

Ringkjøbing Landbobank and social responsibility

Statement on social responsibility

Listed banks are required by law to provide a statement on the bank's position on social responsibility in connection with the presentation of the annual accounts. This statement must contain information on both existing policies in the area of social responsibility and on the implementation of these policies and their result for the year, or a statement that the bank has no social responsibility policy.

Ringkjøbing Landbobank welcomes this requirement, and it has accordingly formulated a policy for the bank's social responsibility. As a local and regional bank, Ringkjøbing Landbobank has always been strongly anchored throughout its long history in the local community in which the bank is represented, and we have viewed the provision of support for the local community's development as an entirely natural part of our business basis. We call this our local commitment, but in reality we have been practising social responsibility since long before the concept became fashionable.

Ringkjøbing Landbobank has also focused for many years on the factors which govern its interaction with the bank's primary stakeholders – the bank's shareholders and customers, its employees and the local areas where the bank has branches – via the management's implementation of, and its commitment to, the recommendations for good corporate governance.

The bank has incorporated these activities in a formal policy which includes the following points:

- General social responsibility policy
- The bank and its customers
- The bank and its employees
- The bank and the local community
- The bank and the environment

The individual areas are reviewed below together with an account of their implementation and the results thereof in 2011.

General social responsibility policy

Ringkjøbing Landbobank's social responsibility policy is based on the bank's long anchoring in the local community in which the bank operates. We desire to be a responsible and value-creating bank, and we strive to create the best results for our shareholders, customers, employees, the local community, the surrounding environment and the bank itself.

The bank and its customers

Ringkjøbing Landbobank places heavy emphasis on personal contact and the dialogue in interactions with our customers, and we always strive to meet customers as equal partners and on a personal and committed level. We see it as our most important task to give our customers reliable and constructive advice and to ensure that we deserve the trust which is so critical for the bank's success and *raison d'être*.

We have been working systematically in 2011 and previous years to increase our employees' expertise in the field of provision of advice, and the bank's policy remains to focus on employee expertise so that our employees can continue to offer competent and professional advice.

The bank and its employees

Ringkjøbing Landbobank wants to create the framework for a healthy and challenging workplace for our employees. We are doing this partly via a targeted focus on upgrading of employee qualifications and partly by creating initiatives to promote health and wellbeing in the workplace.

Ringkjøbing Landbobank is focusing on upgrading of qualifications in order to support the bank's business development while ensuring the individual employee's job options in both the short and the long term. Specifically, the bank has an annual development discussion with every employee, where the need for upgrading of qualifications is discussed. These discussions mean that the bank sets aside a significant sum each year for both the training of new employees and in-service training – mainly via a partnership with the Finance Sector's Training Centre in Skanderborg.

The aim of the focus on health and wellbeing in the workplace is to support the bank's goal to be 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 business psychologist. In practice this means that the bank is prepared to handle, and not least to prevent, stress. Under an established senior employee policy, employees who are approaching pensionable age are offered a discussion where the employee is offered a range of options, including the possibility of a gradual withdrawal 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.

During the past year, the bank focused to a high degree on the development of its employees' expertise within advice on pensions. Via its partnership with Letpension, the bank has access to some attractive pension products which, in combination with well-qualified employees, make it possible to provide a product which is adapted to the individual customer's needs.

Under the slogan "Personal control improves resources", the bank also worked systematically in 2011 on the handling of stress among its employees. The object of this work includes enabling employees to create an overview of their current activities via the bank's IT systems. In the bank's experience, employees who feel that they have an overview of their current tasks experience markedly less stress, thus benefitting the employee, the customers and the bank.

Notwithstanding the difficult conditions in the sector, the bank also appointed new trainees in 2011 as we find it important for both the bank and the community that there will also be qualified employees in the community in the future. The bank has appointed seven new trainees, who started in August 2011.

All the above activities are expected to continue in 2012.

The bank and the local community

Ringkjøbing Landbobank was founded in 1886, and although the bank has grown considerably since then, and now has its head office in Ringkøbing with nine branches in central and western Jutland as well as 245 employees, we are still a local and regional bank with strong roots in the local community in which the bank is represented.

With our position in the local area, we naturally want to support development in the area, and we therefore ensure that we 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 for many years in local associations. We support local sport and culture because we believe that positive relations are their own reward, and because sporting and cultural experiences create cohesion and contribute to a full and healthy life.

As in previous years, we also provided active support in 2011 in particular to local sporting associations with big children's and youth divisions, and a large number of associations were given grants in 2011 for everything from new equipment to training camps and the holding of conventions. We are not contemplating major changes in this area in 2012. We plan to continue our many positive initiatives and relations in the area.

The bank and the environment

As both a bank and a workplace, we assume 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 are focused on the bank's energy consumption and environmentally correct recycling etc. of the waste generated in the bank's operations, primarily paper and cardboard.

We are thus constantly focused on reducing our electricity consumption via a range of initiatives such as ensuring that all computers are turned off by the employees when they leave the workplace, and that motion sensors are installed on all major lights so that the lights turn off automatically when there are no staff members in the bank's rooms. The temperature in the bank's rooms is also adjusted at weekends to reduce energy consumption. Finally, as much as possible of the bank's waste in the form of paper and cardboard is delivered for recycling or incineration.



The bank rearranged a number of procedures to IT-based processes in 2011. This both promotes efficiency and provides a significant environmental gain in the form of reduced paper consumption. The bank has also used energy consultants in its efforts to reduce resource consumption in the bank's buildings.

We are considering new activities in the area in 2012, including a further transfer to electronic case handling. The bank will also implement further initiatives for the reduction of energy consumption in the bank's buildings.

The board of directors of Ringkjøbing Landbobank A/S, 1 February 2012