for the group of executives and managers, including the system for remunerating the Board of Directors. The main focus here was on introducing a sustainability component. Starting from this financial year, after a multi-year sustainability phase, part of the variable compensation shall be subject to a separate sustainability evaluation and, as per the case, only paid out when the sustainable company success targets have been achieved, being otherwise omitted. This change in the remuneration

Our compliance and anti-money laundering regulations and measures form an important foundation for responsible business

Compliance and protection against money-laundering



Compliance

Financial markets depend above all on the confidence of their participants. At Postbank, compliance means equality of information between our customers based on fairness and confidence, reaching us as a bank and our employees, overcoming conflicts of interest and guaranteeing the observance of legal and internal banking regulations.

Compliance thus serves to protect interest groups from unwitting infringement of rules, minimises the reputation risk for Postbank and promotes the viability of the capital market. The task of compliance is, on the one hand, to determine infringements of regulations and take action against them, but on the other hand, compliance is obliged to advise and accompany business areas with regard to the interpretation and legally valid implementation of current laws and supervisory provisions in providing securities and associated services.

In addition, compliance has the function, together with the operating areas of the bank, of analysing the compliance risks arising from business and the possible infringement of legal obligations. The analysis must be carried out in particular against the background of development of new products and processes. Compliance also provides for a controlled information flow within the Group, through the introduction, management and supervision of insider registers and areas of confidentiality. The legal supervision of employee transactions is guaranteed through the use of software introduced in 2005.

The timely inclusion of compliance on the one hand guarantees that regulatory guidelines, e.g. on introduction of new products, will be considered. On the other hand, it focuses on the interests of the customers and the bank's own reputation.

Postbank's compliance officer reports directly to the board on functional issues, with the Bank thus underlining the internal importance of its compliance function.

The compliance office is subject to an annual audit by certified auditors.

Compliance in the 2009 Group Annual Report:

[More information here!](#)



or at www.postbank.de



Money laundering

Money laundering denotes the infiltration of illegally acquired assets into the financial and business cycle. In order to prevent this, Postbank must comply with legal requirements, in particular of the money-laundering law (GwG) and the associated indications issued by the Federal Institute for Financial Services (BaFin).

The legal requirements include the appointment of a money laundering officer, whose duties include the following foci:

Guaranteeing the development of internal procedures and controls for the implementation of the money-laundering law within Postbank (§9 GwG), guaranteeing the preparation and further development of risk analysis on the themes of money-laundering and fraud at the expense of the institution, within the context of an integrated threat analysis pursuant to (§25a KWG (Banking Act)), the final assessment and decision on cases of suspected money-laundering as well as the legal processing of basic questions from the field of money-laundering legislation.

The group money laundering officer is the contact for Postbank subsidiaries and departments.

The observance of internal regulations and processes is monitored by the BaFin and, additionally within Postbank, by certified auditors. Furthermore, our employees who work in areas relevant to money-laundering, receive knowledge about legal requirements, customer identification procedures, recognition of suspicious transactions/behaviour as well as methods and techniques of money-laundering through training sessions. These employees are also checked for their attitude to reliability.

Postbank has drawn up a comprehensive threat analysis, containing the fields "money laundering", "fraud at the expense of the institution" as well as "financing of terrorism" and corresponds to the recommendations on drawing up risk analyses of the Federation of German Banks (BdB). This is supplemented by experience, BaFin information/recommendations and relevant data from the investigating authorities. Through these measures, the threat analysis takes on a central function within the anti-money-laundering control system. The measurement and evaluation of risk takes place in the form of a standardised, group-wide procedure, which is oriented by the following quality yardsticks or essential requirements:

- The measurement/evaluation of risk must be carried out on the basis of data which can be validly collected.
- The risks are derived uniformly throughout the Group from defined parameters which influence risk (risk classes).
- The compiled risks are evaluated quantitatively.
- An overall risk results from the combination of individual partial risks.
- The evaluation of the risks is carried out uniformly across the Group.
- Comparable risks must lead to comparable risk values.
- The determined risks must be rigorously transferable to GW-research.

The supervision of electronic payment transactions (“account screening”) is carried out using an IT supported research system which recognises conspicuous behavioural patterns in the conduct of transactions. The basis that the underlying parameters are the risks determined in the threats analysis.

Pursuant to the GwG, Postbank must guarantee the observance of obligations anchored in laws and regulations, including those of domestic and foreign branches, as well as dependent foreign companies, in so far as they are included with Postbank under uniform management. For these companies, we have devised our own concept. The objective is as far as possible to achieve uniform implementation of the GwG. In so doing, we promote communication with our subsidiaries through regular information and advisory talks and annual meetings and include them in the threats analysis drawn up for the Group.

Risk management, lending and investment within Postbank are important control levers for ensuring our long-term profitability and controlling the indirect influences of our business activity on society and the environment.

Risk management, lending, investment

Risk management

Postbank has institutionalised comprehensive risk management, in order to be able to recognise, analyse, supervise and control the risks arising from its business activity. Risk management is continually monitored on the basis of current developments and if necessary, adjusted. In so doing, among other business risks, "reputation risks" are considered, in which the Bank may suffer a loss of confidence among business partners or customers due to the incorrect conduct of individuals.

Risk management in the 2009 Group Annual Report:

[More information here!](#)



or at www.postbank.de

Lending

Within the lending process for corporate customers, since the start of 2010, environmental management officers have carried out an annual screening of the major credit commitments with regard to the observance of sustainability aspects, as part of the introduction of an environmental management system within Postbank pursuant to ISO 14001: in it, commitments in "sensitive countries and sectors" are investigated. On this basis, where necessary, discussions are held between the environmental management officers and the business experts in the lending area and as per the case, the necessary action derived.

Investment

In the field of investment, Postbank follows the principle of diversification on the basis of an appropriate "risk opportunity relationship". Specifically by observing this principle, the bank succeeded in limiting losses during the course of the financial crisis. This also showed that when investing, banks should not focus on short-term success targets but that in the long term, a conservative investment policy is successful. We check every decision oriented towards capital markets on the basis of available capital for risk cover. Comprehensive supervisory and other legal limitations must also be observed (e.g. Kreditwesengesetz (KWG), Investmentgesetz (InvG) or the Mindestanforderungen an das Risikomanagement (MaRisk)).

Postbank has a comprehensive system for the measurement and monitoring of risk positions and the analysis of the associated profit and loss potential, so as to remain well equipped against risks and to guarantee a long-term increase in the value of the company, with Postbank refraining from any independent investment banking of its own.

Through investment in the capital markets, a major bank can influence the effects on the environment and society, in so far as, for example, ecologically and ethnically exemplary companies may be selected in targeted fashion. Part of Postbank's fixed assets are invested pursuant to ecological and ethical viewpoints.

As part of the introduction of an environmental management system within Postbank, pursuant to ISO 14001, from the start of 2010 onwards, the money and capital market commitments held by Postbank at the end of the year are investigated from ecological and ethical perspectives. On this basis, where necessary, discussions are held between the environmental management officers and the business experts in the lending area and as per the case, the necessary action derived.

Annex



The following section presents the important statements and calculation methodologies which serve to define Postbank's 2010 Sustainability Report.

Scope of the report



Delimitation of the report

In May 2006, Postbank initiated the websites www.postbank.de/nachhaltigkeit and www.postbank.com/sustainability. These websites form Postbank's central communication platform surrounding the theme of "Sustainability/corporate responsibility".

Postbank updates the reports available to you on these once every calendar year; it currently presents Postbank's sustainability measures for the period 01/09/2009-31/08/2010, including its annual progress report on the implementation of the principles of the UN Global Compact. The last sustainability report appeared in September 2009.

The statements essentially relate to the Deutsche Postbank AG Group, and if the data or statements only relate to a part of the company, this is identified in the corresponding place.

Calculation methodology

The calculation of the use of natural resources is based on the following calculation methodologies and delimitations:

Buildings

Statements on buildings relate to large properties (proprietary and rentals) of the Postbank Group (>10,000 m²). The smaller rentals of the Postbank Group (including rentals by Postbank Filialvertrieb AG) were projected. Areas in the respective properties rented to third parties (and the energy consumption allocated to them) were eliminated, in order to describe the energy consumption attributable to the Postbank Group. For these buildings, this relates to around 59% of the net floor space and around 54% of employees (with part-time employees expressed as equivalent full-time employees).

Electricity/heating/cooling

Data for the 21 large Postbank properties in Germany. Amounts were obtained from delivery notes/calculations. CO₂ emissions were projected from kilowatt hours (kWh) via conversion factors (g/kWh CO₂). For the conversion, the conversion factors of the VfU indicators were applied.

www.vfu.de

Waste

Data for the 21 large Postbank properties in Germany. Quantities are recorded by weight, with original values (e.g. items or cubic metres) converted uniformly across the Group into tonnes.

Water

Data for the 21 large Postbank properties in Germany. Amounts are recorded in invoices in cubic metres (m³).

Paper

Quantities purchased by the Postbank Group (without subsidiaries) including brochures and promotional material are recorded in tonnes.

Business travel

For business trips, Postbank accounts for the resulting CO₂ emissions from the use of company cars. The CO₂ output is converted through the consumption in litres of vehicles in the Postbank Group carpool (through fuelling card settlements).

As an innovation, from 2009 onwards, CO₂ emissions arising from the use of aircraft as a means of travel have been recorded. Here, the data (miles travelled) are passed on by the arranging travel agency, converted into kilometres travelled and accounted for on the basis of the VfU conversion factor into CO₂. There is no determination of CO₂ emissions for rail travel, since all Group tickets are generated on a CO₂-free basis.

With regard to the representation of CO₂ emissions, pursuant to the Greenhouse Gas Protocol (GHG), Postbank considers:

- Direct CO₂ emissions from fossil fuels (from company cars/business travel and fossil fuels within buildings) as Scope 1.
- Indirect CO₂ emissions from the use of electricity within buildings as Scope 2.
- Other indirect greenhouse gas emissions from fossil fuels (from company cars/business travel and fossil fuels within buildings) as Scope 1.

www.ghgprotocol.org

Holdings

During the reporting period for the 2010 Sustainability Report, there were only a few changes in Postbank's portfolio of holdings. Postbank Filial GmbH should be mentioned as the significant change, being newly established in April 2010 in conjunction with the takeover of further branches of Deutsche Post AG.

Postbank states here the measures with which the 10 principles of the UN Global Compact were implemented during the reporting period.

UN Global Compact: Communication On Progress

Postbank is a member of the UN Global Compact. The pact created in 2000 by the then UN General Secretary Kofi Annan had the objective of shifting corporate responsibility more strongly than before towards the focus of corporate activity.

Through the UN Global Compact, Postbank undertakes to observe ten principles in the fields of human rights, work stan-

dards, environmental protection and combating of corruption. These serve as a basis for our corporate involvement. The contents of the Group Values and of the Code of Conduct as well as Postbank's environmental guidelines and environmental programme contribute to the implementation of the 10 principles.

In this first progress report, we have compiled the measures initiated and their implementation:



This is our Communication on Progress in implementing the principles of the United Nations Global Compact.

We welcome feedback on its contents.

UN Global Compact: Communication On Progress

Principles	Examples <i>(treated in articles from sustainability report 2010)</i>
Human rights	
1: Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none"> • Area of influence • Guidelines: Group values, Code of Conduct, Supplier Code of Conduct, environmental guidelines • Risk management, lending and investment • Work-life-balance
2: Businesses should make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none"> • Area of influence • Guidelines: Group values, Code of Conduct, Supplier Code of Conduct, environmental guidelines • Risk management, lending and investment • Work-life-balance
Work standards	
3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<ul style="list-style-type: none"> • Human resources management
4: Businesses should uphold the elimination of all forms of forced and compulsory labour.	<ul style="list-style-type: none"> • Guidelines: Code of Conduct, Supplier Code of Conduct • Work-life-balance
5: Businesses should uphold the effective abolition of child labour.	<ul style="list-style-type: none"> • Guidelines
6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.	<ul style="list-style-type: none"> • Guidelines • Human resources management • Initiatives and memberships
Environmental protection	
7: Businesses should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none"> • Area of influence • Guidelines • Ecological products and services • Environmental guidelines • Climate strategy and environment programme • Green IT and green procurement • Initiatives and memberships
8: Businesses should undertake initiatives to promote greater environmental responsibility.	<ul style="list-style-type: none"> • Area of influence • Guidelines • Ecological banking products and services • Employee involvement • Environmental guidelines • Climate strategy and environment programme • Initiatives and memberships • Health management, work protection and fire protection
9: Businesses should encourage the development and diffusion of environmentally friendly technologies.	<ul style="list-style-type: none"> • Area of influence • Ecological banking products and services • Environmental guidelines, climate strategy and environment programme • Initiatives and memberships • Green IT and green procurement
Corruption	
10: Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> • Corporate governance • Guidelines • Compliance & protection against money-laundering • Risk management, lending & investment

In recent years, Postbank has been adopted in international sustainability indices and can show good results in sustainability ratings

Indices and ratings

Postbank has thus been able to show over the last 5 years that it meets stringent cri-

teria, among other things for company management, environmental protection, employee development and corporate involvement:

Indices		Listed since
FTSE4good Indices Europe & Global	 FTSE4Good	March 2006
Ethical Index Euro		January 2007
ASPI Eurozone (Advanced Sustainable Performance Index)		December 2007
ESI Pioneer Global (Ethibel Sustainability Indexes)		April 2008
Nachhaltiges Anlageuniversum [Sustainable Investment Universe] of Bank Sarasin (Switzerland)		October 2008
	Ratings	
2009	 rated by 	Corporate Sustainability Rating
2008	 SARASIN	Nachhaltiges Anlageuniversum
2008		Corporate Sustainability Rating
2008	 creating sustainable value	
2007	 Sustainable Investment Research International	DAX 30-Rating
2007		

In order to comply with its corporate responsibility and maintain an active dialogue in the areas of “corporate responsibility” and “environmental and climate protection”, Postbank is also involved in initiatives and organisations.

Initiatives and memberships

UN Global Compact

At the World Economic Forum in Davos in 1999, the former UN General Secretary, Kofi Annan, called into being a global alliance between the United Nations and private business, the “UN Global Compact”. This covers ten principles taken from the Declaration of Human Rights, the Core Labour Standards of the International Labour Organisation (ILO), the Rio Declaration as well as the UN Convention against Corruption. Since mid-2006, Postbank had been bound by the “UN Global Compact” by its then majority shareholder, Deutsche Post DHL. Postbank has now committed itself independently to the “UN Global Compact”, and in the same way, draws up a communication on progress on the implementation of the principles.

For further information, see the chapter “UN Global Compact: Communication On Progress”.

www.unglobalcompact.org

Verein für Umweltmanagement in Banken und Versicherungen [Association for environmental management in banks and insurers]

Since September 2005, Postbank has been a member of the Verein für Umweltmanagement in Banken, Sparkassen und Versicherungen e.V. (VfU) [Association for environmental management in banks, savings banks and insurers]. The VfU is the

only European Association which concerns itself in particular with environmental management issues. Its aim is to promote environmental protection and management in lending and insurance institutions. In order to achieve this, it develops strategies, instruments and best practice solutions, promotes internal exchange of experiences between member institutions and informs the wider public. In association with our involvement in VfU, we participate in workgroups and roundtable discussions on sustainability issues.

www.vfu.de

FinanzForum: Klimawandel

The “FinanzForum: Klimawandel” [Finance Forum: climate change] forms the advisory board of the “CFI - Climate Change, Financial Markets and Innovation” of the Federal Ministry for Education and Research (BMBF) and consists of representatives from finance. The board has the aim of developing and coordinating dialogue on research policy with financial service providers with regard to financing offers and formation of public opinion on climate change as well as taking soundings on practical research requirements and perspectives. This dialogue is a central contribution to the federal government’s “high-tech strategy on climate change”. The CFI was founded in 2007 by the Federal Minister Dr. Annette Schavan. Postbank has been involved in the “FinanzForum: Klimawandel” since November 2009.

www.cfi21.org



Finanz-Forum
KLIMAWANDEL

Carbon Disclosure Project

The Carbon Disclosure Project (CDP), founded in London in 2000, is the largest collaborative project among institutional investors regarding the economic effects of climate change. In this initiative, 475 investors, including Postbank, with assets under management of more than US\$ 55 billion, promote the comprehensive disclosure of output of greenhouse gases. More than 1,300 of the largest companies in the world already report on their emissions on the CDP website.

With the signing by Postbank of the Carbon Disclosure Project in 2006, we affirm that in making investment decisions, financial institutions should pay increased attention to aspects of climate change.

www.cdproject.net

Initiative Finanzstandort Deutschland [Germany as finance location initiative]

The "Initiative Finanzstandort Deutschland" (IFD) is an organisation consisting of various financial services providers, associations, the Bundesbank and the Finance Ministry, representing every area of German finance. It was founded in May 2003 by the German banks and insurers, the Deutsche Börse [German stock exchange], the Bundesbank, the Federal Finance Ministry, as well as the leading associations in German finance.

Its members, including Postbank since end-2005, have set themselves the aim of generating common benefits for individual customers and companies through various products and measures. The central objectives are strengthening of growth, joint determination of European financial markets integration and the promotion of innovations.

www.finanzstandort.de

CARBON DISCLOSURE PROJECT



Postbank is successfully meeting the demands of the market for innovative and sustainable products and services as well as efficient processes. This is proven by the following awards during 2009 and 2010.

Awards

2010

GOOD test verdict in CHIP's bank test 08/2010

In the test by the magazine CHIP in August 2010, Postbank received a GOOD verdict for "Postbank Giro Plus" in the categories of service, functions and security. 10 banks were tested.



FMH and n-tv give BHW Dispo maXX's savings rate the highest rate for regular saving

In a comparative test by the financial adviser FMH and the news station n-tv in June 2010, BHW Bausparkasse scored the highest mark. At the start, there were a total of 12 savings rates for regular saving. The comparison by n-tv and FMH focused above all on the rapid drawing up of the contract and the possibility of servicing the loan with the lowest possible repayment instalments at favourable interest rates.



According to the wishes and circumstances of the saver, BHW Dispo maXX can make individual adjustments to the widest range of items. In this way, BHW's customers themselves define the moment when their loan is dispensed or the size of their repayment contributions and hence the duration of the loan.

Corporate Research Foundation – Postbank one of the "Top Employers in Germany"

The Corporate Research Foundation, an independent company which initiates and coordinates international research projects for business and publishes them in exclusive publications, has for several years published, together with "Junge Karriere" ["Young Career", a German magazine], a magazine for starting a career for the Handelsblatt publishing group entitled "Top Arbeitgeber Deutschlands" [Germany's top employers]. For the study, companies had to answer 101 questions, on the basis of which, six core areas were investigated: development opportunities, salary, work-life balance, job security, market leadership and corporate culture. Postbank received the award of "Top German Employer" for the third time in 2010, after receiving the distinction in 2008 and 2009. The Institute rated the aspects of development opportunities, remuneration and work-life balance as particularly positive.

Silver award for "bankpost" at the LACP's international Inspire Awards

"bankpost" received the Silver award at the LACP's international Inspire Awards in the category "employee magazine, monthly". The LACP (League of American Communications Professionals, San Diego, USA) gives the Inspire Award every year to the best media in the field of internal communication. In addition to the Silver Award, with 98 points out of a possible hundred, "bankpost" also ranked among the Top 50.



Deutsches Institut für Betriebswirtschaft – 3rd Place for Postbank Ideas Management in the field of banking

The Deutsches Institut für Betriebswirtschaft [German Institute for Business Administration] (dib) is a leading institution for training and further training on business Administration themes and once a year produces a ranking for ideas management and other items in the field of banking, for which Postbank was ranked second in 2009. Since the introduction of ideas management, Postbank has continuously occupied leading positions in the dib ranking.

Potentialpark - Postbank career page among the Top 30 in Germany

The international market research company, Potentialpark, carried out a study of career pages from the jobseeker's perspective. Central elements of the evaluation were: which information in which structure is required by potential applicants in order to form an image of the company relevant to decision-making? And which companies met the requirements of jobseekers with their websites? The companies which ranked among the top 30 in Germany are those which strengthen their brand as employers and are in active contact with their talent pool through actions such as innovative online marketing and innovative means of communication. Postbank's career page ranks among the Top 30.

Postbank's training website is among the Top 10 in Germany. This conclusion was reached by employees of the Hochschule RheinMain, who in a study compared the human resources areas of the 108 largest and most attractive employers in Germany. Postbank's page came sixth.

ibi Website Rating – “Best finance website in the German-speaking world”

Since 1998, the experts of ibi Research at the University of Regensburg have been evaluating the online Presences of more than 150 banks in Germany, Austria and Switzerland. Their evaluation catalogue includes more than 230 detailed criteria, which may be classified under the two major categories of quality of advice and usability. Postbank has a very strong presence in both categories and was able to fulfil 77% of the imposed requirements. As was the case last year, Postbank was thus again ranked first out of the 150 banks rated.

Postbank ranks joint first as the most customer friendly multi-regional bank

In connection with an investigation on energy-efficient property modernisation, at the start of 2010, the “Warentest” foundation ranked Postbank as the most customer friendly multi-regional institution.

2009

Standard & Poor's awards a very good "A" for PBV Lebensversicherung and PB Lebensversicherung

PBV Lebensversicherung and PB Lebensversicherung [life insurance] were rated for the first time in July by the agency Standard & Poor's. The provider of ratings, financial market information and research assigned it a very good "A", with a stable outlook. The financial stability of an A-rated insurance company is very good. "Stable" means probably no change.

Postbank receives the innovation prize for customer orientation on the Internet

Within the context of the Retail Banking Conference in Frankfurt, in November, Postbank was awarded the 2009 Innovation Prize in the category "Customer orientation on the Internet". The exemplary user-friendliness of Postbank's Internet sales was particularly appreciated. Navigation, the comprehensible language and the multiple contact opportunities were regarded as particularly well done.

Top instalment credit

In a test by Focus Money in September 2009, Postbank's instalment credit received an overall rating of "very good". Instalment credits of subsidiaries acting uniformly across Germany were tested.

Chip magazine - Postbank is the winner in the comparative "Online Banking" test

In its 9/2009 edition, the computer magazine Chip published a comparative test on the theme of online banking, in which Postbank was again the winner after winning in 2008. 18 online banking proposals were tested, with the online banking proposal and security given equal weighting. Postbank received particular praise for providing its own webpage optimised for iPhones. At the same time, the Postbank proposal scored on the security test and took second place for the number of available branches.

geldinstitute magazine – Postbank's "Filiale im Wandel" project is the best floor space concept

The magazine geldinstitute, a trade magazine for e-banking, IT solutions and banking technology, hosts the "Geschäftsstelle des Jahres" [Office of the year] competition every two years, this year in collaboration with the Fraunhofer Institut für Arbeitswirtschaft und Organisation [Institute for labour economics and organisation] and IBM. Anyone who has implemented exemplary business concepts over the last two years may take part. From a group of 20 applicants, Postbank came out top with the project "Filiale im Wandel" [Changing branches], which aspires to focusing on the wishes of customers. The project, which was evaluated by the competition panel as "an innovative, customer-oriented branch concept with multiplication potential" received the award for the best floor space concept.



Investis IQ Corporate Website Ranking – 2nd Place for the Sustainability Page www.postbank.com/sustainability

Investis, the market leader in the provision of services for corporate online communication by listed European companies, published a website ranking for the 30 DAX and 50 MDAX companies for the first time. The “IQ Corporate Website Ranking” is the most comprehensive analysis of company groups in the market and the only one which covers the entire spectrum of requirements of interest groups. There was thus a corresponding criterion for sustainability pages: how do companies respond to the concerns of groups interested in the company on their websites. With its “www.postbank.com/sustainability” website, Postbank was ranked second among the total of 80 DAX and MDAX companies.

€URO business magazine – Postbank is the “Best branch bank of 2009”

In 2009, the business magazine €URO again named Postbank as the best branch bank, a distinction which it had already received in 2008.

A product and advisory test carried out by the Hamburg-based research house, SWI Finance, under commission from €URO stated that Postbank offers its customers very good conditions, particularly in the areas of fixed deposits and securities trading. In this way, Postbank scored in product areas which are otherwise dominated by direct banks and special institutions.

The individual customer director, Dr. Michael Meyer, was pleased with the award, which the Bonn-based bank has already won for two years in a row: “Our customers want an Internet service which is as good as a direct bank’s, but at the same time they also want to use the service at the branches if they need it, and without

additional cost. Security and trust have become much more significant due to the financial crisis. With its 100 years of history, Postbank stands for solidity and resistance to crisis”.

YouGov BrandIndex – The public have a mainly positive opinion of Postbank

YouGovPsychonomics AG, the market research and advisory institution headquartered in Cologne which is one of the Top 10 market research institutions in Germany by revenues, monitors public perception of 500 brands in 20 different sectors on a daily basis by questioning 1,000 people, assessing seven factors: brand presence, overall impression, quality, price-to-performance ratio, customer satisfaction, employer image and willingness to recommend further. These are combined in a BrandIndex to give the image value to the company. At the moment, Postbank is showing a stable image value, and since December has been mainly positively evaluated by the public, currently a rare result for a bank.





“Euro Fund Awards” of Axel Springer Financial Media GmbH - Postbank achieves an outstanding rank

With the Euro Fund Awards, Axel Springer Financial Media GmbH distinguishes the best funds of the year. In each case, the three funds with the best one-, three-and five-year performance in 59 different categories of fund received a prize. The basis of this evaluation is the funds universe of the business magazines “Euro”, “Euro am Sonntag” and “Euro Fondsexpress”. The “Postbank Vermögensmanagement Plus Chance” fund of funds was ranked first, the “Postbank Europafonds Renten” pension fund second and the “Postbank Global E-Conomy” equity fund third in their respective categories.



Postbank is the best online broker

The best online conditions and high security standards tipped the balance: in its current study, the German Institute Service Quality declared Postbank’s brokerage the winner. The comprehensive analysis of conditions and service was commissioned by the magazine WirtschaftsWoche; the basis for the evaluation was formed by over 300 interested contacts in a total of ten financial institutions.

In 2009 and 2010, we reported on various sustainability themes in our customer and employee magazines.

Customer and employee magazines



Geldwert

July/August 2010	Old savings accounts please children: customers and employees donate to the Frauenhaus in Bonn, top marks for BHW Dispo Maxx
May 2010	Safety experts answer your questions; Easy searches for the disabled
April 2010	What do electric cars have going for them? Postbank supports the Internet experience initiative; Sensible: heating checks by chimney sweeps
March 2010	Promotion of solar installations extended
February 2010	Ten errors of online security
December 2009	Postbank receives an innovation prize
November 2009	Promoted at low interest rates: energy efficiency
October 2009	Security training for online shoppers
September 2009	Postbank remains faithful to football
July/August 2009	Information on increasing deposit guarantees; Tip: what to do if you lose your cards; Article on TÜV-certified Postbank fair leasing; Information on solar energy and its financing
June 2009	BHW Forum "The future is in the cities"; Postbank obtains environment TÜV; security in online banking "Access data and PIN are confidential"
February–June 2009	Five-part series "safe mobile phone", tips on mobile phone security
March 2009	Safe money transfers
February 2009	Postbank presents donation for sick children

[More information here!](#)



or at www.postbank.de



Anlagewelt

03/2010 Edition	Heating system: it always pays to compare; BHW: the best savings bank in Germany
02/2010 Edition	Modernising for the environment and the wallet: BHW
03/2009 Edition	Environmental protection at Postbank
02/2009 Edition	Renovation: Postbank and the Federal Association of chimney sweeps found the Eneffa
01/2009 Edition	Postbank Gewinn-Sparen "Support for Aktion Mensch"

[More information here!](#)



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Mehrwert

03/2010 Edition	BHW: the best savings bank in Germany; solar parks – superbly positioned for the future
01/2010 Edition	SoLES 21: attractive returns from the sun
03/2009 Edition	Sun Power – Energy for your future; Postbank's ideas management
02/2009 Edition	Ifo-Institute questionnaire on energy awareness of private households; Postbank Gewinn-Sparen "Support for Aktion Mensch"; Information on the construction of the first autonomous eco-city in the world
01/2009 Edition	Solar industry supported in times of crisis as well; Appeal for funds for the J.A. Comenius Foundation; Climate change, the global investment opportunity: interview with Professor Claudia Kemfert, "Environmental technology is becoming the cornerstone of the economy"



Wohnen

03/2010 Edition	Renovation: on the pilot light; how we heat today
02/2010 Edition	Energy-saving building: the (green)house with the "Aha" effect
01/2010 Edition	Eco-electricity: switch over to green; window renovation: it's about the joints; Heating modernisation: most warmly recommended; Electricity & heating with your own energy
04/2009 Edition	Heating with wood pellets
03/2009 Edition	Door and window renovation; KfW efficient house; roof renovation and insulation; hybrid heating (oil, solar, wood); state promotion of renewable energies
02/2009 Edition	Information on energy and water saving; energy from solar power; extension of the range of funds, Postbank advisers also distribute other companies' funds
01/2009 Edition	Save on energy costs through modernisation; reduce your heating costs through a heating check



Business Update

June 2010	Climate protection: costs and energy
February 2010	Postbank celebrates a hat-trick for the best financial website
July/August 2009	Information on V PAY; articles on state subsidies for firms providing training and trainees
June 2009	Information on card payment security measures for retailers, keyword "knowledge is security"; information on Postbank Gewinn-Sparen
May 2009	Postbank receives ISO 14001 certification from the TÜV
March 2009	Information on new technical standards for card payments
November 2009	The most important regulations in the new energy-saving decree
December 2009	Postbank receives an innovation prize

More information here!



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Perspektiven

02/2010 Edition

Ecologically sustainable – economically successful; Mission statement: sustainable development; sustainable investments, perfectly promoted and financed

01/2010 Edition

Postbank Firmenkunden AG donates to German aid for children with cancer

[More information here!](#)



or at www.postbank.de



Weitblick

02/2010 Edition

Article on living in later life, article on inheritance issues, article on Internet sponsorship

01/2010 Edition

Insurance for the elderly, article on mental and bodily health in old age

04/2009 Edition

Information on branches suitable for the elderly, article on better living in later life

03/2009 Edition

Information on taxation of pensions; article on senior citizens at university

02/2009 Edition

Information on the 9th senior citizens' day in Leipzig; Article on online banking; information on tricksters

01/2009 Edition

Information on the promotion of voluntary involvement of the elderly



Bankpost

July 2010

Chatter from everyday life: Group ambassador programme; Postbank Finance Award: we need this kind of talent; help for the Frauenhaus; Charity run for children; Footballs for South Africa; Investing in the future: sustainable energies; Successfully certified: for the environment

June 2010

Gifts for the children's home in Nepal; The million barrier broken: UNICEF donations; Seniors learn together with the Internet

May 2010

How to improve quality of living - reducing costs; Future day 2010; Attention confidential: Information on compliance for employees; Deutsche Postbank AG + Deutsche BKK: Gesundheit-Plus [HealthPlus]; "bankpost" wins an award; training for the executive daily routine; Postbank's Club of the Best
Bright spot on security; increasing customer trust: TÜV badge for the property financing of the DSL Bank; made to order promotion: junior management programme; welcome to the team: welcome day for former trainees

April 2010

March 2010

Top employer; Successfully certified: Rürup pensions

February 2010

Assuming responsibility: sustainability and environmental management; Spontaneous help: Donations for Haiti; Earthquake help: Hope for Haiti

December 2009	Wide-ranging commitment: Stiftung Deutsche Kinderkrebshilfe [German foundation for helping children with cancer]
November 2009	Donations: Postbank supports world hunger aid; business women's network: learning from each other
October 2009	New learning clip: environmental management
September 2009	PB Lebensversicherung: "very good" mark; best online banking
July 2009	Postbank goes Hochschule [University]; ideas despite the crisis: Postbank Finance Award
June 2009	Postbank supports UNICEF; oekom: better rating; a well-organised family company
May 2009	Tested and approved: overview of Postbank certificates; "Changing branches" wins award; best branch bank 2009; helping hands; sparing the environment
April 2009	Distinguished on the net; mentors sought for school projects: business@school; 2009 health days; medium-sized companies bet on environmental protection; award for Best performance 2008; TOP career pages
March 2009	Postbank top employer of 2009; "Climate fit - ideas competition"; Results of the employee questionnaire 2008
February 2009	Now with a certificate; donating to a good cause; there are still some prejudices: interview with Postbank Group's representative for the disabled; responsibility in the future; triple talisman: co-operation between Postbank and chimney sweeps
January 2009	Competition on flu protection action, ideas management; emphasis on the environment and climate protection; certification of the account management business area; donating to a good cause

Overall

Postbank also makes information on special topics freely available on the Internet at www.postbank.de, with which we improve the knowledge of our clients on social and ecological themes in a targeted way, e.g.

Information on the stock market:

More information here!



or at www.postbank.de

Solar energy and energy-saving

More information here!



or at www.postbank.de

Lexicon on ecological building, financing of property and building society saving:

More information here!



or at www.postbank.de

Old age pensions

More information here!



or at www.postbank.de

Old age pension check

More information here!



or at www.postbank.de

Internet Security

More information here!



or at www.postbank.de

GRI Index

Themes of the GRI-Index	
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2. Organisation profile	
2.1 Company name	pp. 6–8
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2.4 Company headquarters	pp. 6–8
2.5 Number of locations	pp. 6–8
2.6 Ownership structure, legal form	pp. 6–8
2.7 Markets serviced	pp. 6–8
2.8 Size of the company	pp. 6–8
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3.5 Definition of the report content	pp. 85–86
3.6 Report limits	pp. 85–86
3.7 Basis for drawing up the report	pp. 85–86
3.8 Basis for drawing up the report on joint ventures	Unreported
3.9 Survey methods and calculation basis	pp. 85–86
3.10 Significant changes in the extent, report limits and applied measurement methods	pp. 85–86
3.11 GRI index	pp. 102–105
3.12 Verification by external third parties	None
4. Governance, obligations and involvement	
4.1 Management structure, including responsibility for sustainability	pp. 53–61
4.2 Independence of the chairman of the supervisory board	Unreported
4.3 For companies without the supervisory board: Independent members of the managing body	Not relevant, since as a quoted joint stock company, Postbank has a supervisory board
4.4 Mechanisms for recommendations from shareholders and employees to the directors	Unreported
4.5 Linkage of remuneration of senior management with the achievement of sustainability targets	p. 78
4.6 Procedure for avoiding conflicts of interest	Unreported
4.7 Expertise of the management committees in the field of sustainability	pp. 53–61
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4.9 Board procedure for evaluating sustainability performance	pp. 53–61
4.10 Assessment procedure for the sustainability performance of the board	p. 75

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4.12 Participation in external initiatives	pp. 90–91
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4.14 Representation of stakeholders	pp. 9–17
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4.16 Stakeholder dialogue	pp. 9–17
4.17 Results of stakeholder dialogue	pp. 9–17
5. Economic performance indicators	
EC1 Economic value created and distributed	p. 106
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EC3 Extent of company social benefits	Unreported
EC4 Financial benefits from the public sector	No disclosure on data protection grounds
EC6 Location-based selection of suppliers	pp. 66–68, 76–77
EC7 Location-based selection of staff	p. 19
EC8 Infrastructure investments and services carried out as a priority in the public interest	pp. 19–23
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EN1 Total use of material by type	p. 69
EN2 Utilisation of waste	p. 69
EN3 Own energy consumption	p. 69
EN4 Indirect energy consumption	p. 69
EN5 Saved energy on the basis of environmentally conscious deployment and increased efficiency	p. 69
EN6 Initiatives to design more official products and services	pp. 53–61
EN7 Initiatives to reduce indirect energy consumption and achieved savings	pp. 53–61
EN8 Total water withdrawal	p. 69
EN9 Effects of water consumption	Unreported
EN10 Proportion of recycled water	Unreported
EN11 Use of surface area in protected areas	Since Postbank has no buildings in protected areas, there is no disclosure on this.
EN12 Significant effects on protected areas	Unreported
EN13 Protected or restored natural habitats	Unreported
EN16 Greenhouse gas emissions by weight	p. 69
EN17 Other relevant greenhouse gas emissions	p. 69
EN18 Initiatives to reduce greenhouse gas emissions and achieved results	pp. 53–61, 69
EN19 Emissions of ozone removing substances by weight	Unreported
EN20 NOX, SOX and other significant air emissions	Unreported
EN21 Significant wastewater discharges by type	Unreported
EN22 Quantity of waste by type and disposal method	p. 69
EN23 Occurrences of soil contamination	Since no incidents are known, there is no disclosure on this
EN24 Special waste	Due to the small quantities, there is no disclosure on this
EN25 Effect of waste water on biodiversity	Since no incidents are known, there is no disclosure on this
EN26 Initiatives to minimise environmental effects	pp. 53–61, 62–65, 66–68
EN27 Proportion in percent of sold products in which the associated packaging material was retrieved	Since no packaging material accrues as part of Postbank's business activities, there is no disclosure on this
EN28 Penalties for failure to observe legal environmental regulations	Since no incidents are known, there is no disclosure on this

Product responsibility	
PR1 Life cycle stages, during which safety and health effects of products are analysed	pp. 82–83
PR3 Principles/procedures for product identification	pp. 33–35
PR5 Practices associated with customer satisfaction	pp. 71–74
PR6 Programme for compliance with laws, standards and involuntary rules of conduct with regard to advertising	pp. 79–81
Work environment and conditions	
LA1 Information on total headcount	pp. 19–20
LA2 Fluctuations in employees	pp. 19–20
LA4 Proportion of employees with collective agreements	Unreported
LA5 Notice periods with regard to significant company changes	Unreported
LA7 Injuries, absenteeism rates and fatal incidents	pp. 27–29
LA8 Training and further training	pp. 21–23
LA10 Average number of hours per year for training and further training	Unreported
LA11 Programme for knowledge management and lifelong learning	pp. 24–26, 49–51
LA12 Percentage of employees who receive regular performance assessment and development planning	pp. 21–23
LA 13 Composition of the governing bodies and employees (age, sex, etc.)	Unreported
LA14 Ratio of basic salary for men to basic salary for women by category of employee	Unreported
Human rights	
HR1 Investment agreements containing human rights clauses or which are correspondingly checked	pp. 76–77
HR2 Suppliers who are audited for human rights aspects	pp. 76–77
HR4 Incidents of discrimination and measures taken	Since no incidents are known, there is no disclosure on this
HR5 Guarantee of freedom of association across the Group	Unreported
HR6 Principles/measures for preventing child labour	pp. 76–77
HR7 Principles/measures for preventing forced labour	pp. 76–77
Society	
SO1 Containment of the negative effects on local communities	Unreported
SO2 Principles/procedures for preventing corruption	pp. 76–77
SO3 Number of employees trained in anti-corruption policy	Unreported
SO4 Measures taken in reaction to incidents of corruption	Since no incidents are known, there is no disclosure on this
SO5 Political positions and participation in political decision-making	pp. 9–17, 90–91
SO8 Significant fines and number of non-monetary penalties due to infringement of legal provisions	No disclosure on data protection grounds
Finance sector-specific indicators	
FS1 Guidelines with ecological and social components within the core business	pp. 53–61
FS2 Procedure for recognition and evaluation of ecological and social risks within the core business	pp. 82–83
FS3 Control processes for the observation on the part of the client of ecological and social requirements in contracts and transactions	pp. 71–74
FS4 Further training of employees in ecological and social guidelines and processes	pp. 21–23, 53–61, 97–101
FS5 Dialogue with customers/investors/business parties with regard to ecological and social risks and opportunities	pp. 9–17, 90–91

FS6 Proportion of the portfolio for business areas by region, size and sector	Unreported
FS7 Monetary value of products and services with social benefits	pp. 41–42
FS8 Monetary value of products and services with ecological benefits	pp. 62–65
FS9 Range and frequency of audits to determine and implement ecological and social guidelines	pp. 53–61
FS10 Firms contained in the company's portfolio with which a dialogue on ecological and ethical issues took place	pp. 53–61
FS11 Proportion of deposits subject to positive or negative ecological or social selection tests	Unreported
FS12 Coordination guidelines on ecological and social issues of share ownership	Unreported
FS13 Access points for thinly populated or economically weak areas	Unreported
FS14 Initiatives to improve access to financial services for disadvantaged individuals	pp. 41–42
FS15 Guidelines for the fair design and sale of financial services	pp. 76–77
FS16 Initiatives to promote general financial education	pp. 43–45
Source: Pursuant to the GRI guidelines (Guide to sustainability reporting)	

The Postbank Group in Figures

Consolidated income statement		01/01-31/12/2009	01/01-31/12/2008¹
Total income	EUR million	3,088	2,288
Administrative expenses	EUR million	-2,864	-2,969
Loss before tax	EUR million	-398	-1,064
Consolidated net profit/loss	EUR million	76	-886
Total cost/income ratio	%	92.7	129.8
Return on equity			
before tax	%	-7.8	-23.3
after tax	%	-1.5	-19.4
Earnings per share	EUR	0.35	-5.26
Consolidated balance sheet		31/12/2009	31/12/2008¹
Total assets	EUR million	226,609	231,219
Customer deposits	EUR million	111,067	95,077
Customer loans	EUR million	108,971	101,228
Allowance for losses on loans and advances	EUR million	1,641	1,323
Equity	EUR million	5,251	4,952
Tier 1 ratio			
excluding market risk	%	7.6	7.2
including market risk	%	6.6	6.4
Headcount (FTE)		thousand	20.86
			21.13
Long-term ratings			
Moody's		Aa3	Aa2
	Outlook	Rating under review	Stable
Standard & Poor's		A-	A-
	Outlook	positive	positive
Fitch		A+	A
	Outlook	Stable	negative
Information on Postbank shares		31/12/2009	31/12/2008
Share price at the balance sheet date	EUR	22.88	15.50
Share price (01/01 to 31/12)	High (EUR)	26.86	67.10
	Low (EUR)	6.81	12.19
Market capitalization on December 31	EUR million	5,006	3,391
Number of shares	million	218.8	218.8
1) Prior-period figures restated (see note 6 in the 2009 Group Annual Report).			

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Note

All contents of this report have been carefully compiled from various sources. As far as Postbank is aware, the data, information and figures which it contains correspond to the truth, albeit with Postbank unable to assume any liability for its accuracy and completeness.

The concept of "employee" stands for all employees of Postbank equally. The masculine form is used on grounds of easier readability and is not intended to be sex-specific.

This sustainability report is also available in English. On grounds of sustainability, this report shall only be made available as a file.

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