

## **Ringkjøbing Landbobank and corporate social responsibility**

### **Report of corporate social responsibility**

From 2009, listed banks are required by law to provide a report of their social responsibilities when presenting their annual reports. This report must either contain information on existing policies within the area of social responsibility and the implementation and effectiveness of these policies, or a statement that the bank has no corporate social responsibility policy.

Ringkjøbing Landbobank takes a positive attitude to the new statutory requirement. The bank has not previously had an actual formulated policy for social responsibility, but as a local and regional bank, Ringkjøbing Landbobank has always been strongly anchored throughout its long history in the local communities where it is represented, and the bank has seen it as an entirely natural part of its business base to support local development. The bank has called this our "local commitment", but in reality the bank has been showing social responsibility since long before the concept became fashionable.

For many years, Ringkjøbing Landbobank has also, via management's implementation of and attitude to the recommendations for corporate governance, focused on those matters which govern the interplay with the bank's primary interested parties, namely its shareholders and customers, its employees and the local areas in which the bank's branches are situated.

With the statutory requirement and social developments in general, we have now found it natural to formulate a formal policy in the area. And it has been just as natural to commence with the existing values and activities in the area. A more detailed statement of the bank's policy in the area of social responsibility is provided below.

### **General corporate social responsibility policy**

Ringkjøbing Landbobank's policy in the area of social responsibility is based on the bank's long establishment in the local communities where the bank is represented. We want to be a responsible and value-creating bank, and we make a conscious effort to create the best possible results for our shareholders, customers, employees, the local community, the environment and the bank itself.

### **Customers**

Ringkjøbing Landbobank places heavy emphasis on personal contact between equals and dialogue when we meet our customers, and we always endeavour to meet our customers at a personal and committed level. We see it as our greatest task to give our customers trustworthy and constructive advice and to earn their trust – the trust which is critical for the bank's success and its very right to exist.

As in previous years, we worked systematically in 2009 to increase our employees' skills in advisory situations. The bank's policy continues to be to focus on our employees' skills so that they can continue to provide the best possible advice.

### **Employees**

Ringkjøbing Landbobank wishes to create the framework for a sound and challenging working life for our employees, partly via a targeted focusing on employee skills development and partly by creating initiatives which promote health and wellbeing at the workplace.

The bank focuses on skills development to support the bank's commercial development while securing the individual employee's job options in both the short and the long term. The bank thus has an annual development interview with each employee where the need for skills development is discussed. These interviews mean that the bank earmarks a considerable sum each year for both the training of new employees and in-service training, mainly via a partnership with the Financial Sector's Training Centre in Skanderborg.

The object of the focus on health and wellbeing in the workplace is to support the goal of making the bank an attractive place to work. The bank has thus implemented a health policy under which all branches have a fruit scheme. The bank has also established a partnership with a vocational psychologist. In practice this means that the bank is ready to handle, and not least to prevent, stress. Under an established senior employee policy, employees approaching pensionable age are offered an interview in which the employee is offered several options, including the possibility of extended retirement from the labour market. Tailor-made agreements for senior employees are thus regularly made for the benefit of both the individual employee and the bank.

In 2009 the bank also supported both social and sporting events for employees.

All of the above activities will continue in 2010.

### **The local community**

Ringkjøbing Landbobank was established in 1886, and although the bank has since grown significantly and now has headquarters in Ringkøbing and 12 branches in central and western Jutland with a total of 270 employees, we are still a local and regional bank with strong roots in the local communities where the bank is represented.

With our strong roots in the local area, we have a natural wish to support the area's development, and we therefore seek to use our extensive knowledge of the local area, its residents and businesses by combining the responsible provision of credit with honest advice for the benefit of the local area, our customers and ourselves as a bank. We thus see it as our role to be an important and responsible partner in the financing of local business life.

We have also been an active partner of local associations for many years. We support local sport and culture because we believe that positive relations are rewarding and because sporting and cultural experiences create cohesion and contribute to a rich and healthy life.

As in previous years, we have also in 2009 provided active support especially to local sports associations with big sections for children and young people, and a large number of associations have gained our financial support in 2009 for everything from new equipment to training camps and the holding of sporting events. We do not envisage making any major changes in this area in 2010. We thus plan to continue our many positive initiatives and relations in the area.

### **The environment**

As a bank and a workplace, we accept shared responsibility for the environment. As a bank we do this primarily via our loans for the erection of wind turbines, which produce renewable energy, and as a workplace we do this by focusing on the bank's energy consumption and an environmentally correct recycling etc. of the waste generated in connection with the bank's operations, primarily paper and cardboard.

We thus also focused in 2009 on reducing our electricity consumption, by a range of initiatives such as ensuring that all computers are turned off by our employees when they leave work and by installing motion sensors on all major lights so that they switch off automatically when nobody is in the bank's premises. The temperature in the bank's premises was also adjusted at weekends to reduce energy consumption. And as much as possible of the bank's waste paper and cardboard are sent for recycling or incineration.

We intend to continue to focus on this area in 2010, among other ways by continuing to develop electronic case management, thereby saving paper, and by evaluating various options for energy-saving arrangements.

*The board of directors of Ringkjøbing Landbobank A/S, 3 February 2010.*