

## Statutory statement on corporate social responsibility 2015

in accordance with Section 135 of the Executive Order on Financial Reports for Credit Institutions and Investment Firms, etc.

*Published 27 January 2016*

This statement is the statutory statement on corporate social responsibility for 2015. The statement is also given in the management's review in the bank's annual report for 2015 under the same name, i.e. "Statutory statement on corporate social responsibility". The statement covers the financial reporting period 1 January to 31 December 20145, and it should be seen in correlation with the bank's corporate social responsibility policy, which is reviewed and approved annually by the bank's board of directors.

### Corporate social responsibility policy

Ringkjøbing Landbobank's corporate social responsibility (CSR) policy is based on the bank's long-standing roots in the local communities in which the bank is represented. The bank has a desire to be a responsible and value-creating bank, and the bank works to create the best results for its shareholders, customers and employees, the respective local communities, the surrounding environment and finally the bank itself as a financial institution.

It is also the bank's goal to be seen as a solid and attentive partner among all its stakeholders.

The bank's CSR policy is divided to focus specifically on the four stakeholder groups: customers, employees, the environment and the local community. The bank's CSR policy is available on the bank's website at the address: [www.landbobanken.dk/csr](http://www.landbobanken.dk/csr).

It is advised further to the bank's CSR policy that the bank has not prepared a specific human rights policy or a specific policy on climate. The bank supports the efforts to put human rights and the climate high on the agenda, but as a local and regional bank, the bank has not currently found it necessary to develop separate policies for this.

The statement below on the bank's activities in 2015 is targeted towards the four stakeholder groups.

## Customers

During the year, the bank continued its work on development of its advisory service and products offered etc.

The work included:

- Continued focus on the bank's concept within the area of advice on pensions, where the bank's advisers give the customer a general view of pension saving schemes and insurance cover in the event of disablement and death.
- Providing advice on conversion of capital pensions and mortgage loans.
- Implementation of a new user-friendly online bank solution for personal customers.
- Continued focus on dissemination of the bank's payment solution via mobile phone and tablet - called "Swipp", for which an independent app was introduced during the year.
- Extension of the possibility for personal customers to sign documents electronically and introduction of the same possibility for business customers.
- Installation of cash machines which allow both withdrawals and deposits in Danish kroner and euros.

Expectations concerning the advisory service, products offered etc. for 2016 include:

- Continued development of the bank's online and mobile banking solutions.
- Further strengthening of the Private Banking advice, where the bank's Private Banking advisers provide specialised advice to customers with complex financial situations.
- Introduction of new consulting tools in connection with asset optimisation and management.
- Implementation of the possibility of holding web meetings with the bank's customers.

## Employees

The following was implemented in 2015 in relation to the bank's employees:

- Performance reviews with all employees.
- Training and certification of advisers in financial products to ensure their provision of competent advice on such products in accordance with applicable rules. The required recertification was also made, and new employees completed a training and certification programme if they had not already done so on the date of employment.
- Continued training within advice on pensions.
- In-service training for a large number of employees in provision of all-inclusive advice.
- Employment of a total of 46 employees, including 12 new financial economists and trainees. With a view to recruiting financial economists and trainees next year, the bank held a Ringkjøbing Landbobank career day and visited the educational institutions in the area in autumn 2015 to give the students in upper secondary programmes in the bank's local area information on a further education programme with the bank, thus providing them with a basis on which to make a qualified career choice. The bank also contributed as a partner to Educational Centre Ringkjøbing Skjern's offer of economics and finance courses in relation to upper secondary programmes.
- Continued focus on the implementation of new routines and systems to increase the efficiency of the bank's administrative processes, which is a continuation of a previous in-house campaign to ensure employees a better overview of their own duties. In the bank's experience, this ensures happier employees, less stress and better provision of advice to the bank's customers.
- Supported social activities in the bank, including financial support for the bank's staff association.
- Visit by a physiotherapist to the bank's employees for a review of the individual employee's working posture etc.
- Election among the bank's employees of employee representatives on the bank's board of directors.

In 2016, focus will be placed inter alia on the following in relation to the stakeholder group "Employees":

- Completion of training of the bank's employees - both general initiatives for the entire staff and specific initiatives for specific advisers and adviser groups.
- Completion of a training programme tailored to the bank's Private Banking advisers and others.
- Continued focus on optimising and increasing the efficiency of the administrative processes and routines, including optimal utilisation of digital possibilities.
- Implementation of a certification programme on investment products for the bank's employees.
- Development of a new concept for performance reviews.

## The environment

As a bank as well as a workplace, the bank accepts shared responsibility for the environment.

In 2015 this included the following concerning the banking activities:

- Loans for financing of wind turbines and solar cell plants.
- Financing of other energy-saving initiatives.
- Partnership with interactive web portal to help the bank's customers to identify energy-saving initiatives in their homes.

As a workplace, the environmental and other initiatives in 2015 included:

- The number of documents which the bank's personal customers can sign electronically increased. The majority of personal customers' agreements and documents can thus be signed electronically.
- Towards the end of the year it also became possible for the bank's business customers to sign agreements and documents electronically.
- One of the bank's branches held web meetings with customers as a trial.
- Continue to focus on
  - Optimisation of procedures and processes and conversion of procedures to electronic case handling.
  - The energy saving workstation via previously implemented initiatives in the form of bigger more energy-efficient monitors (lower power consumption and monitors switching to energy-saving mode when the user leaves the workstation), installation of two monitors at the workplace (which gives the staff the opportunity to structure their work better on the monitors and helps to reduce the amount of unnecessary printing), purchasing and use of power-saving printers, and finally via a power-saving campaign (where as many electrical appliances as possible apart from the computer monitors turn off automatically at the end of the working day).
  - Use of the video conference equipment installed in the bank's branches for video conferences held internally in the bank, with the bank's IT supplier Bankdata (to reduce time and resources spent by the employees when travelling to Bankdata's departments in Silkeborg and Fredericia), for meetings with customers etc.. The bank saw an increase in the use of the video conference equipment during 2015.
  - Car-sharing for and planning of training and meeting activities with physical attendance to reduce the associated travel as much as possible.

In all of the above initiatives, focus has been placed on reducing the bank's environmental impact, including reduction of CO2 emissions, lower power and paper consumption etc.

In 2016, the bank will continue to focus on reductions through the following initiatives:

- The bank will continue to finance renewable energy.
- Optimisation of procedures and processes.
- Training of the bank's employees in holding web meetings and implementing web meetings throughout the bank.
- Use of the installed video conference equipment for customer meetings, internal meetings, meetings with business partners, internal training etc.
- Carrying out an energy audit comprising a screening of the bank's properties and the means of transportation used in the bank's operations.
- When taking over and fitting up leased premises, the bank will ensure that they are energy optimised.

## Local community

Given its position in the local area, the bank has a natural wish to support the area's development. Activities in 2015 included the following:

- Total payment of DKK 151 million in corporation tax and payroll tax, of which DKK 133 million was corporation tax.
- Allocations to charitable purposes from the following:
  - Sdr. Lem Andelskasses Fond
  - Tarm Banks Jubilæumsfond
  - The bank's profit distribution
- Sponsorship agreements with more than 700 clubs and associations in the bank's local area. This includes sponsorships and subsidies for cultural activities, general and elite sports in order to support the goal of putting the local community on the map, and the bank also supported other local activities. Specific activities during the year included support for:
  - Business Combat day – held for the business college and business community in Ringkøbing
  - DGI gymnastic displays in the spring in Ringkøbing and Skjern
  - DGI World Gymnastics Team in Holstebro
  - Various running events etc., including the Ringkøbing Fiord race, Hvide Sande Triathlon, North Sea Beach Marathon, Skjern River Running Challenge
  - Gospel festival in Hvide Sande
  - Handball Association of Jutland (JHF), district 3 - handball club of the year
  - KidsAid event in Holstebro
  - Ringkøbing-Skjern Municipality golf championships
  - “Kunsten inviterer indenfor” - invitation to visit local artists - open house event
  - New Year concert in Ringkøbing
  - Money game for various primary and lower secondary school classes
  - Ringkøbing Fiord Jazz Festival at Stauning harbour
  - Ringkøbing and environs' motoring club (ROMK) - rally show
  - Rock in Ringkøbing
  - School football in Ringkøbing-Skjern Municipality
  - The music venue Generator
  - Stauning Airshow's 50th Anniversary
  - Wood sculpture festival in Ringkøbing
  - Windsurfing – signed a cooperation agreement with Waterz in Hvide Sande for support for a windsurfing project for the schools in Ringkøbing-Skjern Municipality
  - And many more

The bank will also continue to provide active support to the many clubs and associations in the bank's local area in 2016.

*The board of directors of Ringkjøbing Landbobank A/S, 27 January 2016.*