



Gabrijel Stupica
Studio, oil, canvas, 90 x 126.5 cm

Responsible development of relationships

CORPORATE SOCIAL RESPONSIBILITY REPORT 2014

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The NLB is already a different bank today.



Živko I. Marušič
Untitled, 1988, oil, canvas, 125.5 x 100 cm

FOREWORD

The NLB publicly announced its commitment to social responsibility by signing the Policy on Social and Environmental Responsibility in 2010, although it has been present in Slovenia with its various socially oriented initiatives ever since its foundation. The Bank has made a significant progress in the recent years and extended its view and care to all stakeholders.

The purpose of this Corporate Social Responsibility Report 2014 is to offer a comprehensive overview of the key achievements of the Bank and its employees in the effort on field of social responsibility in 2014.

It comprises activities that were consciously realised by the Bank in relation to the business results, social involvement and environmental initiatives.

Activities are presented in four segments with regard to the relation to stakeholders and the environment. The structure supports a detailed specification of activities in five strategic areas of CSR where the Bank focuses all its efforts - promotion of small enterprises, family- and children-friendly company, art, supporting sports for youth and enhance the motivation for the employees.

Its operation in 2014 was focused especially on the improvement of relations and the cooperation with clients. A reorganisation and revision of processes along with a pro-active approach speeded up the approval of loans and other investments in the small business segment. The revision of the business model had positive results, as the bank again came closer to its clients through field visits by account managers and the organisation of numerous events. The business segment was presented not only with classic banking services, but also by innovative banking products.

The new values creating a point of departure for an ethical, responsible and sustainable operation, allowed the bank to establish a stable foundation for responsible acting, which creates value for the bank, its employees, clients, suppliers and the general public.

Management Board of NLB



Janko Medja
President of the Management Board

The NLB is a different bank today

NLB today

The vision of the NLB today is to become a sustainably profitable and internationally competitive banking group, upholding the highest standards of ethics and integrity, and to be at least one of the top three providers of services in individual markets and niches in terms of both profitability and market share.

Over these 20 years, the NLB's operations were initially characterised by a favourable economic climate when the Bank modernised its services, entered the insurance industry, asset management and some other accompanying financial services, and thus based its development on being a banking and financial group present in several EU member states and most countries of South-East Europe. Despite the growing presence of international competitors in Slovenian and other markets, the NLB has preserved its leading role within Slovenia in both the retail and corporate areas, thereby consolidating its role as one of the key banking groups in the region.

The economic crisis was undoubtedly a major determining factor in the final stage of the economic transition in Slovenia. It posed a completely new challenge for the strategy of intensive expansion and business practices at that time. The NLB was forced to resolutely face the deficiencies in its business practices as well as deviations from the past period, and put its operations on a new footing. The fundamental value of all current efforts is the Bank's clients, who are the focus of the comprehensive transformation within the NLB, part of which is the withdrawal from non-strategic activities and deals. The highest level of integrity and the reform of the NLB's values are the foundations upon which a new identity of the NLB is being built.

The NLB started to systematically engage in social responsibility in 2010. It published The Principles of the Social and Environmental Policy of the NLB to prove its sincere intention to pursue sustainable development and make a positive contribution to the stakeholders.

Since then, these initiatives have been included in its work processes in a responsible and systematic way. The Bank thus became one of those domestic and international public and private financial institutions and companies that are aware of their social role, with the aim being to contribute to improved quality of life and sustainable development in its relations with all stakeholders. The formal framework for the principles and commitments is the legal order of the Republic of Slovenia and the European Union.

Since 2012 the NLB has been managed by a new international Management Board which promptly prepared the basis for the Bank's thorough transformation, with the main challenge to make the NLB profitable and successful again.

The Bank entered the new year free of past burdens after the capital increase in December 2013 and the transfer of receivables to the Bank Assets Management Company, and the Management Board together with the employees made a commitment to continue the Bank's comprehensive transformation in a fully responsible and dedicated fashion.

In early 2014 the Supervisory Board of the NLB approved the new Strategy of the NLB Group, which represents a significant milestone in the Bank's transformation processes. Today, the NLB is a different bank from only a year ago, as the Management Board outlined the transformation processes and embarked on the resolute introduction of the requisite changes.

The Bank is managed in a professional manner, independently from politics and interest groups, and in line with the international standards of sound corporate governance. Its focus is on quality and proactive work with clients, and on creating good business. It returned to the market and took on a leading role in most of the relevant company restructuring processes. The business trends are already reversing as the Bank is once again gradually growing in its core business. In 2014 the Bank saw moderate growth of its credit portfolio and made gains in its market share.

Already at the beginning of 2013, the NLB clearly separated non-core activities and operations from the core activities which are and will remain crucial for the Bank in the future. In line with the Bank's strategy defined within the framework of restructuring and the commitments made to the European Commission upon the approval of state aid, the NLB is withdrawing from non-core activities and businesses.

NLB tomorrow

The Bank's non-financial goals include focusing on its clients and understanding their needs, optimising the distribution channels and user-friendly e-solutions, and putting a strong emphasis on promoting the development of micro and small enterprises. The transformation projects will be concluded within the set deadlines and planned funds. The focus will be on traditional banking, core markets and segments. Non-core activities will be actively disinvested.

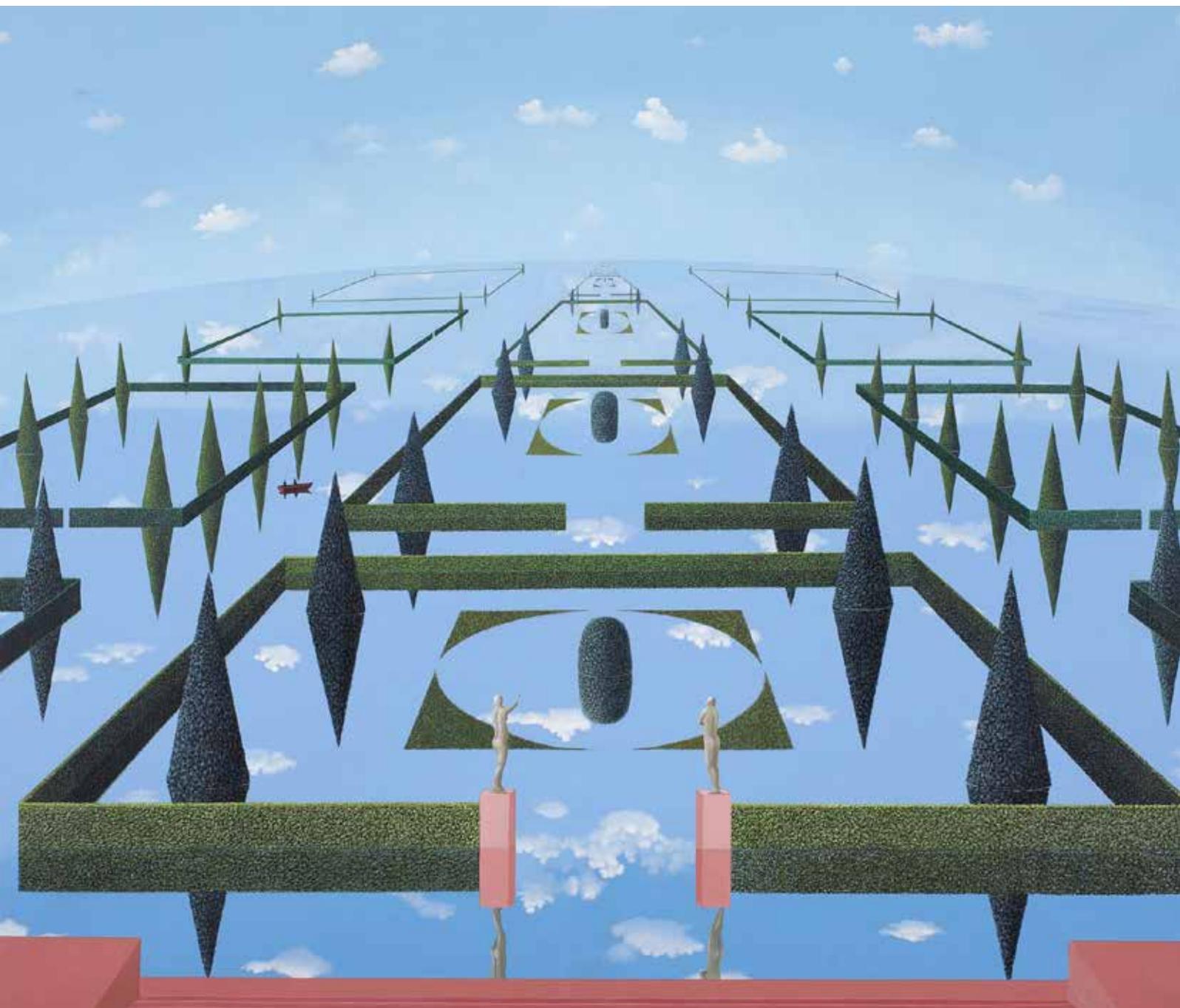
Within the Transformation Programme, the Bank introduced extensive improvements in loan granting policies, processes, support systems and internal controls as well as reinforced risk management. It is establishing a comprehensive integrity system including measures to prevent conflicts of interest and other potential irregularities. The reorganisation of the Bank, aimed at cost optimisation, improved the responsiveness to clients' needs and high-quality communication with all stakeholders, is almost complete. The progress in achieving the strategic goals will be regularly monitored using milestones and key performance indicators.

Vision of the NLB Group until 2020

The NLB will be a sustainable and profitable banking group that will provide quality and efficient banking to its clients on a daily basis. It will focus on traditional banking operations. The aim is to become a family-friendly employer, to develop the potential of every single employee and to support the major social projects in the environment. It is very important that the NLB's values reflect the needs and challenges of today, and it is crucial that we live them every single day.



Throughout the period of transformation of the NLB, the Management Board has been transparently and openly informing the general public of the work performed. It monitors the implementation of the projects within the Transformation programme in a special board (on the left), carries out regular press conferences (in the middle) and other meetings with the target public, as well as motivates the employees, also with the symbolic countdown until the final date of the process (on the right).



Metka Krašovec
Semiramidni vrtovi, 2003, acrylic, canvas, 115 x 135.2 cm

Executive summary

PRESENTATION OF THE NLB GROUP

The NLB Group is the largest Slovenian banking and financial group, and at the same time also the largest banking and financial group based in ex-Yugoslav countries and exclusively focused on these markets. As of end of 2014 it comprised the NLB as the umbrella company, with 6 other banks and 38 companies. Banking is the key activity of the NLB Group and is supplemented by some other financial activities, such as insurance and asset management.

The key strategic market of the NLB Group is Slovenia, the Bank's domestic market, where the NLB Group generates the bulk of its revenues. Other core markets include those where the Group is present with banking operations, namely: Bosnia and Herzegovina, Montenegro, Kosovo, Macedonia and Serbia. In these markets, the search for synergies continues, along with the consolidation and streamlining of the operations of NLB Group members.

The leasing and factoring activities as well as cross-border financial companies were defined as non-core, and the NLB Group has therefore been gradually withdrawing from them. The withdrawal includes markets such as Bulgaria, Germany, Switzerland, the Czech Republic and Croatia.

In 2014 Banka Celje and Adria Bank were recapitalised, yet the NLB did not participate in this because of the EC commitments. Consequently, the NLB does not have any stake in these banks any more, and they are not members of the NLB Group.

Composition of the NLB Group

Core activities	Non-core activities
7 banks	8 leasing companies
3 insurance companies	6 factoring companies
1 asset management company	13 companies in other industries
7 companies in other industries	

Map of countries where core members of the NLB Group operate



	NLB Razvojna banka, Banja Luka	NLB Banka, Tuzla
Number of branches	65	38
Number of employees	490	430
Market share (in %)	17.4	5.8
Number of active clients	314,135	121,284
Total assets (in EUR million)	605	462

* Market share in the Republic of Srpska.
** Market share in the Federation of Bosnia and Herzegovina (30/09/2012)



	NLB banka, Belgrade
Number of branch offices	32
Number of employees	421
Market share (in %)	1.1
Number of active clients	181,807
Total assets (in EUR million)	244



	NLB Montenegrobanka, Podgorica
Number of branch offices	17
Number of employees	326
Market share (in %)	17.0
Number of active clients	71,247
Total assets (in EUR million)	511



	NLB Prishtina, Prishtina
Number of branch offices	47
Number of employees	525
Market share (in %)	15.6
Number of active clients	224,601
Total assets (in EUR million)	464



	NLB Nov penziski fond, Skopje
Number of employees	30
Market share of compulsory pension insurance (in %)	47.6
Market share of voluntary pension insurance (in %)	37.7
Net value of pension funds (in EUR million)	253



	NLB Tutunska banka, Skopje
Number of branch offices	49
Number of employees	802
Market share (in %)	16.2
Number of active clients	316,693
Total assets (in EUR million)	1,046



NLB, Ljubljana

Number of branch offices	121
Number of employees	3,093
Market share (in %)	22.9
Number of active clients	730,790
Total assets (in EUR million)	8,886
Total assets (in EUR million)	8,886



NLB Vita, Ljubljana

Number of employees	41
Market share (in %)	10.1
Value of investments of long-term business funds excluding own funds (in EUR million)	331



NLB Skladi, Ljubljana

Number of employees	40
Market share (in %)	21.2 (mutual funds)
Assets under management (in EUR million)	778



AREAS OF SOCIAL RESPONSIBILITY



KEY HIGHLIGHTS OF 2014



Obtained the Full Family-friendly Company Certificate



The NLB preserved more than 15,000 jobs through successful restructuring



Support for young entrepreneurs with the aim of future stimulation of the economy and the creation of new jobs



Signing the Declaration on Fair Business

More than 60,000 euros collected and donated to help victims of the floods in Bosnia and Herzegovina, and Serbia



40 years of the NLB Training Centre, which provides a high level of knowledge for employees with lectures, workshops and other topics



The NLB has been a supporter of the Slovenian Alpine ski teams for the 17th year



Almost 100,000 euros of donations; on photo a donation of more than 16,000 euros to the Foundation for the new Paediatrics Clinic in Ljubljana

MAIN ACHIEVEMENTS IN 2014 AND CHALLENGES FOR 2015

RESPONSIBILITY TOWARDS CLIENTS	MAIN ACHIEVEMENTS IN 2014	CHALLENGES FOR 2015
Number of field visits	More than 7,000 visits paid to clients	The Bank will continue the good practice of meetings at the clients' premises, where the business is actually carried out.
Micro and small companies	<ul style="list-style-type: none"> • New loans of up to 500,000 euros granted in the total amount of EUR 36.5 million, i.e. 1,692 loans • Number of completed investment transactions – 6,493 cumulatively • Number of new transactions – 2,667 • Number of clients newly active in investments – 880 • Amount of guarantees given – EUR 611,000 • Number of guarantees given – 747, of which 456 are new • Number of meetings with clients – 3,090 	All efforts and activities are focused on satisfying existing clients and acquiring new clients, with an emphasis on suitable services and accessibility. Launch of NLB Innovative Entrepreneurship Centre.
Medium-sized companies	<ul style="list-style-type: none"> • New loans of up to 500,000 euros granted in the total amount of EUR 56.3 million • New loans of over 500,000 euros granted in the total amount of EUR 92.1 million • Number of completed investment transactions – 3,356 cumulatively • Number of new transactions – 1,995 • Number of guarantees given – 1,706, of which 1,300 are new • Number of meetings with clients – 3,235 (375 new, i.e. 12%) 	All efforts and activities are focused on satisfying existing clients and acquiring new clients, with an emphasis on suitable services and accessibility.
Key clients	<ul style="list-style-type: none"> • New loans of up to 5 million euros granted in the total amount of EUR 74.7 million, i.e. 42 new loans • New loans of over 5 million euros granted in the total amount of EUR 176.4 million, i.e. 12 new loans • Number of new transactions – 1,255 (54.5% of new transaction and 45.5% of renewals and changes) • Number of guarantees given – 960 • Number of meetings with clients – over 600 	All efforts and activities are focused on satisfying existing clients and acquiring new clients, with an emphasis on suitable services and accessibility.
Retail clients	<ul style="list-style-type: none"> • The number of Klik users increased by 6.1% (the coverage is 36.6%) • The volume of instalment buying increased by 54% 	All efforts and activities are focused on satisfying existing clients and acquiring new clients, with an emphasis on suitable services and accessibility.

RESPONSIBILITY TOWARDS THE EMPLOYEES	MAIN ACHIEVEMENTS IN 2014	CHALLENGES FOR 2015
Family-friendly Company	<ul style="list-style-type: none"> • The Bank received the Full Family-friendly Company Certificate • The benefits were used by more than one-tenth of the employees • New measures: solidarity financial assistance for the children of deceased parents; preventive breast examination 	Facilitate and offer support to employees with additional incentives, and promote the use of benefits.
Training	<ul style="list-style-type: none"> • 40th anniversary of the Education Centre • Refurbished e-training system • Larger number of all participants • Satisfaction • Award: Top 10 Educational Management 2014 	The Bank will continue to systematically invest in the training and its employees as a source of its competitive advantage.
Healthy bank	<ul style="list-style-type: none"> • 4 major stress-management workshops (250 participants) • Specialist medical examinations and help with quitting harmful habits 	Increase and supplement the initiatives in employee health care promotion. Health is the basis of well-being and efficiency at work.
Management by objectives and employee key competence model	<ul style="list-style-type: none"> • Career development talk between an employee and their manager, setting clear goals as the orientation to improve performance • Strengthening the motivation of employees • Award: 1st prize HRM Project »Changes in the remuneration system« 	Encouraging a transparent assessment of employees based on measurable goals. Better business efficiency and satisfaction.
Organisational climate	<ul style="list-style-type: none"> • Above-average results, considering the economic environment 	Emphasis on paying more attention to the satisfaction and motivation of all those involved in the work processes.

RESPONSIBILITY TOWARDS SOCIETY	MAIN ACHIEVEMENTS IN 2014	IZZIVI V 2015
CULTURE		
NLB Gallery Avla	<ul style="list-style-type: none"> • 4 major exhibitions • Events for the clients 	 Education and presentation of the Bank's own art collection. Organisation of major events.
NLB Art Collection	<ul style="list-style-type: none"> • The Bank lends paintings for exhibitions in major Slovenian galleries 	Organisation of major exhibitions and cooperation with cultural institutions for the promotion of Slovenian art.
Protection of cultural heritage	<ul style="list-style-type: none"> • Trg republike (including the NLB office building) and the building at Čopova are subject to memorial protection 	Promotion of and care for national cultural monuments.
SPORT		
Supporting professional and recreational athletes	<ul style="list-style-type: none"> • Tina Maze as an example of positive orientation • Supporters of the Alpine ski teams for the 17th year • Supporters of the disabled athletes for the 6th year 	Supporting professional and recreational athletes.
Supporting the young	<ul style="list-style-type: none"> • Supporting many sports teams 	Introducing an initiative involving a combination of financial assistance and raising awareness of the efforts, persistence and ethical principles.
HUMANITARIAN		
Humanitarian campaigns	<ul style="list-style-type: none"> • 5 major humanitarian campaigns • More than 120 thousand euros collected 	Continue with recognisable campaigns and pay attention to any new needs that arise as well as help people in distress.
Inclusion of employees	<ul style="list-style-type: none"> • Humanitarian day 	Promoting participation for those in need.

ENVIRONMENTAL RESPONSIBILITY	MAIN ACHIEVEMENTS IN 2014*	CHALLENGES FOR 2015
Paper consumption	<ul style="list-style-type: none"> • Decreased by 21% 	Promote a further reduction of paper consumption and efficient recycling.
Recording the quantities of waste	<ul style="list-style-type: none"> • The volume of waste reduced by 13% • The volume of waste paper reduced by 44% • The volume of mixed municipal waste reduced by 8.8% • The volume of waste cartridges reduced by 84.6% 	Promote further reductions through various campaigns.
Energy saving and green energy	<ul style="list-style-type: none"> • Energy consumption reduced by almost 5% 	Promote further reductions through various campaigns.

* the difference relates to the comparison of 2014 with 2013.

INTEGRITY	MAIN ACHIEVEMENTS IN 2014	CHALLENGES FOR 2015
Zero tolerance for misconduct	<ul style="list-style-type: none"> • 64 cases of suspected criminal offences 	Identify and investigate the suspected criminal offences with improved processes and, above all, engage in strict investigations to discourage misconduct in the first place.
Integrity and compliance	<ul style="list-style-type: none"> • Management training and e-training for employees • Declaration on Fair Business, Ambassadors of Corporate Integrity 	 Raising awareness and strengthening integrity is a continuous process of education, so individual visits to the Bank's business units will continue.

Areas of Social Responsibility



Rihard Jakopič
By River Gradaščica, oil, canvas, 29 x 40 cm

Areas of Social Responsibility

INTEGRITY



RESPONSIBLE TOWARDS CLIENTS

The clients are the central group to which the Bank pays the most attention. New products and services are constantly being developed and existing ones improved. In this way, the Bank strives to increase its clients' satisfaction.

RESPONSIBLE TOWARDS EMPLOYEES

Employees are the driving force of any company, and as the Bank strives for professionalism, satisfaction and a general work atmosphere, it organises numerous activities.

RESPONSIBLE TOWARDS THE SOCIAL ENVIRONMENT

The Bank actively cooperates with external stakeholders who are not necessarily its clients. The involvement with the wider social environment represents an important level of the cohabitation of the Bank and its environment.

RESPONSIBLE TOWARDS THE ENVIRONMENT

The NLB is aware of the responsibility to acknowledge, measure and strive to improve the environmental burden. Through this process, it seeks to provide sustainable operations in the direction of sustainable development.



Ejti Štih
In the Corner, 1998, oil, canvas, 70 x 100 cm

INTEGRITY

The attitude towards social responsibility is reflected in all areas of the Bank's activity, in the cooperation with clients as well as with employees and the public.

Social responsibility is a result of the actions of all individuals and can only be founded on **values** and **high ethical standards**. The Bank thus devised a long-term approach to ethical conduct and consolidated its preventive mechanisms. Implementation of the planned activities in the area of integrity and compliance will require significantly broader know-how and experience. Over the next years, the primary challenge will be to complete the extensive development cycle in this area, which will require large amounts of energy for introducing changes.



Values of the NLB

The NLB and its employees pursue the following values in their daily contacts with the clients, fellow employees and various public segments.

- Responsibility to clients, fellow employees and society at large
- Commitment to keeping promises and meeting targets
- Open communication and cooperation
- A creative approach to problem-solving, with mutual consideration of different views, never to the detriment of our fellows
- Efficiency in everyday work and in the performance of duties

The confidence of clients, colleagues, owners, and society at large gives the Bank great responsibility. This trust is earned by working with others for positive change, mutual benefits and growth. The Bank incorporates its values into all of its actions and thus contributes to the positive development of its environment, and social responsibility.

Integrity is a way of life.

Taking care to establish the highest level of integrity of all bank personnel, from the top and medium management through to each individual employee, is one of our top priorities.

The objective is to establish one of the best compliance systems and set an example for integrity in the general business environment. The basis for rebuilding confidence in the Bank and the banking sector is largely associated with the discontinuation of bad practices of the past and the elimination of the factors causing them, as well as the establishment of all consequences of these bad practices.

Zero tolerance for illegal and unethical conduct.

Corporate Compliance Code of the NLB

The Corporate Compliance Code of the NLB is the master document in which the Bank sets the foundations for integrity and compliance, and the business and ethical standards it is bound to in its operations.

The Corporate Compliance Code – the foundation in the area of the integrity and compliance of operations as well as business and ethical standards.

The Bank and the fellow employees are committed to upholding the highest standards of moral integrity and business ethics in operations, which is beneficial not only for the Bank but also for its clients, employees, shareholders and the community. The only guarantee for consolidating confidence in the Bank and the key to its reputation and long-term successful performance is operations that comply with the standards defined in the code. It is binding for the NLB as a whole and for each individual employee, as well as the Bank's contractors acting on its behalf.

Code of Ethical Conduct of the NLB

The Code of Ethical Conduct of the Bank is a document containing the fundamental moral principles and rules of conduct of employees, bodies and other persons performing work for the Bank in operations, management and in carrying out activities in relation to clients, co-workers, other business entities as well as participants in the wider economic and social environment. The principles and rules included are standards of operation, management and leadership that contribute to the forming of a corporate culture and ensure comprehensive business excellence. The Bank must follow them in its internal regulations. The Code forms the basis for all other rules and instructions of operations, including organisational rules and procedures as well as decisions, agreements and contracts.

The principles and rules laid down in the Code of Ethical Conduct – the standards of operation, management and leadership, to shape the corporate culture and comprehensive business excellence.

Prevention of fraud, abuse and other types of misconduct

The responsibility of each employee is to ensure that fraud, abuse and other types of misconduct are prevented at all times. In 2014 the Compliance and Integrity Centre established suspicions of different criminal offences and reported to the law enforcement authorities 64 cases of suspected criminal offences related to individual loans. In 2014, the Bank filed two claims for damages against nine persons.

Misconduct is conduct resulting in property or non-property damage for the Bank or which is unlawful from the aspect of legally binding regulations as well as general principles, or is contrary to good practices.

The Compliance and Integrity Centre reported 64 cases of suspected criminal offences to the law enforcement authorities.

Encouraging and protection of whistle-blowers

The system for encouraging whistle-blowing was set up in the Bank in 2014. A whistle-blower can receive a financial premium in the share of assets which were proven to be saved by the Bank due to the reported misconduct. The amount of assets compensated to the Bank in damage or other proceedings can also serve as the criterion for determining the premium.

A system to promote reporting and protect informants established.

The NLB joined the Ambassadors of Corporate Integrity

Joined the circle of Ambassadors of Corporate Integrity. Signed the Slovenian Guidelines for Corporate Integrity.

In October 2014, the NLB joined the Ambassadors of Corporate Integrity, i.e. a group of renowned Slovenian companies. This was another step towards strengthening the NLB's and the Group's reputation. The path is clear, and the signed public commitment to the first Slovenian document establishing uniform standards of corporate identity is proof of that. With the programme of compliance and integrity, the Bank meets 70% of the requirements laid down by the Slovenian corporate integrity guidelines. The Bank signed the Slovenian corporate integrity guidelines with full awareness of the goals it has already achieved and those still awaiting it in the future in terms of the corporate identity system. This achievement is an important step towards the responsibility for future work if the Bank is to maintain the progress achieved, being aware that a lot of energy must still be invested.

With the programme of compliance and integrity, 70% of the requirements laid down by the Slovenian corporate integrity guidelines are met.

The NLB became the 51st signatory to the Declaration on Fair Business

By signing the Declaration on Fair Business confirmed the commitment to the 10th anti-corruption principle of the United Nations Global Compact.

In December 2014, the NLB became the 51st Slovenian company to sign the Declaration on Fair Business. This is an important step forward in the Bank's transformation, and the Bank organised a conference on the occasion in cooperation with the UN Global Compact Slovenia. The signing of the Declaration on Fair Business is also a moral commitment to uphold transparent and fair business.

- “ The aim of our model is to make sure that every employee knows the basic rules of conduct applicable in the Bank and is given all the necessary support to understand them and implement them in their daily work,«
Rok Praprotnik, Director of the Compliance and Integrity Centre



Round table signing the Declaration on Fair Business, 8 December 2014, from the left: Janko Medja, President of the Management Board of the NLB, dr. Danica Purg, Director of IEDC Bled, moderator Igor E. Bergant, psychologist dr. Aleksander Zadel and Denis Stroligo, President of the Management Board of Merkur Zavarovalnica.



Andrej Jemec
Space, color, game (purple-red), 1998, acrylic, canvas, 135.4 x 135 cm

Responsible towards clients

Over 7,000 meetings held outside the Bank's premises.

Preserved over 15,000 jobs through successful restructurings of Slovenian companies.

Clients' ratings of their satisfaction with employees **are high.**

Organised **29 major professional events** with around **2,000 participants.**

348 local events with around **6,700 participants.**

Free rental of the Bank's empty premises in Ljubljana, Maribor and Murska Sobota to promote entrepreneurship.

The key factors that influenced the relationships with the clients and the performance

The re-segmentation of the NLB portfolio into large, medium-sized, and small and micro enterprises was completed in the streamlining period. Strategic guidelines have been set and business models redesigned for each segment. Parallel to staff optimisation, tools have been set up – which are being further upgraded – to manage the sales performance and support the efficiency of the sales process.

The Bank refurbished its credit process so as to make the decision-making faster and of better quality; and due to the lower costs of the process the management of operational risks is more successful. The Bank has made great efforts to improve the framework for corporate restructuring in Slovenia and has been a key player in most restructuring processes in the country.

In line with the applicable guidelines and orientations, the Bank will encourage the development of entrepreneurship and thus build a solid foundation for the economy in the target markets, while simultaneously maintaining a balanced risk profile.

The sales network was optimised and adapted to the modern means of banking operations. The changes comprised the reorganisation of business centres and their relocation from branches to Small Enterprises, optimisation of the number of branches, a reduction in the number of branches and the gradual removal of non-profitable ATMs. The optimisation also included the adoption of employee standards in the distribution network's branches.

The Bank's next challenge, considering that it has more than 800,000 clients, is to improve the process of recognising the needs of its clients and the understanding of their financial situation. Thus, each active client will be assigned a personal advisor. Activities are underway, great efforts have already been invested to ensure that more than 100,000 clients already have a qualified consultant for personal finance.



Organised 29 major professional events with around 2,000 participants and 348 local events with around 6,700 participants.

Focused proactive approach to clients

An intensive revival of sales activities brought the NLB back to the market, as the proactive, measured, segment-adjusted and success-focused sales process yielded results. In 2014, the sales officers and account managers held over 7,000 field meetings with clients.

Over 7,000 meetings held outside the Bank's premises.

“We meet with the clients not only in the Bank, but also where the business is done. We are preparing a new cross-selling strategy that will allow us to approach the clients in a comprehensive manner and provide services for all of their banking needs,” Blaž Brodnjak, Member of the Management Board

The Bank is now able to provide all activities supporting good business projects with the required energy and in a professional and dedicated manner, and plans to maintain this orientation also in the future.

The Bank cooperates with clients at events and conferences. In 2014 it carried out client satisfaction surveys for all segments and, based on the results, prepared specific campaign plans to further improve banking services. In 2014 the Bank organised 29 major professional events with around 2,000 participants, and the distribution network organised 348 local events with 6,700 participants. The visits and presentations of banking products in local environments had a very positive effect.



NLB Contact Centre

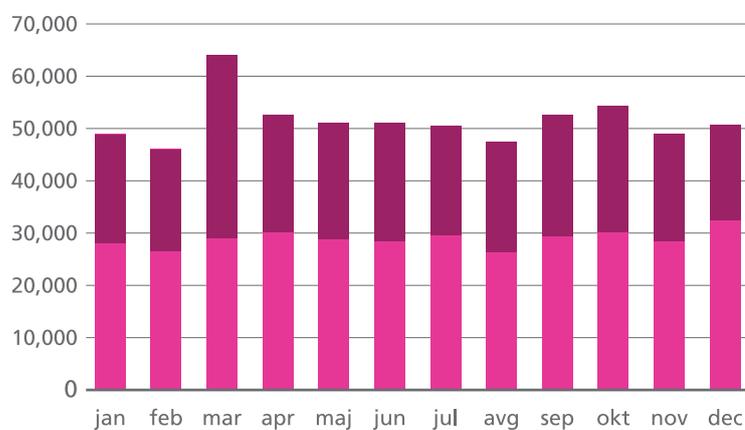
Number of performed tasks in the Contact Centre

AREA	TOTAL
NLB Teledom	194,073
E-mail	11,383
NLB Klik orders, messages	65,100
Risk NLB Klik	6,457
Risk NLB cards	355,376
NLB Card blocking	3,941
Marketing campaigns	59,412
Events	58,375
Collection	175,041
Western Union	77,219
Total	1,006,377

Number of telephone calls in the Contact Centre

- Incoming calls
- Outgoing calls

CALLS IN 2014	NUMBER
Outgoing calls	349,234
Incoming calls	270,155
Total	619,389



Sent offers (ordered meetings) from the Contact Centre to the Distribution Network

■ Incoming contacts
■ Outgoing contacts



ORDERED MEETINGS	NUMBER
Outgoing contacts	5,719
Incoming contacts	5,957
Total	11,676

Operations with small, medium-sized and large enterprises

In SME and large corporate banking, there is a lot of room for improvement. To improve client satisfaction, the Bank undertook a broad reorganisation of the area of handling corporate clients and introduced process improvements in 2014, focusing on the crediting process at first. These activities are already yielding results since immediately after the reorganisation the number of loan applications started to grow.

“The banks must find solutions together with the clients, companies in particular. The NLB is well aware of this fact. Nevertheless, a lot still remains to be done and changing the way of thinking will probably be the most difficult task,” Istvan Szekely, representative of the European Commission responsible for Slovenia

As regards retail banking and micro and small enterprises, the ambition is clearly to be the best in the market, so the further development of distribution channels will be primarily focused on this segment.

The further development of distribution channels and products will be mainly focused on retail banking and micro and small enterprises.

It set up faster loan approvals for up to EUR 100,000 in the small business segment and aim is to extend the process up to EUR 200,000 in the near future. The new model of client servicing includes marketing of the entire range of banking products and services for this segment, to be provided by mobile bankers (field account managers), with the focus on attracting new clients and activating the existing ones.

By reorganising and improving its processes, faster loan approvals for the small business segment in the amount up to EUR 100,000 was set up.

The Bank is solid, it actively signs new deals and provides a wide range of services to exporters. It invests a lot of energy in personal and open communication with clients, as this is the basis of a good partnership. It regained its credibility for issuing guarantees on the international market, achieved the appropriate capital adequacy ratio, saw an upward turn in deposits and was also active on the lending side.

Social effect of corporate restructuring

The NLB as the largest Slovenian bank is playing a leading role in the financial restructuring of the Slovenian economy. Data from the Bank of Slovenia, which monitors the most complex cases, show that the Bank was managing around 40% of all cases, e.g. significantly more than its market share in the corporate crediting segment.

The NLB successfully coordinated the biggest and most complex cases whose total exposure in banks exceeded 60 percent and where more than 15,000 jobs were preserved or, expressed differently, more than 60 percent of all employees kept their jobs. The findings are based on 30 successfully restructured companies monitored by the regulator.

Preserved over 15,000 jobs through successful restructurings of Slovenian companies.

The NLB is aware that the restructuring processes in the business sector have to continue and that the companies have to consolidate their business models and make them competitive because this is the only way to further reduce their indebtedness, particularly by achieving further growth. Such companies can be attractive for strategic partnerships and new equity investments. Robust business models and international competitiveness are the best guarantees for economic growth and a high employment level in the Slovenian economy.

Stimulation of entrepreneurship and small business

The NLB Innovative Entrepreneurship Centre is being created to stimulate small business.

It is in the small business segment that the Bank wishes to play a leading role and clearly show its social responsibility. The NLB Innovative Entrepreneurship Centre is being created to stimulate and support innovative entrepreneurship.

This clearly conveys the message that it wishes to ensure the flow of knowledge, ideas, and communication to realise excellent business opportunities. The NLB Innovative Entrepreneurship Centre will enable young entrepreneurs, start-ups and growing companies to quickly gain the required financial, marketing and other business skills. A special emphasis will be placed on access to a pool of established companies from various industries – partners that will help build success stories. This will enable the fast and efficient creation of the required contacts to improve business models and achieve the acceptance of business ideas in the market.

“The NLB Innovative Entrepreneurship Centre is an excellent idea. It will be an advantage for entrepreneurs who will be able to seize the opportunities offered by this centre. Employees of the NLB will be able to learn a lot about entrepreneurship, entrepreneurs and their work,” Aleš Lisac, Director of Lisac&Lisac

The free rental of the Bank's empty premises is the first step towards co-establishing a supportive environment to let small business grow and develop. The response to the tender of the NLB Innovative Entrepreneurship Centre exceeded all expectations, as 36 bids were submitted by the deadline.

Free rental of the Bank's empty premises in Ljubljana, Maribor and Murska Sobota to promote entrepreneurship.

The Bank provided suitable premises and the necessary infrastructure to develop a supportive environment for entrepreneurship (including the development of social entrepreneurship). For the premises in Ljubljana, Maribor and Murska Sobota, it selected the three most innovative and propulsive organisations with basic activities focused primarily on the development and formation of local micro-entrepreneurial communities offering premises for co-working.

“The Bank wants committed cooperation with sole traders, to follow their business challenges, needs and ambition, and to help them develop sound projects as a partner,” Janko Medja, President of the Management Board

“Re-innovator Challenge 2014” and “Gazelle” for major social impact

In December 2014, at its largest branch office at Trg republike, the NLB together with the organiser, Zavod Viva, hosted a formal event on the occasion of conferring awards on the pioneers of social entrepreneurship in Slovenia. The satisfaction of participants at the event was sufficient proof that it is possible to achieve positive changes in society if the right partners upholding the same values are joined in an innovative manner.



Hosted the concluding event of the Re-innovator Challenge 2014 of pioneers of social entrepreneurship in Slovenia.

The two winning ideas of the Re-innovator Challenge chosen by the jury from among six finalists were: Let's stop/use Japanese knotweed in the Big Idea category, and Ponika in the Big Impact category. At the time of the presentation the first business model was not yet on the market, although it was showing great market potential and solving an important social challenge. The second company was already in business and revealing high growth potential with its business model.

“I am delighted that we have met at the NLB premises today; this is a great privilege. I have noticed many changes from the day I started my business career, particularly in terms of attitude. These are changes I welcome warmly, namely that our largest institution is changing its attitude to beginners in their first steps and is willing to accompany you on your path,” Sandi Češko, Director of Studio Moderna

In cooperation with Dnevnik's Gazelle project, the award for major social impact was conferred for the first time at the event. It was presented to Domel d.d. with the explanation that it has significantly contributed to the development of small business and that its ownership structure is an excellent example of a counterbalance to the concentration and globalisation of capital at the international level.

Satisfaction of the NLB's clients with its sales personnel

The Bank is aware that client satisfaction is crucial which is why it has been regularly measuring it ever since 1999.

The Bank's reputation has declined significantly in recent years.

In the survey carried out during the first two months of 2014, the Bank tested the positions of 5,679 clients concerning the reputation and confidence in the Bank and their satisfaction with the operations, range of products and services and the employees' attitude. The results of the NLB's benchmarking with competing banks on the Slovenian market confirmed the accuracy of the set strategic goals and activities that the Bank is already implementing.

In recent years, the NLB's reputation fell both among retail and corporate clients. Confidence in the Bank and the general satisfaction level have improved slightly; in particular, the high rating of satisfaction with employees in the branch offices and business centres must be pointed out.

Clients' ratings of their satisfaction with employees are high – reliable, professional, responsive and willing to help.

Client satisfaction is the sum of the perception of reputation by the general and expert public, depending mostly on the appearance in the media on one hand, and clients' specific experience with the Bank on the other. The survey results show that the client experience was good, which means a high level of probability they will remain loyal to the Bank. Satisfied clients remain loyal to the Bank, use more services and recommend the Bank to others. The Bank will also look for the best solutions for achieving mutual benefits in the future.

Clients recognise the sales personnel as being reliable, professional, well-organised, respectful and kind, as well as responsive and willing to help.

Renovation of branch offices

The Distribution Channels Review and Development Project in the context of the NLB Transformation Programme is entering its final phase. One of the major tasks of the programme was the preparation of positions for the new concept of branch offices. The Bank followed the modern trends dictated by the changed habits of the clients and the changed role of classic branch offices.

The mission of branch offices changed long ago and is no longer limited to just transactions, but is focused on proactive consulting, education, sales and the establishment of a long-term business relationship with clients.

The new concept of branch offices to facilitate open communication between the client and employees.

- “Very nice. It smells new as well. I am pleased to see that the NLB is paying attention to the people living in small towns as well. It can be felt that the NLB is undergoing radical changes and that you are steering in the right direction. I am very surprised, in a positive way. It is obvious that the employees enjoy the work, the energy has changed, you can see it in their eyes. I will be even more pleased to visit the branch office,” client Marija from Breg pri Borovnici
- “The Branch Office was completely refurbished according to the new standards, with an automatic cashier and direct contact with the client. For us, this is a new opportunity for even better communication and a more genuine contact with the clients. Even work that is sometimes grey and dull can be refreshed with a bit of colour. All these changes in the Branch Office have a positive effect on us and on the clients who appreciate them a lot,” Bojan Nagode, employee



The Concept design of the new Grič Krško Branch Office.

Upon its partial renovation, the Borovnica Branch Office was the first to introduce the new concept that puts the client in the centre of attention and enables open communication between clients and employees. The reactions to this modernisation, which is to be followed by many more in the future, show that the NLB is already a different bank.

Providing access to facilities for functionally challenged people

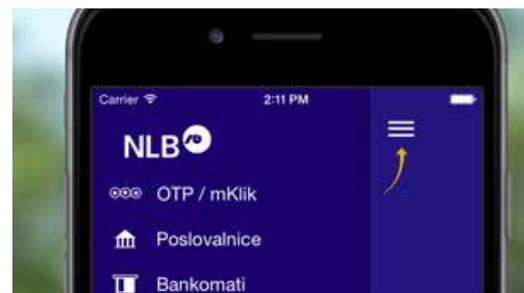
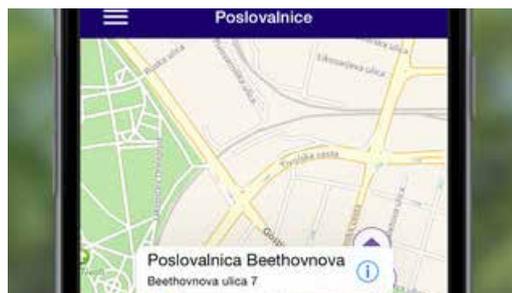
The office building on Šmartinska cesta in Ljubljana will be yet another facility with access for functionally challenged people. Experts have prepared the project documentation for construction of an access platform lift. The realisation is planned for 2015.

Innovation brings new business opportunities

With the wish to offer simple, fast and efficient operations, the Bank is continuously searching for new innovative solutions which usually reflect the rapid development of technology. In the context of the reorganisation, a great deal of innovation was shown in the revision of processes, functional solutions and optimisation of operations. The Bank is achieving good progress in market channel optimisation and the development of additional transparent and user-friendly e-services.

NLB Klik and mKlik

In July 2014, the Klikin mobile application was introduced; it allows users to access NLB Klik or mKlik from any device, using an active OTP password generator, regardless whether the user has a qualified digital certificate (QDC) or the AC NLB certificate installed on their device or not.



Easier e-business with simplified access to NLB Klik and the mKlik mobile application.

Apart from access to mKlik and NLB Klik with the OPT generator, the application also allows:

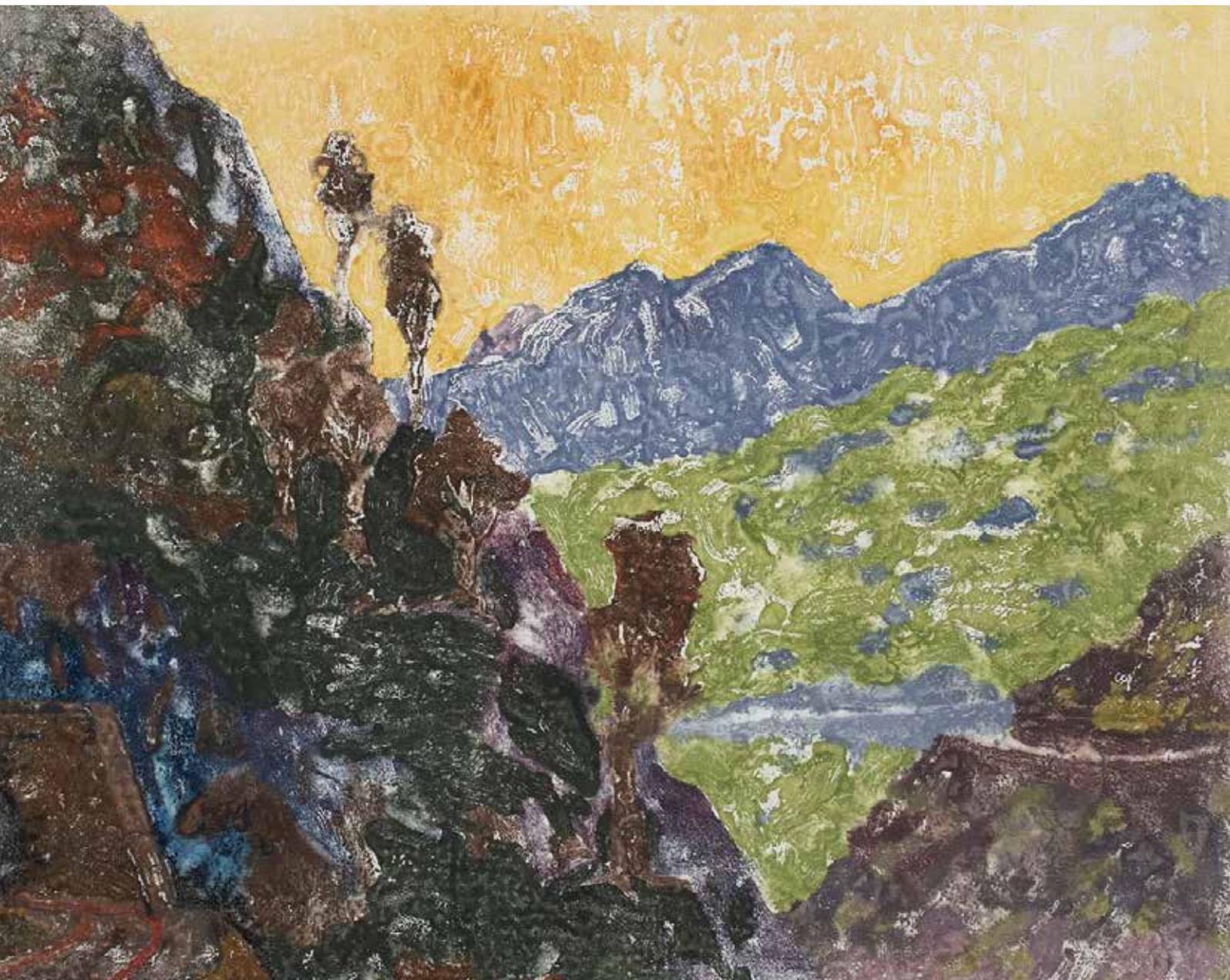
- a 3D overview of ATMs and branch offices,
- a search engine for the closest branch office or ATM,
- an exchange list and informative exchange office,
- direct 24/7 contact with the Bank.

Touch and Pay – contactless payments

Since November, the Bank has allowed contactless payments by all holders of the NLB MasterCard. Contactless payment means that users no longer need to insert the card into the POS terminal at the point of sale. They simply place the card on the marked spot until a tone/light signal is emitted, and the purchase is completed.

Contactless payment card.

An important advantage of contactless payment is that no PIN code is required for purchases of up to EUR 15, while purchases exceeding EUR 15 still need to be confirmed using the PIN code.



Boris Kobe
"Off road" (Ivan Prelaz), 1966, monotype, paper, 49 x 70 cm

Responsible towards employees

Redundant employees received special attention attention through trainings, informing, connecting with potential employers and other expert assistance.

Organisational climate: **increase in employee commitment by 62.5%**.

Received the **TOP 10** Educational Management 2014 award.

Ranked first with the **HRM project** »Changes in the remuneration system«.

Received **the Full Family-friendly Company Certificate**. Over 10% of employees used the measures.

Healthy bank: 10 employees attended **the lectures and workshops** to promote a healthy way of life.

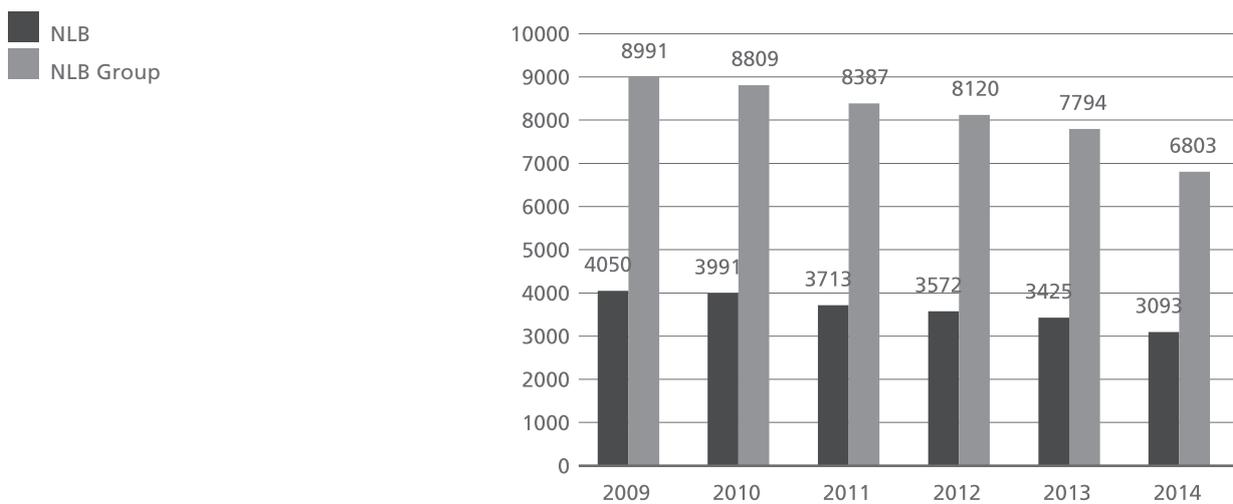
PERSONNEL STRUCTURE

Trends in employee numbers in the NLB and the NLB Group

Owing to the deteriorated economic situation, a poorer performance and the resulting reorganisation, the number of employees in the NLB has been decreasing over the past few years. The number of employees fell from 4,050 in 2009 by 957 or 23.6% until 2014.

The figures in the NLB Group follow the same trend. In 2009, the NLB Group had 8,991 employees, while in 2014 it had 6,803 employees, i.e. a decrease of 24.3%.

Employees of the NLB and the NLB Group



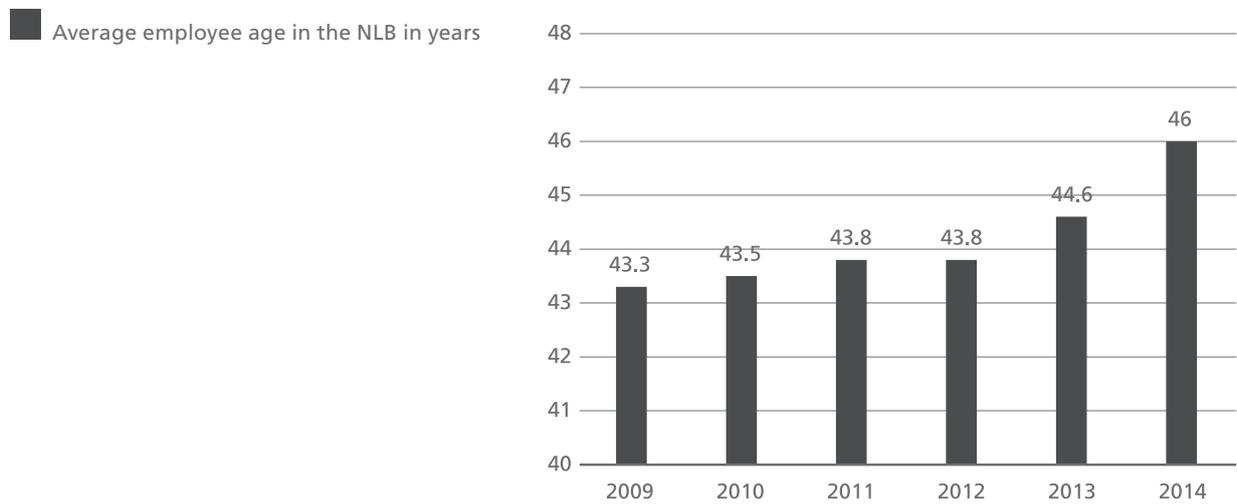
Reduction of the headcount at the NLB in one year by 9.7%, and in five years by 23.6%.

Reduction of the headcount in the NLB Group in one year by 12.7%, and in five years by 24.3%.

Average employee age in the NLB

In line with the economic situation and operations, the Bank was forced to revise its HR policy. While reorganising and optimising the operations, the number of employees kept falling and practically no new people were hired. As the Bank did not employ any young people, the average age of its employees grew by 6.2% to 46 years.

Average employee age in the NLB



Increase of the average age of employees in one year by 3.1%, and in five years by 6.2%.

Structure of NLB employees by gender in all positions and in the management

In the period from 2009 to 2014, the structure by gender did not change substantially.

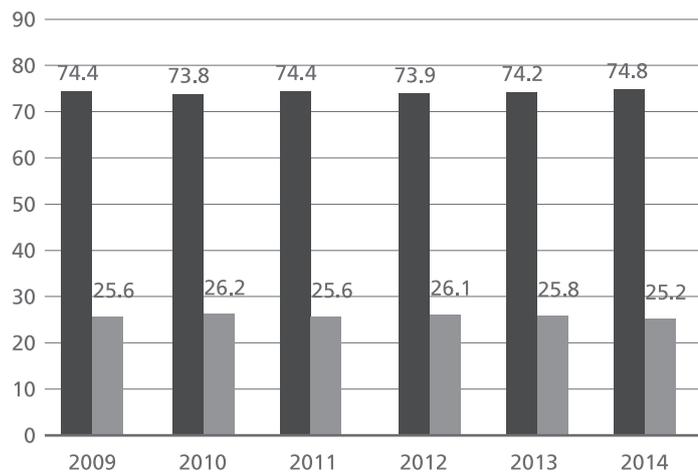
74.8% of employees are women, and 25.2% are men.

There were some major changes in the area of promotions or the share of women in management positions. In the last three years, the growth trend has stabilised at approximately 58% to 42% in favour of women. With respect to the year 2009, this means a 28% increase of women in management positions. In 2009, there were 10 percentage points more men in management positions.

58% of women and 42% of men in managing positions.

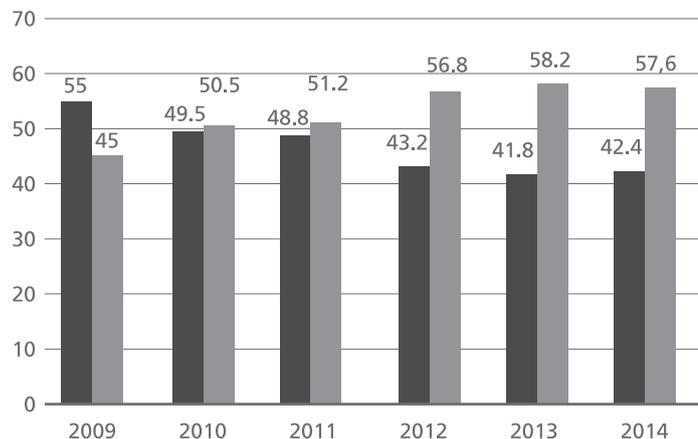
Structure of NLB employees by gender in the NLB

■ Female (in %)
■ Male (in %)



Structure of NLB employees by gender in managing positions in the NLB

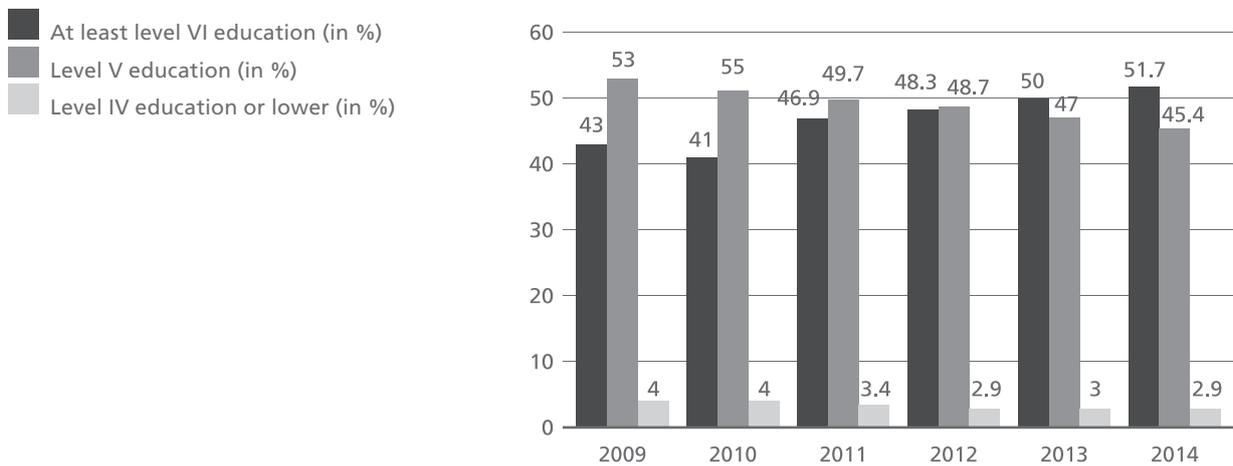
■ Male (in %)
■ Female (in %)



Structure of NLB employees by education in the NLB

In 2014 the trend of the growing share of employees with at least a level VI education continued and reached 51.7% of all employees in the NLB. The Bank promotes the importance of education among its employees in various ways. The share of employees with at least a level VI education increased by 20.2% in 2014 compared to 2009, whereas the shares of those with a secondary school or vocational or lower education dropped by 14.3% and 27.5%, respectively.

Structure of NLB employees by education in the NLB

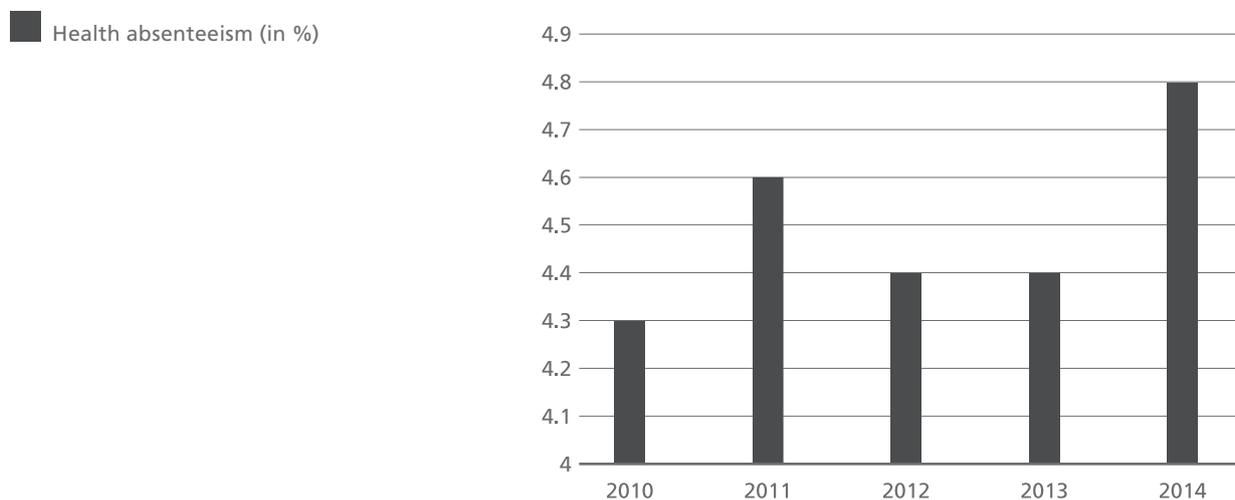


51.7% of employees have at least a level VI education, 45.4% have at least a secondary-level education, and 2.9% have at least a vocational or lower education.

Employee absenteeism in the NLB

Health absenteeism at the NLB (leave of absence of employee due to illness, injury at work, care for a family member and seeking medical help against the total number of working hours of all employees) grew by 9% in 2014 in comparison to the previous year, to reach 4.8%.

Employee absenteeism in the NLB



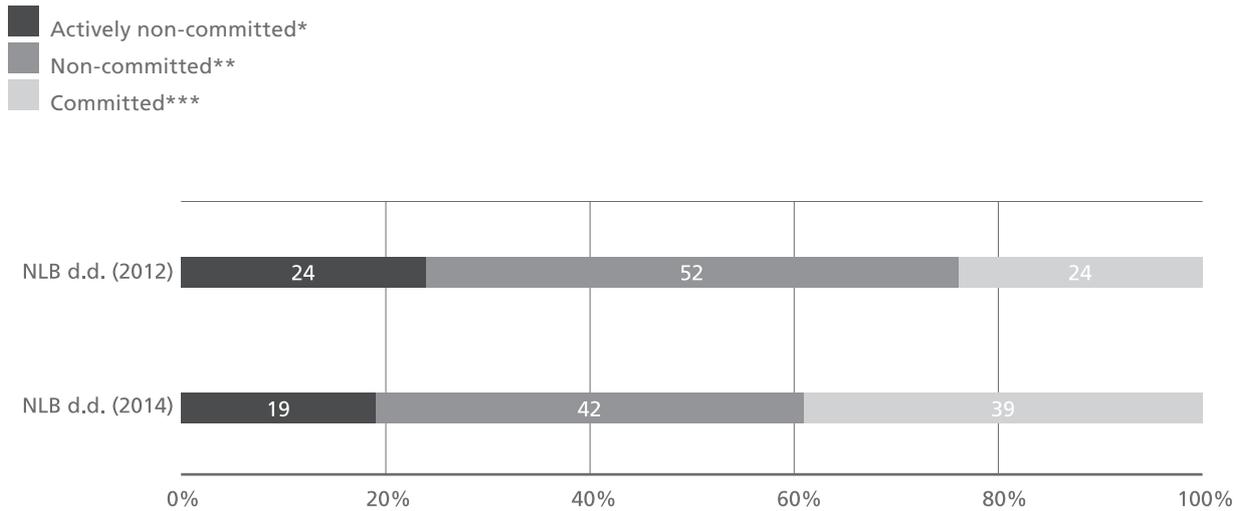
Health absenteeism reached 4.8%.

MEASUREMENT OF THE CORPORATE CLIMATE

With the assistance of the company Dialogos d.o.o., Ljubljana, Human Resources measured the organisational climate and employee dedication at the end of last year. The purpose of the organisational climate survey was to determine the employees' perceptions of the Bank's characteristics and specifics. In addition to the organisational climate, the survey was used to measure employee commitment, which is most often defined as »the employees' readiness and motivation to contribute their share to common success without external constraint«.

The survey was carried out by means of an e-questionnaire and included all employees at the level of departments, branch offices and centres. The anonymity of the participants was guaranteed.

Comparison of commitment of the employees of the NLB in the years 2012 and 2014



* Actively non-committed employees: not only dissatisfied with their position; they actively display their dissatisfaction. They underestimate the work done by their committed colleagues on a daily basis. They adversely influence the commitment and satisfaction of clients.

** Non-committed employees: “partly absent”. They do what they are obligated to do and no more and no less than they have to do. They put their time into it, but not their energy and zeal.

*** Committed employees: work with passion and feel a deep dedication to the company of their employment. They are the source of innovation and help the company to develop. They trust their colleagues and leaders.

Key progress was noted in the increase in the level of employee responsiveness. A total of 61% of the employees participated in the survey, which is 13% more than in the previous measurement. Employee commitment also improved, the same as the results for the organisational climate.

Increase in committed employees by 62.5%. Committed employees 39%, non-committed 42%, actively non-committed 19%.

EMPLOYEE TRAINING

The NLB has its own Education Centre which celebrated its 40th anniversary in 2014. This allows the Bank to constantly adapt the education programmes to the requirements of all employees, the business and trends from the environment. The education, learning and training of employees provide key support for the planned development of individuals. This is the only way to increase the intellectual capital and the competitive advantages. It uses various contemporary methods of perfecting knowledge, training and development of employees, from coaching, training, team building and mentorship.



The NLB Education Centre celebrated the 40th anniversary of its operation in the banking market, of which 20 years have been within the NLB.

The bulk of training and education aimed at gaining professional and functional knowledge and new skills for working with clients is organised for banking operations with retail and corporate clients.

“I have found a possibility to gain new skills. My learning time was aligned with my other duties. I learned quickly and with ease and gained a lot of useful knowledge. By participating in conversation classrooms where nobody looked me in the eye and impatiently waited for my answer, I also gained a lot of self-confidence which makes it easier for me to participate in a conversation. I am glad I did not give up after the initial difficulties and my persistence more than paid off,” an employee

In 2014, the employees were granted updated access to the websites on training, free literature, articles, training programme materials etc. Advanced functionalities allow for a better learning experience since the new e-trainings contain video and audio contents, a more interactive method of testing etc.

Each employee is thus offered a wide range of training programmes and an extensive list of literature in the Education Centre's library.

The NLB once again among the top 10

In 2014, the NLB once again ranked among the top 10 Slovenian organisations in terms of strategic investments in employee education and training. In October 2014, at the 14th Educational Management Conference at Bled, the NLB received the TOP 10 Educational Management 2014 award.



“The Bank has proven that it cares of its employees. In spite of the difficult times, it continued to systematically invest in the training and its employees, a source of its competitive advantage. It will continue to do so, even more systematically and with greater focus,” Vesna Vodopivec, Director of Human Resources

Received the TOP 10 Educational Management 2014 award.

PERSONNEL RESTRUCTURING

Special assistance and attention was paid to redundant employees

2014 was the most difficult year in terms of lay-offs in the context of the optimisation and reorganisation. A social programme was adopted and special attention paid by reducing number of employees. Training was organised to help them find new employment and the possibility of individual career development, and establishing contacts with potential employers, a website was set up with important information for support and assistance to redundant employees, as well as other forms of expert help. The Bank strived to limit the consequences of lay-offs, also through direct cooperation with other employers to find solutions and possibilities for employing redundant employees.

Redundant employees received special attention through trainings, informing, connecting with potential employers and other expert assistance.

Significant restructuring efforts at the Conference of the Slovenian Quality and Excellence Association

In November 2014, the traditional annual conference of the Slovenian Quality and Excellence Association (SZKO) was held in Portorož, with the topic: »Integral restructuring? The answer is quality.« The SZKO recognised the important progress in the quality of restructuring in the Bank's three restructuring programmes.

IN THE FUTURE, THE FOCUS WILL BE ON MANAGEMENT BY OBJECTIVES, COMPETENCE DEVELOPMENT AND TALENT MANAGEMENT

From restructuring the headcount the Bank is moving to the systematic development of employees in order to improve target management and competence development, with a great emphasis on talent management.

The system of management by objectives and key competence model

Ranked first with the HRM Project »Changes in the remuneration system«.



In November 2014, in the opinion of an expert committee the NLB ranked first in the 2014 HRM Project tender within the scope of the 17th Human Resources Management Conference in Ljubljana.

Based on management by objectives and the key competence model, the Bank set up and introduced a remuneration system associated with performance. It thus established an objective-based culture with an emphasis on monitoring work performance. The key changes relate to a change in the assessment period, a change in the assessment of the competence »Ethics« and a change in the process of monitoring the work performance of employees who fail to achieve the expected results. The career development interview between the employee and their manager includes the employee's self-assessment, their own vision, potential development opportunities and strengths. The setting of measurable objectives and a transparent remuneration is also reflected in the attitude to the clients.

The objective of the project is to improve the work performance and motivation of employees and consequently the Bank's performance.

By introducing the management by objectives and competencies model for the NLB Group, the starting points were set for a uniform and transparent system of planning and remunerating work performance that applies to all Bank employees. The focus on the achievement of objectives is one of the Bank's key values, and the new remuneration system represents an important step in the process of changing the Bank's organisational culture. The project was very extensive and complex and more than 40 workshops for managers, individual consultancies and e-training courses have been organised to support its implementation.

FAMILY-FRIENDLY COMPANY

The Family-Friendly Company Certificate (FCC certificate)

In 2011, the NLB received the basic Family-friendly Company Certificate for a period of three years, and thus joined the more than 175 companies and organisations that are aware of the importance of better aligning employees' professional and private lives.

In three years, the Bank successfully implemented 12 family-friendly measures aimed at improving the quality of the working environment for a better alignment of professional and private lives, and received the Full Family-friendly company certificate at the end of 2014. The certificate is granted by the independent organisation Ekvilib Institute that operates in different areas of social responsibility, human rights and development co-operation. In 2014, 48 Slovenian companies held the full certificate.



Received the Full Family-friendly Company Certificate.

Over 10% of employees used the measures of the Family-friendly Company.

Of the twelve measures adopted, four are supportive, from the area of communication with the internal and the external public, which are essential for the efficient implementation of all other measures. The remaining 8 measures concern the following areas: working time, work organisation, structure of payment and remunerated achievements, and services for families.

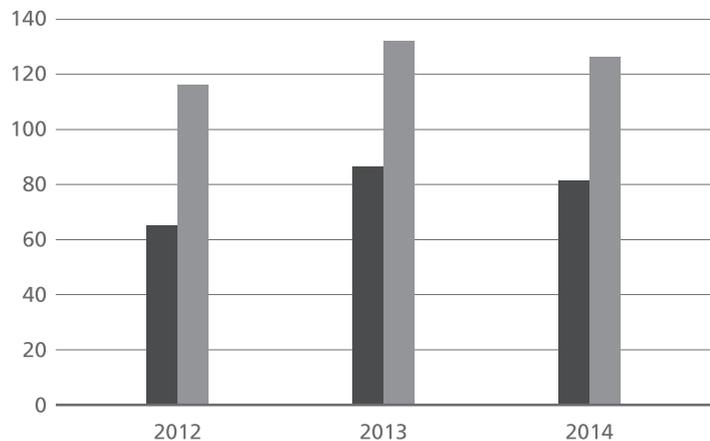
Measures in the area of »working time«

1. Children time bonus

- an employed parent is granted an additional (paid) day off on their child’s first school day in the first grade of elementary school,
- In the child’s first week at kindergarten, the employee is given the option of flexible working hours with reduced presence or full absence. She or he may use 8 hours of paid leave during the fixed working hours as well, i.e. at least one hour per day or all-day absence

Introducing children to kindergarten or school

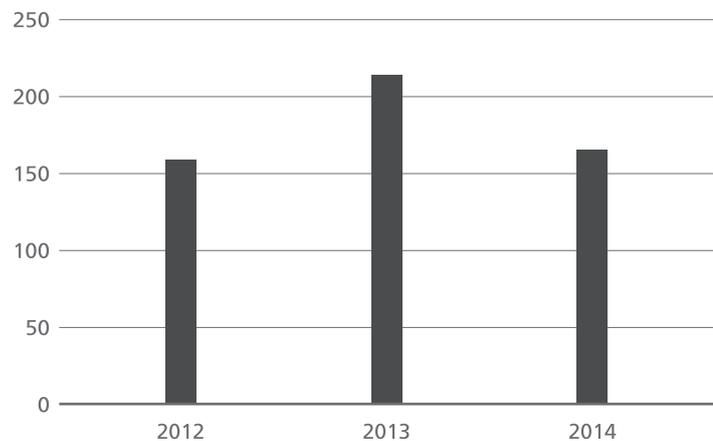
■ Introducing children to kindergarten
 ■ Introducing children to school



2. Additional 8 hours of absence with pay due to a family emergency in a calendar year (for accompanying a close relative to medical examinations and/or to the hospital, it can be used as a whole-day absence or flexible working time with reduced presence, at least 1 hour a day).

Accompanying a family member

■ Accompanying a family member



Measures in the area of »health protection«

3. Exercise

In order to reduce the daily exposure to certain typical stress situations in the workplace, and to preserve and strengthen health, a computer programme was introduced with instructions for some physical and stretching exercises. It includes advice on the protection of eyes and eyesight, tips for protection against viral respiratory infections, a demonstration of three-step exercises to prevent discomfort in the limbs, and an application demonstrating exercises in the workplace.

4. Preventive breast examination

The age threshold for the rate of incidence of breast cancer is falling and health insurance only covers preventive breast examinations for women older than 50 years. At the end of 2014, the Bank started a campaign of financial participation for preventive breast examinations also among younger women.

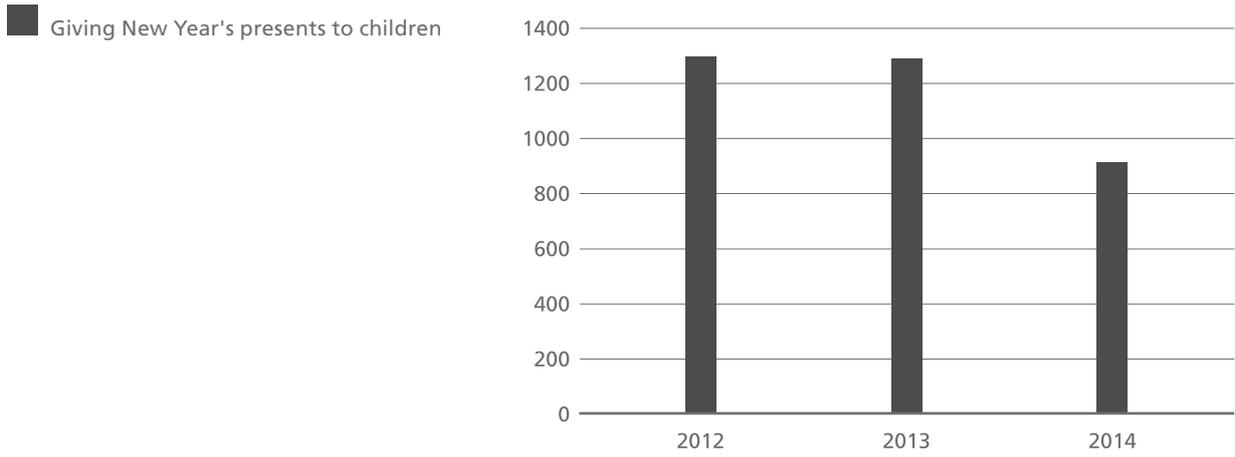
33 employees registered for the preventive breast examination.

Measures in the area of »family services«

5. New Year's presents for children

In 2014, eleven events for the children of employees were organised, eight in Ljubljana, and one in Novo mesto, Murska Sobota and Slovenj Gradec each. At these four locations, 1,170 children, 916 of them with parents employed at the NLB, were visited by Santa Claus who brought them presents. The drawings made by children for Santa Claus and his assistants were put on display in the Bank's hallways.

Giving New Year's presents to children



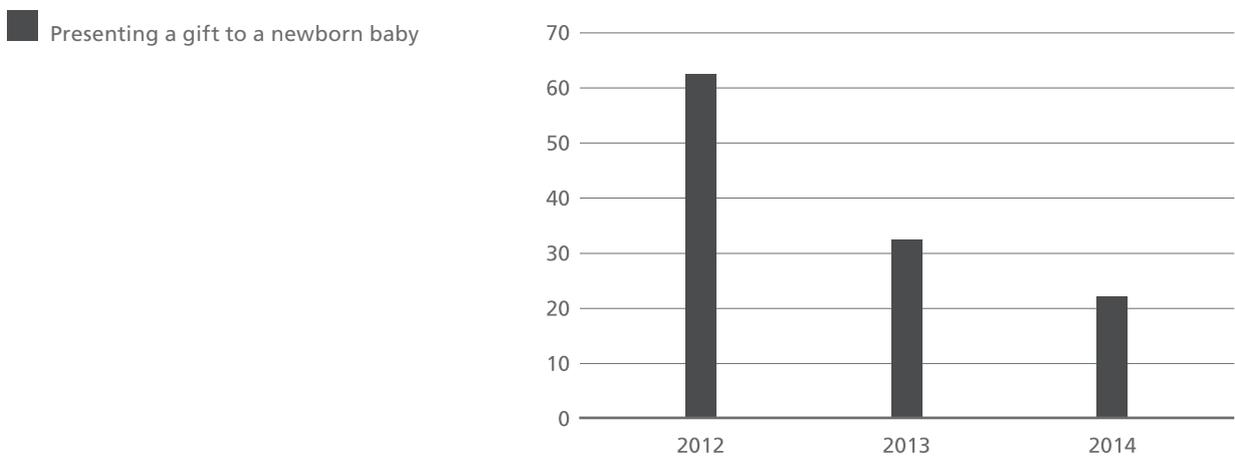
Santa Claus brought presents to 916 children of NLB employees.



6. Gifts for newborn babies

Each newborn baby of an employee is presented with a practical gift. 23 babies were born in 2014; upon the happy event, they received a present from the Bank as a token of attention.

Presenting a gift to a newborn baby



23 babies born to parents employed at the NLB received presents.

7. NLB Happy Holidays

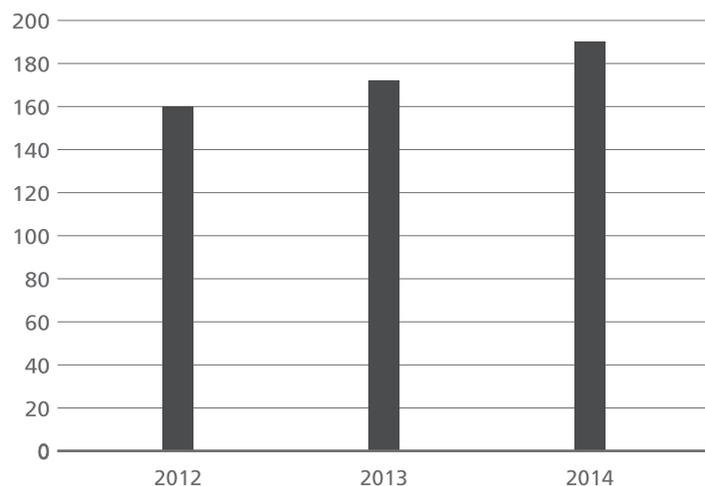
Twice a year, during the winter and summer holidays, the Bank organises daily or weekly care for children in various Slovenian towns. NLB Happy Holidays is a programme for school children aged 5 to 14 of parents employed at the NLB. The Bank partly finances the payment.

In the summer of 2014, 133 children of Bank employees took part in NLB Happy Holidays in Ljubljana, Novo mesto, Murska Sobota, Kranjska Gora and in Croatia. Eleven programmes were offered to the parents and children throughout summer. The majority of children went camping in Dolenjske toplice, as organised by the GIB Sports Club, some went to the Water Park Atlantis and the Bolero Dance or the Sport Plus Tennis Club, while others spent their vacation in Croatia.



NLB Happy Holidays

■ NLB Happy Holidays



The winter and summer NLB Happy Holidays were attended by 188 children of parents employed at the NLB.

Measures in the area of »structure of payment and remunerated achievements«

8. Loans and financial assistance

The NLB offers certain banking services and products to its employees on more favourable terms and conditions. The banking services are available to the employees in the e-Catalogue of products and services for employees.

9. Solidarity aid for the children of deceased bank employees

The Bank pays a solidarity cash allowance for the children of deceased bank employees who continue education after finishing primary school, namely for regular programmes to obtain a vocational, secondary or higher education, the Bologna level 1 or level 2 – Master's degree.

Measures in the area »communication with the internal and external public and training«

10. Communication with employees

11. Communication with the external public

12. Employee survey on harmonisation of professional and family life

Two years after having introduced the FFC certificate, the percentage of advantages used within the scope of the measures is increasing, showing that bank employees recognise the measures as useful in the coordination of work and family obligations. The results for 2014 show that the FFC measures were used by more than one-tenth of employees.

PAID LEAVE OF ABSENCE FOR THOSE AFFECTED BY EXTREME WEATHER CONDITIONS

Employees living in areas that were affected by the extreme weather conditions in 2014 – sleet and heavy snowfall – were given the opportunity to use three days of extraordinary paid leave of absence pursuant to Article 102 of the Collective Agreement for the banking industry in Slovenia. In exceptional cases, longer absences were also possible.

Possibility to take additional days off for employees affected by the sleet and heavy snowfall in 2014.

HEALTHY BANK

The Healthy Bank project was introduced by the NLB with the aim of raising awareness about a healthy lifestyle among the employees. The levels of everyday stress and workload are constantly growing and it is important that the employer and the employee work together to find a way to ensure the employees take time for their well-being and to avoid harmful habits of the fast lifestyle, in spite of the stress.

The Bank engaged in activities on four levels which influence the overall health and happiness of employees: physical, emotional, mental and spiritual. If there is a lack of energy at any of these levels, a person cannot function optimally. In the context of the first three levels activities were carried out as lectures and workshops. Lectures were held by renowned specialists, such as psychologists, sports trainers, and doctors

282 employees attended the lectures and workshops to promote a healthy way of life.

“A very good presentation of theoretical contents as well as concrete practical examples. The provider was very positive and knew how to stir up our interest in this topic and encourage us to decide to make physical exercise a constant in our life,” an employee in an anonymous survey about the lecture

Measuring the status of arterial vasculature

An examination of arterial vasculature was provided to employees at a reduced price. The examination or measurement was carried out individually, and each participant received the results promptly – an arteriogram with an explanation and advice on how to improve the situation and maybe even prevent the worst. The results of the measurements can indicate numerous medical conditions and pre-medical conditions, as they can reveal the level of risk of a stroke or cardiac arrest even when the other risk factors are not yet visible.

250 employees attended the measurements of the arterial vasculature status.

Quitting smoking

In November 2014, smokers were given the opportunity to attend the workshop »Become a non-smoker« using the Easyway method, which is an extremely efficient method for quitting smoking and works for all smokers – young, old, occasional and chain smokers – in such a way that they do not miss cigarettes at all. The lecture was partly subsidised.

32 employees participated in the campaign to quit smoking.

DIETARY HABITS OF EMPLOYEES

In 2014 employees answered a survey on the quality of food in the canteens, and were satisfied with the varied meals, among them a meal with low glycaemic index. The objective of the subsidiary NLB Prospera plus will remain to follow modern trends in the preparation of food and introduce novelties.

From the garden to the workplace

The Bank also arranged for Slovenian goods to be delivered to employees in their workplace for them to take home. In cooperation with Zavod Viva and the local producers of high-quality Slovenian food, the option of ordering fresh seasonal vegetables, dairy and meat products was first offered to the employees in 2014. In the three-month trial period, in two locations Slovenian producers from the nearby environment delivered boxes with contents according to employees' wishes.



The boxes with Slovenian produce are regularly ordered by around 80 employees, in the three-month trial period 1,402 kg of fresh fruit and vegetables were ordered.

The employees bought 1,402 kg of fresh fruit and vegetables. The project found a good response among the employees, as around 80 employees make regular orders (and 257 employees ordered the food at least once).



Janez Bernik
Letter 65, 1965, tempera, oil, canvas, 110 x 140 cm

Responsible towards the social environment

Taking a day off once a year to help with organised humanitarian campaigns.

EUR 60,860 was collected to help those affected by the floods in Bosnia and Herzegovina, and Serbia.

By sponsorships and donations 121 projects were supported.

Care for the NLB Art Collection of Slovenian artists of the 20th and 21st century.

34 sports teams and events **supported.**

Financing supported the construction of a kindergarten facility in Šoštanj

The project to construct a kindergarten facility is the first example of a private-public partnership in the municipality of Šoštanj. By granting a long-term loan to the company Esotech d.d., the NLB helped with the financing of the construction of a new kindergarten facility.

**The granting of a long-term loan helped build a new kindergarten.
Public-private partnership.**

- “The Municipality of Šoštanj decided to construct a new low-energy kindergarten facility because of problems of providing openings in preschool education and because the premises were old and worn out, and dispersed in several locations. The new kindergarten facility will join all four Šoštanj units in 16 departments, and 6 departments will remain in the remote locations of Topolšica and Gaberke. We are glad to be able to enrol all registered children in our new kindergarten,” Darko Menih, Mayor of the Municipality of Šoštanj

Celebrating the anniversaries of Teledom

One day in December 2014 was special for the clients and colleagues from Prekmurje. 120 loyal clients from Prekmurje, Podravje, Koroška and the Savinjska region gathered for the celebration in the hall of the Murska Sobota Branch Office on the 10th anniversary of Teledom in Murska Sobota and the 20th anniversary of Teledom in Ljubljana. Satisfied and honoured to be invited to the celebration by the largest Slovenian bank which did not forget them even in these times, they spent a nice Saturday morning in the company of colleagues from the NLB.



The celebration of the 10th anniversary of Teledom in Murska Sobota and 20th anniversary of Teledom in Ljubljana.

The event had special charm with a genuine Prekmurje speech and a gentle accompanying zither. Tradition merged with contemporaneity, and knowledge with pride. The event was also attended by many colleagues from the branch offices and the Bank's Management who helped create a success story together with the people from Teledom.

HUMANITARIAN CAMPAIGNS

Campaign Volunteer and Help

As a socially responsible company, the NLB appreciates it when its employees engage in volunteering. Since 2013 each employee can use one workday a year to help in organised humanitarian campaigns.

Taking a day off once a year to help in organised humanitarian campaigns.

The employees also actively engage in humanitarian activities outside their work duties.

The main events in 2014 were:

- blood donor campaigns,
- volunteers from the NLB Contact Centre helped in fundraising campaigns,
- participation in the action »Play with me«,
- organising computer literacy courses for the elderly,
- fundraising for colleagues affected by natural disasters.

Fundraising campaign for flood-affected areas in Bosnia and Herzegovina, and Serbia

In May 2014, large parts of Bosnia and Herzegovina and Serbia were affected by floods. Those who suffered flood damage and were at risk included colleagues employed in NLB Group members and clients from this area. The NLB Group has three member banks in the areas affected by the floods. The most affected was NLB Razvojna banka in Banja Luka where a crisis team was hard at work from the beginning of the natural disaster.



EUR 60,860 was collected to help those affected by the floods in Bosnia and Herzegovina, and Serbia. Two colleagues helped as volunteers.

In just ten days, employees collected EUR 15,860, and this is the best indicator of the solidarity and willingness to help; the Bank's Management Board granted an additional EUR 45,000 for the employees of the three banks of the NLB Group in Bosnia and Herzegovina, and Serbia. Two of employees also helped the affected people as volunteers in the ADRA humanitarian organisation.

CAMPAIGNS »CONNECTING THE GOOD«

Together with the Red Cross for those in need

In September 2014 a traditional charity concert was held in the Gallus Hall of Cankarjev dom, for the seventh time organised by the Slovenian Red Cross in cooperation with the Blood Transfusion Centre. This concert marked the end of the all-Slovenian campaign »Let's take them to the Seaside«, supported by donations from the NLB for several years. It marked the beginning of the national fundraising campaign for food packages, named »It's nice to share«.



Help with fundraising during the campaign »Let's take them to the seaside« in the amount of more than EUR 65,000.

For the fourth time in a row, colleagues from the NLB Contact Centre joined the charity events with phone fundraising. Although these times are not too kind, during the concert the Contact Centre collected as much as EUR 65,000 donations for the Red Cross. The atmosphere among the team of volunteers was extremely positive.

“There are few such special moments in this materialistic world, and even fewer people like you who are willing to help altruistically, to be available, and with a smile,” Metka Podpečan, Slovenian Red Cross, Zagorje Regional Association

By volunteering which, apart from the knowledge, experience and warm words, gives new strength and hope for a better future for people, they provided the best possible introduction to the celebration of the 20th anniversary of Teledom. In 2014 the Slovenian Red Cross celebrated the 70th anniversary of its activity in the liberated territory. During all these years it has run innumerable charity campaigns, from urgent assistance to those endangered by natural disasters, up to the increasingly needed help for people on the edge of survival. Many were supported by the NLB in the past.

The climax of this event was held in Bankarna. There, the »Teledom people« held a birthday party for their most loyal clients. In Bankarna the clients were able to meet the faces belonging to the voices they hear when they call the number for Teledom. They could sense the heartbeat of the work at a telephone bank and the people who can express a respectful, professional and competent attitude through their speech alone. The foundation of the NLB and, within it, the first telephone bank in Slovenia was a distinctive business challenge in the 1990s. Even after 20 years, despite the rapid development of computer technologies and Internet connections, the phone still represents an important communication channel with the Bank.

Sponsorship, help for socially disadvantaged children

The employees received an initiative from the Bank to help socially disadvantaged children through the Sponsorship charity project by the Friends of Youth Association. The objective of this project is to protect and secure the rights of the child, prevent social exclusion and create equal opportunities. The sponsors enable their protégés to attend summer and winter holidays, camps, schools in nature, to receive instructions to improve their school results or to develop talents, and other activities which improve the quality of life of children.

Through the humanitarian project Sponsorship employees helped numerous children improve their living conditions.

“Let us be responsible and do everything possible so we will not be in need of help, and that we will help our fellow humans wherever we can. In this way, we will earn it and also receive it when we need it,” Blaž Brodnjak, member of the NLB Management Board

Blood Donor Campaign

Blood is the most precious thing one can give to a fellow human. Statistically speaking, every 5 minutes someone in Slovenia is in need of blood. Slovenia needs more than 400 blood donors daily to ensure a sufficient supply of blood.

According to Red Cross data, over 356 NLB blood donors were registered in 2014. In 2014 employees donated blood 185 times, four of them twice.

Over 300 blood donors among the employees. In 2014 employees donated blood 185 times, four of them twice.

Be an athlete – play with me

It has become a tradition for volunteers from the NLB to participate in the international sports event »Be an athlete – play with me«, organised by the Janez Levec Centre for children with special needs.



The action »Be an athlete – play with me« was loved by more than 700 children with special needs.

With various activities the event connected children, youths and adults with special needs and the majority population from all generations by way of social integration. The internationally attended event was organised by the Janez Levec Centre from Ljubljana for children and youth with special needs. Over 700 children loved the event, which exceeded all expectations. It was also shared by the volunteers who work for the NLB.

Computer literacy courses for the elderly

Computer literacy courses for retired colleagues was organised in the first week of November 2014. Sixteen volunteers participated in the transfer of knowledge, helping members of the NLB Pensioners' Society to acquire computer skills.

Sixteen volunteers (employees) participated in the computer literacy courses for the elderly.

NLB management helps reconstruct the Centre of School and Extra-Curricular Activities

The meeting of the management of the NLB Group in October 2014 was intended to strengthen the Bank's socially-responsible role towards the general environment in which it operates. The participants engaged in volunteer community work in the village Gorenje pri Zrečah and at the Centre of School and Extra-Curricular Activities (CSOD).



“In a few hours, our gym, sports areas, garden house, greens and flowerbeds were completely refurbished. It is obvious that the work was done by people who are well-organised and highly productive also in their work positions. I am grateful for everything we did together this day for the well-being of children in the centre and around it. Once again we experienced the satisfaction and pleasure at doing good work,” Emil Mumel, headmaster of the Centre of School and Extra-Curricular Activities

SPONSORSHIPS AND DONATIONS

Sponsorships and donations are a part of implementation of the Corporate Social and Environmental Responsibility Policy and the Corporate Communications Strategy of the NLB. Sponsorships are the way in which the Bank makes a significant contribution to the development and advancement of the environment and the stakeholders. The Bank consolidates its expertise and social responsibility, closely related to the target public and the environment.

In 2014, in line with the guidelines the NLB continued to reduce the funds for sponsorships and donations. All major sponsorships were cancelled, except for the sponsorship of the Ski Association of Slovenia, with which a two-year sponsorship agreement was signed in 2014, lasting until 2016.

Sponsorships and donations were allocated among stakeholders - 87% to external and 13% to internal ones.

Sponsorships aim, in particular in the regions, to cover a major part of clients' structure by age, social status and occupation, and to cover the activities.

It only supports projects that are compatible with the Bank's values through which the Bank can express its identity. Special focus is put on certain areas in the form of sponsorships and donations to achieve better communication effects.

A total of 121 projects supported.

Target areas of sponsorships

- youth sports,
- care for culture and art,
- events organised by professional, business and interest associations.

Target areas of donations

- humanitarian organisations, focusing on projects aimed at improving life conditions and saving lives,
- charity campaigns taking care of more vulnerable and endangered social groups,
- environmental and conservation projects.

Structure of external sponsorships and donations in 2014

PURPOSE	NUMBER	STRUCTURE
Youth sports	34	38%
Humanitarian activity	29	22%
Culture	24	8%
Training	16	13%
Other	18	20%
Total	121	100%

Help for sick children

In December 2014, at an event marking the 20th anniversary of the Foundation for the New Paediatrics Clinic in Ljubljana, the NLB as one of the main donors received an acknowledgement for its donation to purchase the necessary new and replacement equipment for sick children from all Slovenia. With EUR 16,700 the Bank contributed a piece in the mosaic for the best possible health care for sick children.



NLB as one of the two main donors at celebration of the 20th anniversary of establishment the Foundation for the New Paediatrics Clinic at Ljubljana Castle. From left: Janko Medja, President of the Management Board, and Biserka Marolt Meden, President of the Board of Foundation.

A donation of EUR 16,700 to the Foundation for the New Paediatrics Clinic in Ljubljana.

CULTURE

In 2014 the Bank supported 24 cultural organisations and events with sponsorship and donations. It looks after its movable and immovable cultural heritage and maintains the NLB Art Collection – a collection of works of art from the 20th and 21st centuries. The artworks from the collection are lent to exhibitions – in 2014, 4 exhibitions were organised in the NLB Gallery Avla, some paintings from the collection were lent out.

24 cultural organisations and events supported.



NLB Galerija Avla – exhibitions

Come to the cinema! film posters

The exhibition presented rarely seen film posters from the 1950s and 1960s used to advertise films by the Slovenian film distributor Vesna Film and the distributors from former Yugoslavia who organised the production of these posters. The posters exhibited came from the collection of Slovenska kinoteka.

The exhibition Come to the cinema! - film posters were set up in the context of the events accompanying the Liffe festival. It was an homage to the 25th Liffe festival by Slovenska kinoteka, Cankarjev dom and the NLB Gallery Avla.



Tibor Kárpáti, exhibition of illustrations

In the leaflet for the exhibition the renowned illustrator Istvan Banyani wrote: »If you wish to draw a square, press the Shift key and simultaneously pull diagonally, until the angles are rounded!«. This is the principle of Tibor Kárpáti, an artist who works with pixels. One could say that his artworks provoke with their stripping, as they are stripped down to the basic building elements ... as his basic tool is the pixel.

In his hands the square becomes rounded like a pictogram. Tibor Kárpáti is a Hungarian graphic artist, one of the first to have experimented with the self-limitation of the medium, condensed it all the way to the core, and at the same time transposed the form and content from the tapestry thread to the number, the electronic beep, while all the time taking care not to break the flow of the narration. Namely, he is a child of the Matrix, in our computer age, the digital generation«.



Evžen Sobek, Life in Blue

For the series of photos »Life in Blue« series of photos presented at the Avla NLB Gallery, the author chose the multi-layered environment of the three Nové Mlýny accumulation lakes, constructed in the 1970s among the vineyards of South Moravia. Here Evžen Sobek records the unusual coexistence of the multitude of weekend-house owners, fishermen, hunters, nature-lovers, universal do-it-yourselfers, allotment holders, paintball players, surfers and motorcyclists, who share the enthusiasm for sun, water, food and alcohol. Here these people have built more or less semi-legal and spontaneous weekend houses and various utility buildings, or they live in motorhomes and trailers, with gardens added later on. To capture this world, Evžen Sobek chose a medium-sized negative and scanned it to create photos with a soft tonality of blue tones, with a multitude of tiny details.



Emiliano Ponzi, exhibition of illustrations

Emiliano Ponzi is one of the most important illustrators of his generation. His illustrations appear in ads, magazines, books, newspapers and animations. The exhibition presented the illustrations he made for world-famous magazines and newspapers, such as: The New York Times, Le Monde, The New Yorker, The Boston Globe, Time, The Economist, Newsweek, La Repubblica, Feltrinelli, Il Sole 24 Ore etc.

Paintings from the NLB Art Collection lent to exhibitions in notable galleries

Moderna galerija, a retrospective of Gabriel Stupica, 5 paintings from the collection

Prešeren Award Winners Gallery of Fine Arts Kranj, exhibition of Tugo Šušnik, 3 paintings from the collection

Museums and Galleries of Ljubljana, Bežigrajska galerija, exhibition of Kostja Gatnik, 1 painting from the collection

Looking after the NLB Art Collection of Slovenian artists of the 20th and 21st centuries. Some paintings lent to exhibitions.

Inventory book of the works of art designated for Trg republike

In 2014 the Ministry of Culture of RS issued a Decree declaring the Trg republike area a cultural monument. One of the protected elements of the monument is the designated artworks. The Ministry appointed Moderna galerija to prepare an inventory book of these artworks, and the gallery is now identifying and listing the artworks with the help of the NLB.

Protection of listed historical buildings

In 2014 the Ministry of Culture initiated the procedure to declare Trg republike in Ljubljana a cultural monument of national importance, along with all buildings and public monuments which are an integral part of the square and were designed together with it. Trg republike, including the building where the headquarters of the NLB are located, is a sample of Slovenian city planning, the contemporary architecture of the late 20th century and the extraordinary architectural details and way of including the contexts and interlacement of various types and functions of open space.

The protected elements of the monument – the TR2 building – are:

- the basic design of the floor area and of the tripartite vertical construction,
- the facade with stone cladding made of granodiorite,
- the main entrance with the vestibule and chandelier,
- the doors and windows,
- vertical communications,
- the original interior decoration and the specially designated artworks.

Procedure initiated to declare Trg republike including the NLB building a cultural monument of national importance.



Pursuant to the law and the requirements of the Institute for the Protection of Cultural Heritage of Slovenia, parts of the office building of the NLB were renovated in 2014. The works included renovation of the metal construction of display-window frames and glazing in the mezzanine (replacement of energy-consuming window constructions with new energy-saving frames and Thermopane glass panels). The roof of the light dome was replaced (replacement of the damaged and soaked cork thermal insulation with new, more efficient and thicker thermal insulation of two roofs on the extension of TR2).

Pursuant to the law and the requirements of the Institute for the Protection of Cultural Heritage of Slovenia, the statues on the facade of the building on Čopova street in Ljubljana were restored (the removal of two statues from the front side of the MHL building, the transportation for restoration, the project of the restoration and the manufacturing of copies will be completed in three phases, from 2014 to 2016).

MUSICAL EVENTS

Ljubljana Jazz Festival

It is already a tradition that the beginning of summer in Ljubljana is marked by jazz. Together with the musicians, and especially with the star of the event Gregory Porter, the visitors could enjoy the jazz beat of the capital city. The NLB sponsored the event. Employees could buy tickets at a reduced price.

Main sponsor of the Ljubljana Jazz Festival.



SPORT

The Bank supports recreational and top athletes, thus participating and importantly contributing to the success of Slovenian athletes. The cooperation with sports teams, especially those developing sports for young people, is the Bank's permanent orientation, and the number of teams the Bank is able to support depends on the business results achieved each year. In 2014, it supported 34 different sport teams and events across Slovenia.

34 sports teams and events supported.

Support for the disabled athletes

The new season of the regional basketball league NLB Wheel was held in April 2014 in Novo mesto. For the sixth year, this competition was held under the auspices of the Slovenian Paraplegic Association. Six teams from Slovenia, Bosnia and Herzegovina, Croatia, Austria and Italy were participating.



Donation of funds and a wheelchair in the NLB Wheel basketball leagues for the sixth year in a row.

Every year, the NLB donates the funds to buy a sports wheelchair for which the organisers hold a drawing of lots among the registered players with a poor quality wheelchair. The awards for best teams and individual players were presented by the basketball player Matjaž Smodiš and Alenka Janžekovič Kavšek, Director of the Dolenjska, Bela krajina and Posavje Branch, who also handed over the wheelchair on behalf of the NLB.

For 17 years the NLB has been a sponsor of the Slovenian Alpine ski teams

The NLB is proud to share the success of top athletes.

Tina Maze: The power of a positive attitude

In mid-May 2014 NLB Bankarna in Ljubljana hosted Tina Maze, the skiing world champion, winner of four Olympic medals, six-time World Champion and holder of the record for the number of points collected in the World Cup.

“It is surely easier to be negative and go with the flow together with others who have the same ideas. Positive thoughts are considerably more difficult. I think that here everybody has to work on themselves to realise this,” Tina Maze, the most successful Slovenian female skier

An interview with Tina Maze, in which she and the journalist Vito Divac share some thoughts about her career in sports, was published on the Bank's multimedia portal. Tina speaks especially about the experience and realisations she gained since she embarked on an independent path in 2008 with the »Team to aMaze«. She also talks about diligence and laziness, negativism and perfection, about the right to make mistakes, and about excellence and envy, success and defeat, leadership, confidence and emotions.



The best Slovenian skier of all times Tina Maze visiting Bankarna in the company of the NLB clients (in the middle) and in the interview with the sports journalist Vito Divac (left).

“You cannot expect to make something from nothing. I have always been very hard-working. Andrea taught me some laziness, and this was not bad, it was even beneficial to conserve my energy for important achievements. It is sometimes better to be lazy for two days, and then do something extraordinary in two days, than something average over all four days.”

With the film *The power of a positive attitude*, available on YouTube, the NLB wished to express its acknowledgement to the best Slovenian female skier for all her success and record results that are inspiring to us all, in private as well as business life.

The film *The power of a positive attitude* as a compliment to the best Slovenian skier of all times and as an inspiration to us all.

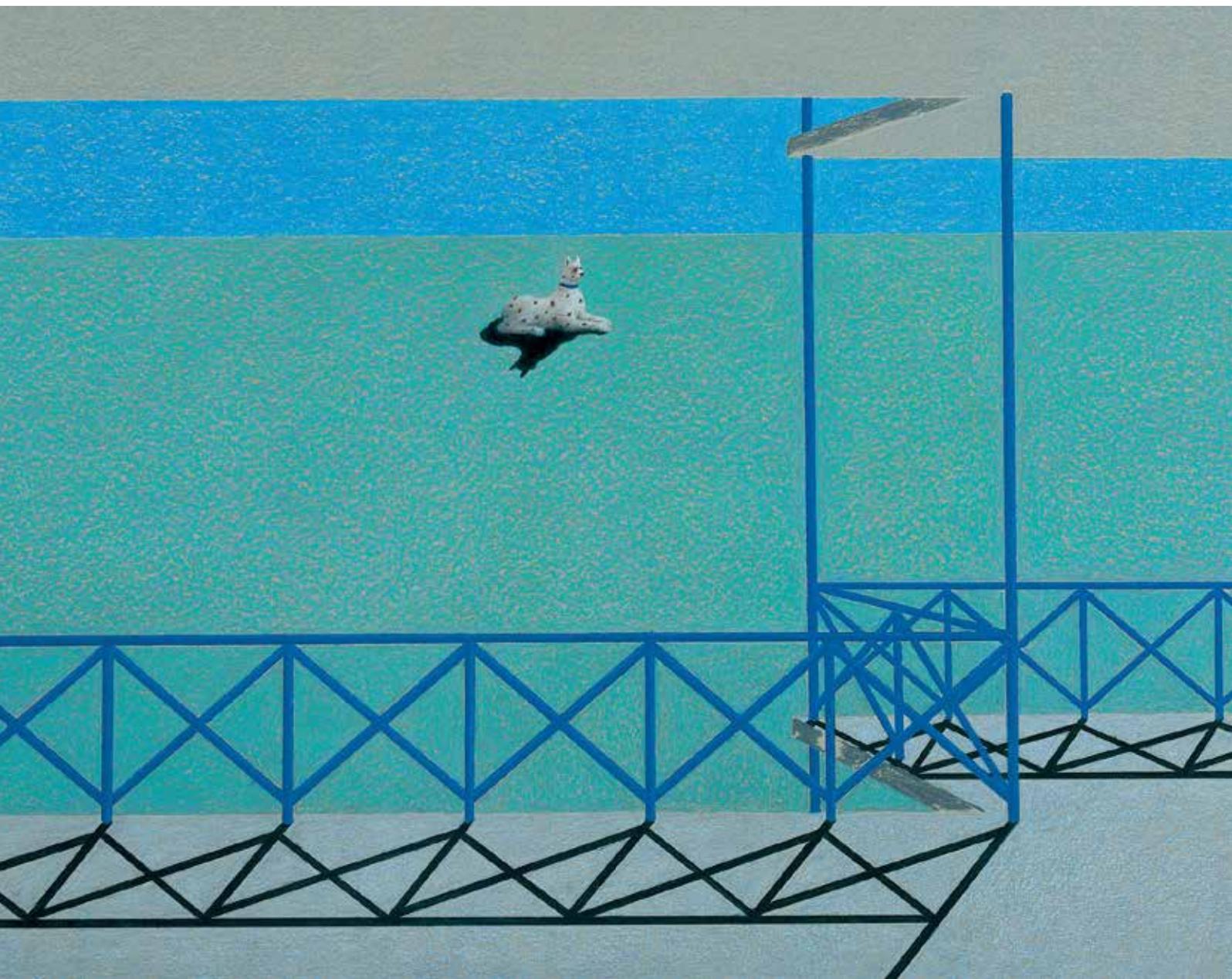
In Bankarna, Tina also answered the questions about personal finance as a special financial advisor.

The surprise of the clients who came to Bankarna by chance was complete. The news of the »new financial advisor« spread like lightning through the centre of Ljubljana. Some watched the event through the window, those more courageous entered and gladly accepted Tina's financial advice and took a photo with her.

More than 100 NLB employees running in the Ljubljana marathon

This year's Ljubljana marathon with its record participation of runners attracted 26,700 participants from 51 countries in all categories. They included more than 100 employees of the NLB.





Bojan Bem
Untitled, oil pastel, paper, 69.5 x 99 cm

Responsible towards the environment

A 65.6% reduction of paper consumption in one year, and 20.2% in five years.

A 13.4% reduction of the waste quantity in one year, and 22% in five years.

In one year, the relative amount of waste per employee was reduced by 12 kg, or 4%.

A 4.8% reduction of power consumption in one year.

Provision in contracts with suppliers referring to the meeting of legal requirements and best practices in the area of environmental protection.

The use of cooling water from the Ljubljanica River means a 15-times lower fee in the future.

Paper consumption in the NLB

The NLB strives to conduct business in an environmentally-friendly manner. At the end of 2012 the Bank launched the Green Office Project and introduced a number of measures.

With the aim of reducing the consumption of paper, the Bank introduced:

- electronic account statements and e-invoices as well as on-line depositing and electronic banking with clients;
- Printing of documents is enabled in common areas where network multifunctional devices are installed for the group of employees in the surrounding area. Printers for up to 5 persons almost do not exist anymore. The printers and multifunctional devices are automatically set to double-sided and black&white printing. The employees must use their own record card when printing;
- in 2013, the use of the documentation storage application was intentionally increased and the distribution and use of paper materials for different internal committees decreased;
- connections were provided in conference rooms for laptops so that meeting participants do not need paper material.

Measures introduced to reduce paper consumption: electronic printouts for clients, online deposits, electronic document storage, reduction of paper materials for meetings, one printer for several persons, double-sided printing, black&white printing etc.

In the past year the use of paper has decreased by 65.6% in comparison with the year before and, due to all measures taken since 2009, by 20.2%.

Paper consumption in the NLB

■ Paper consumption in the NLB (kg/employee)

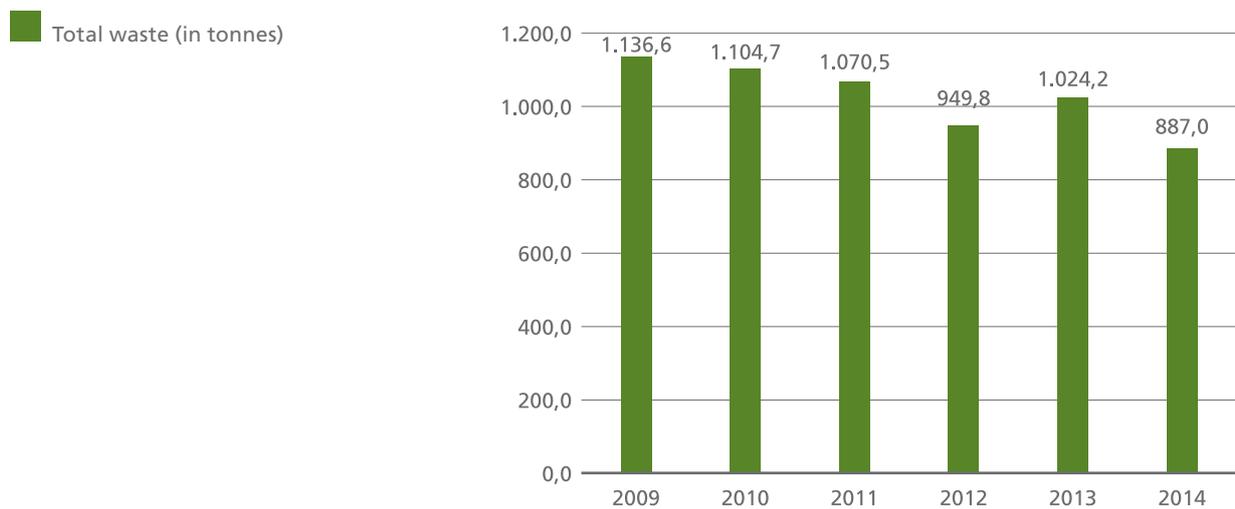


Reduction of the paper consumption in one year by 65.6%, and in five years by 20.2%.

Recording the quantities of waste

Since 2011 the NLB has been using the waste separation system in common areas for the individual collection of waste paper, packaging, cartridges and other waste, so the waste separation is carried out by the employees themselves. In large buildings, the employees also collect used batteries separately. One of the steps to obtain the EGO – European Green Office certificate we obtained in 2013 was to measure waste quantities. The introduction of separate waste collection at the NLB means the volume of collected waste has been significantly reduced in recent years.

Total waste



In 2014 the total waste quantity in comparison with the previous year was reduced by 13.4%, while it decreased by 22% in comparison with 2009. The 887 tonnes of waste deposited in 2014 means 287 kg of waste for each NLB employee in one year at the workplace. The relative amount per employee was reduced by 12 kg or 4% compared to the previous year. The efforts to reduce the waste quantities will continue in the future. In 2015 especially the reduction of waste in connection with the streamlining and optimisation of operations is expected.

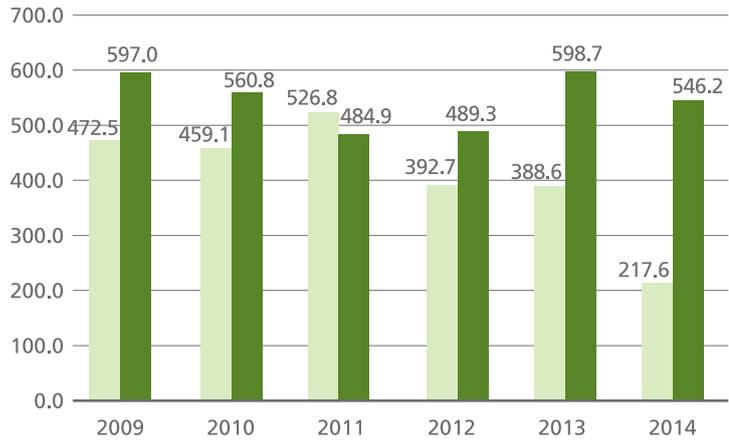
Reduction of the waste quantity in one year by 13.4%, and in five years by 22%.

In 2014 the Bank managed to reduce the quantity of waste in relation to its regular operations. This category includes waste paper and cardboard, mixed municipal waste and waste cartridges. The waste paper quantity in comparison with the previous year was reduced by 44%, while it decreased by 53.9% in comparison with 2009. The quantity of mixed municipal waste was reduced by 8.8% from 2013, and by 8.5% from 2009. The quantity of waste cartridges was reduced by the use of multifunctional devices and especially the reduction of the volume of paper documentation in relation to the previous year by 84.6%, and in comparison with 2009 by 92.4%.

In one year, the relative amount of waste per employee was reduced by 12 kg, or 4%.

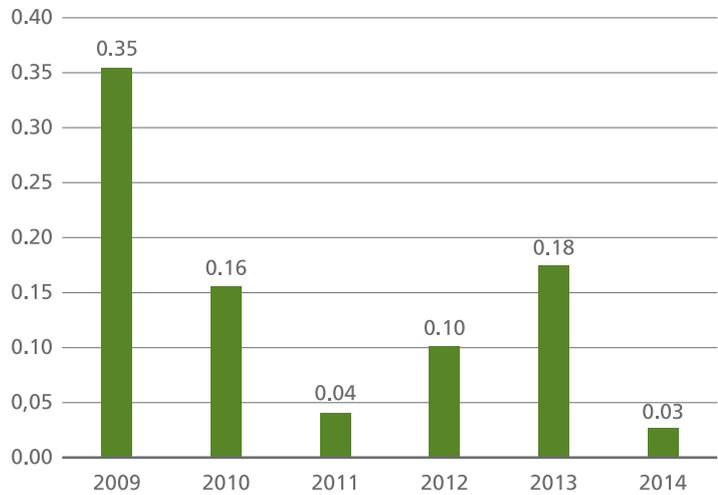
Waste related with the operations

- Paper and paperboard
- Mixed utility waste



Waste cartridges

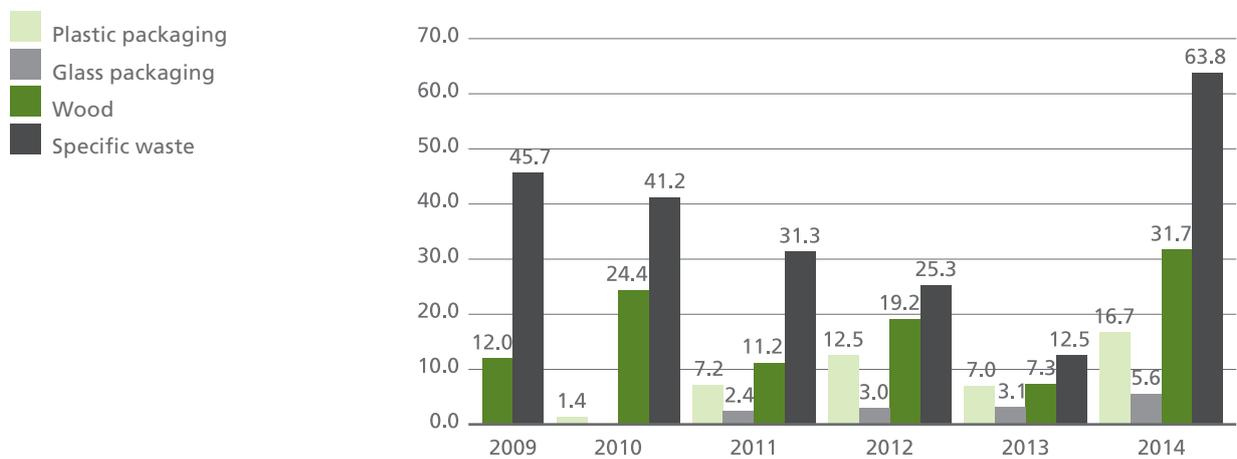
- Waste cartridges



The quantity of waste in connection to regular operations as well as the streamlining and optimisation of work processes increased in the last year. In the past year, 22 non-profitable branch offices and numerous ATMs were closed, numerous migrations of employees to other locations, emptying of archives and replacements of IT equipment were carried out.

The emptying and cleaning of business premises resulted in much more waste equipment being disposed, such as old furniture (wood section) and specific waste equipment (ATMs and other non-recycling equipment). 31.7 tonnes of disposed wood represents a 334% increase in comparison with the previous year, and an increase of 164% in comparison with 2009. 63.8 tonnes of disposed specific waste equipment represents a 410% increase over the previous year, and an increase of 39.6% over 2009. 16.7 tonnes of plastic packaging is 138.5% more than in the previous year, and 5.6 tonnes of glass packaging is 80% more.

Other waste



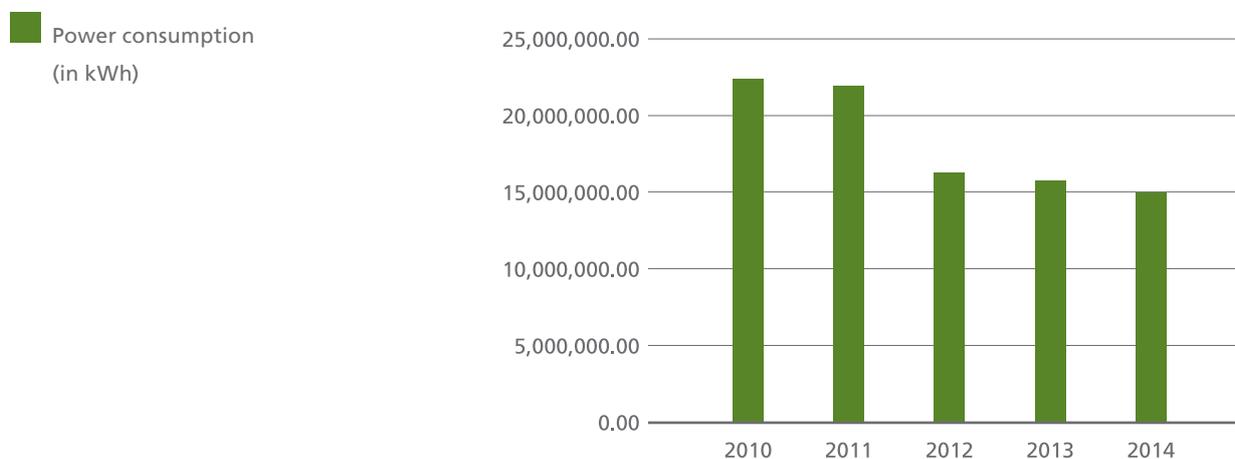
Economising on sanitary material and water usage

At every renovation the NLB only installs low-flush tanks in toilets and economical foaming hand-soap dispensers. In 2014 the contracts with two suppliers were terminated, and currently the supply of sanitary material is carried out by one supplier only. In 2014 economic paper towel dispensers were installed.

Energy saving and green energy

In the area of power consumption, the Bank annually introduces several measures to reduce consumption and economise. In 2014 the energy consumption was 15,085,388 kWh, 4.8% lower than in the previous year, and the change of the distributor resulted in another good million euro of savings.

Power consumption



A 4.8% reduction in power consumption in one year.

When concluding contracts the Bank also considers the care and efforts of suppliers with respect to sustainable development. The contract with the supplier for the purchase of the wireless computer network equipment and services with the NLB includes an article guaranteeing that the contractor follows all applicable legal requirements and best practices from the area of environmental protection. (BAT – Best Available Technologies and Practices).

Provision in contracts with suppliers referring to the meeting of legal requirements and best practices in the area of environmental protection.

Additional energy saving options can be achieved by adding frequency regulators to larger electric motors and the replacement of decorative halogen lightbulbs with energy-saving bulbs, and by further raising the awareness about economic lighting and temperature. By consequently following the recommendations for optimising the required temperatures in offices, by following the recommendations to close the inner shutters and outer blinds to prevent excessive sunlight, the consumption in the coming years will fall even further.

Gradual installation of energy-saving lightbulbs, adding frequency regulators to electric motors, replacement of HVACs, renovation of display windows, glazing in some locations, repair of facade cladding, ...

In 2014 the expert services called the employees' attention to the fact that everyone can contribute to the more rational use of energy for heating. They recommended limiting the heating in winter to 20°C to 22°C, and the air conditioning in summer to above 25°C. Every degree above these recommendations results not only in a carbon footprint, but also in more than 5% higher costs of heating or air conditioning. Air-conditioning that creates a temperature in the room that is more than 7 °C lower than the outdoor temperature is harmful to health.

Raising awareness of rational energy consumption depending on the season.

Several interventions were carried out in 2014 with the aim to reduce energy consumption.

Premises at Trg republike 2

- HVACs in the kitchen and dining room were replaced (replacement of old HVACs with new ones – saving in the integrated EC motors and glycol recovery), replacement of the HVAC in the archive (replacement of the old HVAC with a new one – savings in the integrated EC motors and the rotational recovery);
- renovation of the metal construction of display-window frames and glazing (replacement of energy-consuming window constructions with new energy-saving frames and Thermopane glass panels);
- replacement of the roof of the light dome (replacement of the damaged and soaked cork thermal insulation with a new, more efficient and thicker thermal insulation of two roofs on the extension).

The building at Šmartinska 132

- Repair of the facade cladding (extended energy examination of the building, a project to replace the doors and windows on the facade, thermographic inspection of the building);
- convectors were installed, replacing a large number of split air conditioning units. The modernised air conditioning system uses significantly less power. The convectors are modern with integrated valves to prevent energy losses when they are not functioning.
- the heating energy consumption is decreasing regardless of outside temperatures in the cold season in connection with radiator or convector heating.

Other buildings in Ljubljana

- Čopova: Replacement of convectors in the leased premises (replacement of existing old convectors for air conditioning and heating with new energy efficient convectors).
- Seidlova, Tavčarjeva, Moste, Vič: Replacement of the old cooling aggregate using the R22 cooling gas with new cooling aggregates using R410 gas (protection of the ozone layer).

Branch offices across Slovenia

- Krško: Replacement of the old cooling aggregate using the R22 cooling gas with new cooling aggregates using R410 gas (protection of the ozone layer);
- Borovnica: Partial renovation – replacement of the vestibule, thermal insulation of the outer wall, replacement of the worn-out light with new lamps with electronic ballasts and improved lighting efficiency;
- Brežice: Repair of the moisture on the facade – thermal insulation of the parapet of the wooden windows next to the entrance door;
- Grosuplje: Arrangement of cooling – replacement of air cooling by direct cooling through fan convectors, savings in local cooling;
- Mozirje: Regulation of heating – installation of a regulation valve on the floor convectors, savings in the unnecessary additional heating of the ground floor on sunny days;
- Mengeš: Arrangement of electrical distributors – replacement of three worn out energy-intensive chandeliers with new energy-efficient lamps with electronic ballast;
- Hrastnik, Kamnik: Replacement of the old cooling aggregate using the R22 cooling gas with new cooling aggregates using R410 gas (protection of the ozone layer).

With the new decision on the use of cooling water from the Ljubljanica River, in the future the fee will be around 15-times lower than the water usage fee in the past years.

The use of cooling water from the Ljubljanica River means a 15-times lower fee in the future.

Any uncontrolled leaking of F-gases into the atmosphere is regularly monitored, recorded and prevented in cooperation with external contractors.

Societies and the trade union

The NLB Bank Sports Club

The NLB Bank Sports Club was founded with the goal to propagate a positive athletic spirit, to stimulate and provide an organised introduction and orientation regarding the various forms of sports and recreational activities to preserve health and vitality, develop creativity and achieve personal satisfaction. It enables NLB employees, grantees and pensioners to engage in regular sports activities within the sports sections and, in addition, members attend major events such as the Ljubljana Marathon and the Franja cycling marathon.

Exercise possible in 15 sports sections.

The task of the society is to meet the expectations of its members and other sports enthusiasts, and with the goal to strengthen and promote a positive sports spirit; in 2014, it allowed its members to exercise in the framework of 15 sections: basketball, football, badminton, table tennis, volleyball, tennis, running, chess, skiing, cycling, bowling, golf, hiking, swimming and fitness in 4 regions (Gorenjska, Savinjsko Koroška, Podravsko Pomurska and Dolenjska, Bela Krajina and Posavje). Members can go for a swim in the Atlantis Water Park, or ski in the Rogla, Krvavec, Kranjska Gora and Vogel ski resorts. They organised the participation at the Ljubljana Marathon and, before that, they also organised supervised group preparation for marathon participants.

NLB Pensioners' Society

The NLB Pensioners' Society has around 1,700 members and it celebrated its 33rd anniversary in 2014. The activities of the Society are financed by the Bank. The funds are allocated for social activities, culture, recreation and meetings of the pensioners, namely former employees of the NLB.

The following activities were organised using the donated funds and own contributions from pensioners:

- two short excursions to Brdo and Preddvor and to Bohinj, attended by 89 pensioners;
- two one-day excursions to the Karst were attended by more than 100 pensioners;
- a one-day excursion through the hills of Kozjansko was attended by 50 pensioners;
- a three-day excursion to Italy was attended by 41 pensioners;
- the carnival was attended by 50 pensioners;
- a full-day excursion to Kozjansko was attended by 52 pensioners;
- the hikers were active in this year too, despite the bad weather and sleet, the hikes were attended by 339 hikers;
- in the cultural field, four prominent exhibitions in Ljubljana were visited, attended by about 90 pensioners;
- around 130 pensioners attended theatre, concerts and other cultural events;
- 280 tickets for swimming at Atlantis were issued, and more than 500 pensioners attended the monthly swimming excursions to Portorož;
- the funds for medical examinations were used by 23 pensioners;
- in March a reception for members celebrating their jubilee was organised and attended by 82 pensioners;
- this year a free computer course was organised for the second time and attended by 20 pensioners;
- the annual meeting of pensioners of the NLB was attended by around 230 pensioners;
- the joined meeting of pensioners of all regional actives of the NLB in September in Velenje was attended by more than 100 pensioners.

All activities are published in the newspaper Obvestilo four times a year. The total number of pensioners participating in activities was 1,240.

1,240 pensioners participated in activities.

The NLB Pensioners' Society promises to continue its efforts in the new year to provide a varied and quality range of activities so each Society member would be able to find a suitable activity.

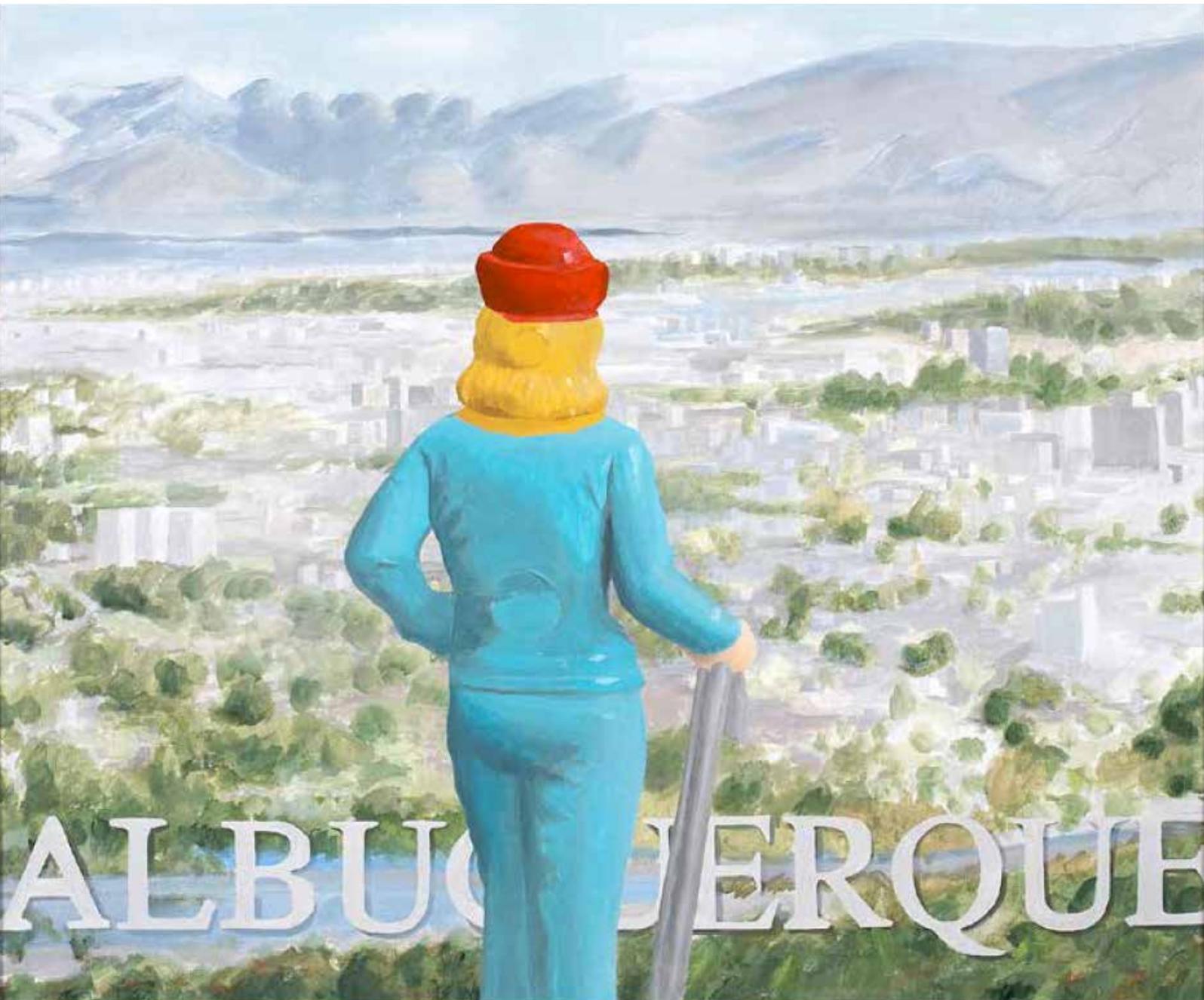
NLB Trade Union

In 2014 the NLB Trade Union was carrying out activities based on the adopted annual operational plan of work.

The NLB Trade Union's activities were conducted in the following forms:

- free legal assistance,
- social and solidarity help,
- inclusion of visits to cultural events,
- participation in various recreational activities, hikes and sports gatherings,
- organisation of a spring and autumn excursion, and
- other benefits for members, in accordance with the decisions adopted by the Council of the NLB Trade Union and in social dialogue with representatives of the employer.

NLB Group



Viktor Bernik
Albuquerque, 2003, acrylic, canvas, 100 x 120 cm

NLB Group

NLB VITA

The insurance products of NLB Vita are transparent, diverse and adaptable, and the main competitive advantage is the banking advisors of the NLB as they know their clients well and offer them life insurance that is most appropriate for their life situation. In such way they are building a partnership and long-term confidence

Numerous cultural, sports and children's events supported

In 2014 NLB Vita supported these cultural events: The Slovenian Book Fair, the Third Age Festival, the Ypsilon Institute; sports events: the Path along the Wire, the Ljubljana Marathon; children's events: magic day in Kranjska Gora, Bled and the Arboretum Vočji Potok, Tiger's Day in the Ljubljana Zoo and Pika's Festival in Velenje. It donated to the Red Cross and Ljubljana Zoo.



Woman-Manager-Friendly Company 2014

In September 2014 the Managers' Association awarded NLB Vita with the recognition »Woman-Manager Friendly Company 2014«. Up until 2007 the company's management was exclusively »male«, from 2003 to 2006 international, as a KBC representative was employed in it, from July 2007 until August 2008 mixed, and since August 2008 exclusively female.

“Equal treatment and equal opportunities for both genders are key factors in achieving economic efficiency. The promotion of female management must be aimed at the encouragement of women so they will decide more easily on management careers. The excellence of the work of the »female management« of NLB Vita is a model for the NLB as well as all members of the Group,” Janko Medja, President of the Management Board of the NLB

In the 5-year period following the »female management« the cumulatively revenue growth amounted to 40%, and the net profit growth to an impressive 486%. In their managing the executives seek values such as decisiveness, efficiency, reliability, responsibility, managing abilities and the ability to motivate colleagues.

Award »Woman-Manager-Friendly Company« 2014



“Our company encourages all employees to take on managing roles. I understand the award »Woman Manager-Friendly Company« especially as a message to the remaining 90% of Slovenian companies managed by men to invite more women, as we are simply not yet courageous and self-confident enough to offer our services,”
Barbara Smolnikar, President of the NLB Vita Management Board

Day of NLB Vita

The aim of the event Day of NLB Vita was to give the employees the possibility to present the products of NLB Vita to the clients of the NLB in a more relaxed manner. A different, more informal atmosphere was created in the branch offices, which resulted in increased demand and subscription to Vita's products. In 2014, a total of 88 branch offices participated in the Day of NLB Vita event and the bank officers prepared some very interesting and attractive events. The Day of NLB Vita became a traditional NLB Vita event.

Ljubljana Zoo

The NLB Vita insurance company is aware of its social responsibility, so for all these years it has supported various charity projects. For several years it has been collaborating with the Ljubljana Zoo, where it has financially supported the construction of two playgrounds for children and, in 2013, upon its tenth anniversary, it donated for the construction of a new enclosure for Siberian tigers.

In 2014, after the natural disaster which also affected the Ljubljana Zoo, NLB Vita donated funds to repair the new lynx enclosure which had been damaged by falling trees. Employees of NLB Vita also responded and helped the Ljubljana Zoo with volunteer work to clean and remove the consequences of the natural disaster.

[Donation of funds to repair the fence damaged by sleet.](#)

NLB BANKA BELGRADE

In 2014, NLB banka Beograd demonstrated its social and environmental responsibility, in addition to the day-to-day operations managed by just these principles, by supporting projects of broad social significance – supporting organic production in Serbia and the empowerment of the elderly population.

“We are glad to be fully supported by the NLB Group in all our activities. This encourages us to continue to be proactive in the Serbian market, to improve the efficiency and market position of the Bank. We strengthened our operations in order to consolidate the Bank's position through the revised range of services in line with the needs of the Serbian market,” Branko Greganović, CEO of NLB banka Beograd

For the third year in a row, NLB banka Beograd organised a competition for the best project in the field of organic food production and processing. The best project award in 2014 went to »Bio Garden Čikoš« by Arpad Čikoš from Totovo Selo near Kanjiža, who was awarded a prize in the amount of RSD 1 million. The estate of Arpad Čikoš occupies 17 hectares of land, of which 10 hectares are used to grow over 30 kinds of certified organically grown vegetables. The entire Čikoš family is fully dedicated to organic production and they see the prospects of their further development and existence in it. This year's president of the jury was again Dr. Milan Adamović, and the competition was supported by professional associations and organisations engaged in organic production and the organisation of manufacturers – Serbia Organica and the Organic Production Centre Selenča. The award was presented to the creator of the project by the CEO of NLB banka Beograd, Branko Greganović.

Supporting organic food production through the competition for the best project in the field of organic food production and processing.

The second project of NLB banka Beograd was aimed at empowerment and support in the daily life of the elderly population, primarily pensioners in Serbia who mainly live in difficult material conditions and face frequent discrimination regarding their capabilities. This is why NLB banka Beograd, in cooperation with the B92 Fund, through the project »Stari nisu stvari« (eng. »Old people are not things«) carried out a series of activities including a donation to the Fund in the amount of 100 care packages with basic foodstuffs, for the most vulnerable pensioners in Subotica and Kragujevac. In addition, throughout the year NLB banka a.d. Beograd organised trainings in its offices for older clients to use electronic banking and ATMs, to avoid standing in queues or coming to the bank if this is difficult for them due to health reasons or weather conditions. Also, as part of the promotional activities, NLB banka Beograd has shown that pensioners certainly have something to contribute, and hired their own retired employees as promoters of products for pensioners.



Projects to support elderly citizens in their daily lives.

In May, when Serbia was affected by major floods, NLB banka Beograd also demonstrated that the welfare of employees is of the utmost importance. Apart from donations of goods and funds to employees and the communities that were most at risk, the Bank showed its responsibility by the fact that all ATMs in affected areas were functioning, so in those difficult conditions people were able to get urgently needed money.

Support by donations, and providing uninterrupted banking support at the time of heavy floods.

NLB PRISHTINA

On a continuous basis, NLB Prishtina also had the clear purpose of developing and managing human resources in 2014. This is based on the principle that modern concepts of human resource management imply the management of competencies, client satisfaction from the service offered and the responsibility of employees. As in any institution, human resource management has been and still is the most important function in the Bank.

The development trends characterising the present time show that society will be based on new values which are essentially non-material: knowledge, information, communication ideas and the intelligence of human resources. Therefore, in the past year the Bank has made efforts to encourage its employees to participate in internal and external training, work sessions and meetings in order to help increase the professionalism in the performance of any function, the development of a new culture of cooperation, the exchange of work experience among them, the development of relations not only hierarchically, but also with citizens so that each one individually, but also together, will contribute to the achievement of the business objectives.

Encouraging employees to take part in trainings.

The most characteristic event in 2014 was that the Bank in cooperation with NLB d.d., and with the help of specialised institutions such as HSC, ADECCO and BDI, for the first time organised a testing of employees in managerial positions for management competencies, social competencies and interactive testing (Evaluation Centre), which includes the testing of general and verbal intelligence, career aspirations, personality types and the assessment of competencies.

Further, we closely cooperated with the Human Resources department at NLB d.d. in developing concrete plans and trainings and working sessions on various topics carried out by HSC from Ljubljana for Bank employees.

Various trainings were organised in 2014:

- In total, 903 employees participated in various internal trainings in the Bank. Several employees attended two or more trainings on various topics.
- Five employees participated in trainings organised within the NLB Group;
- External trainings (organised by various associations and organisations) were attended by 20 employees,
- Various conferences (round tables and working sessions) were attended by 98 employees.

Over 1,000 participants at trainings.



Activities, operations and organisations

- In May 2014, the Bank's employees participated in the campaign »Let's clean up Kosovo«, a campaign and cleaning action across Kosovo. This symbolic action demonstrated their commitment to a cleaner environment for the whole country. Employees of NLB Prishtina demonstrated that, in addition to the fact they are committed to working towards a safe market economy, economic development and the welfare of the citizens, they are committed to contributing to a cleaner environment for all citizens of Kosovo. News about the participation of employees of NLB Prishtina in this campaign was published on the Bank's website and in the local media.
- The participation of employees of NLB Prishtina in the blood donation week, when all employees were encouraged to donate blood.
- Taking into consideration that many families in Kosovo live in extreme poverty, the Bank decided to allocate monetary solidarity aid to at least 10 poor families. NLB Prishtina also allocated a symbolic monetary amount to the Trade Union of the NLB Bank Tuzla for those employees who suffered flood damage in Bosnia and Herzegovina, and Serbia.
- On the occasion of the end of year holidays, the Bank distributed a number of gifts for children with Down syndrome through the organisation Down Syndrome Kosovo.
- On the occasion of its 10th anniversary, the American Chamber of Commerce in Kosovo awarded a prize to NLB Prishtina for supporting its activities.
- In 2014 NLB Prishtina sponsored four chess tournaments with participants from Kosovo and Albania. The first one was on the occasion of celebrations in Kosovo on 17.02.2014, the second was a memorial chess tournament for a Bank employee held in October 2014, the third was the traditional tournament for the flag day called »Hyzri Tala« held in November 2014, and the fourth tournament which concluded the chess activities for 2014 was held in December 2014.

Internship Agreements

In 2014 the Bank signed cooperation agreements with the Ministry of Trade and Industry of Kosovo, the Institute of Banking and Finance, the RIINVEST College and, based on those arrangements, concluded individual internship contracts with students and recent graduates. In total, the internship programme was attended by 121 people, with a minimum duration of two weeks and a maximum of three months.

NLB TUTUNSKA BANKA

In October 2014, NLB Tutunska banka, in the context of the national awards for the best social responsibility practices of companies for 2013, organised by the national coordination body and the Ministry of the Economy, received the award for best practice in the category »Investments in the community« for its project »Donation of gallery space«.

National award for best social responsibility practices.

The Bank's basic idea is to donate its premises and the work of its employees to support art in Macedonia, so this is the only gallery in the country not charging exhibitors any fees; it was established with the aim to let artists from Macedonia recognise the Bank's Gallery premises as a creative space without material limitations and oriented exclusively to the promotion of art.

The awarded project of Tutunska banka started already on 28 November 2010 with the celebration of the 25th anniversary of NLB Tutunska banka, when the door to the gallery premises stretching over 200 m² on the Bank's ground floor was opened.

In the period 2010–2014 the gallery of NLB Tutunska banka hosted 32 exhibitions of renowned individual artists, charitable organisations, art colonies etc., and this saw it being given the title »the leading gallery in the country«, which is best indicated by the occupation of the gallery premises for all of 2015, with 13 new installations. The Bank is actively engaged in the organisation of all exhibitions in the gallery space and the sending out of invitations to clients and employees.



For the seventh time, The Banker declared NLB Tutunska banka the most successful bank in Macedonia.

In November 2014, the renowned London-based financial magazine »The Banker« declared NLB Tutunska banka »The best bank in Macedonia in 2014«.

At the gala ceremony held for the 15th year, the renowned financial magazine »The Banker« handed out global and regional awards to the best in banking in 2014 from 149 countries around the world.

In 2014, NLB Tutunska banka successfully continued to implement new marketing initiatives, which included households and all micro, small and medium-sized enterprises from all branches of the economy; to achieve this purpose, significant resources were invested in the expansion of its branch network and the upgrading of electronic services enabling clients fast, easy and cheap access to the Bank's services.

NLB NOV PENZISKI FOND AD SKOPJE

The celebration was held on 20 November in Vienna and attended by the representatives of the largest pension funds from 30 countries in Europe. The renowned financial magazine "IPE – INVESTMENTS&PENSIONS EUROPE" handed out awards to the best pension funds in several categories. The IPE magazine awards are among the most prestigious awards for companies managing pension funds in Europe.

NLB Nov penziski fond AD Skopje awarded »Best pension fund in Central and Eastern Europe in 2014«.

This award is not only recognition of the NLB Nov penziski fond and the NLB Group, but also an acknowledgement for Macedonia and its successful operation of the entire system of capital-funded pension insurance. This is an important recognition for the company which, since its foundation year and with the hard work of its entire professional team, has ensured the highest standards in the innovative and modern pension fund management system.



Humanitarian campaigns of Novi penziski fond

NLB Nov penziski fond joined a humanitarian campaign and donated 500,000 denars of financial assistance to affected regions in Serbia and Bosnia and Herzegovina, and also electric wheelchairs for persons with chronic damage to limbs who cannot use normal wheelchairs due to heavy injuries.

They hope the help reached those most in need, and would like to encourage other companies and individuals from the country to join in such campaigns and help those who are most in need of help.

NLB MONTENEGROBANKA

Humanitarian campaign »Together for better conditions, together for better health«

In addition to their own donations, NLB Montenegrobanka motivated their corporate clients, and collected, during the campaign under the motto »Together for better conditions, together for better health«, the necessary resources to renovate two departments of the »General Hospital Danilo I« in Cetinje.

Let's make nature happy

The education of children about the importance of environmental protection experienced its peak with the project 'Let's make nature happy', through which the Bank supports the national parks of Montenegro, allocating 0.1% of each transaction made using a Visa Electron card.

The very creation of the portal www.obradujmoprirodu.me helped strengthen the conviction that this project should be continued.



Sponsorship of sports

Sports are synonymous with healthy lifestyles. Basketball, football, water polo, tennis and chess are disciplines that were sponsored, and the Bank was proud to contribute to the success of Montenegrin sport.

