

# OTP Bank Romania



2008

corporate social responsibility report

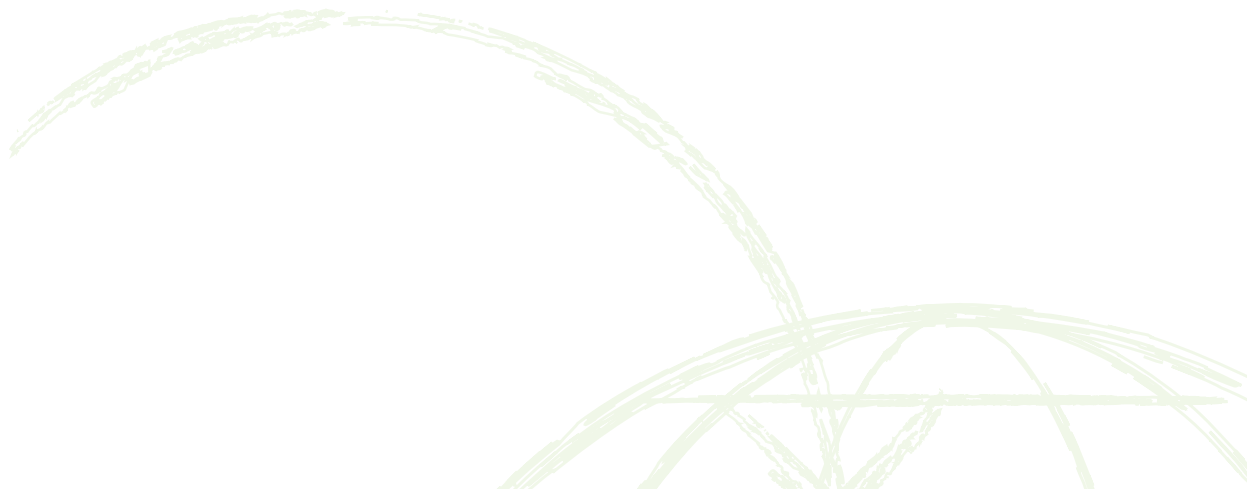






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# Message from the CEO



Dear Reader,

In the past five years, probably the most visible activity of OTP Bank Romania has been its extension. We have opened more than 80 branches and the former corporate bank has become an universal bank with a retail focus. As a medium-sized bank, in order to reinforce our clients' satisfaction and to gain new clients, we intend to focus on certain segments to be the best in.

We endeavor to exploit the advantages of size and ownership. We provide innovative products: OTP Bank Romania was the first bank on the local market to introduce CHF loans, we have issued a transparent credit card in line with our reliable and accountable operation, while our services are of outstanding quality – like our e-banking channels. The following report does not introduce OTP Bank Romania from the business point of view, we want to let you know what we believe in, how we manage our responsibilities and towards what issues we are turning our attention for the coming years. I am pleased to present you our first Corporate Social Responsibility report and I am sure that our practices will convince you that OTP Bank Romania does not only provide high quality services, but at the same time, we also act responsibly.

A handwritten signature in blue ink, consisting of several overlapping loops and lines, positioned to the right of the text block.

László Diósi  
President and  
Chairman of the Management Board  
OTP Bank Romania

# Our bank





*OTP Bank Romania, member of OTP Group since 2004.*

**Our Values**

- Trust
- Dynamism
- Innovation
- Stability
- Focus on client
- Flexibility
- Professionalism
- Transparency
- Integrity

The bank group is one of the leading financial groups in the Central and Eastern Europe and in 2008 it was serving nearly 12 million clients, in 9 countries.

Our vision is to be a strong, stable and profitable, universal, medium-sized financial service provider, through dynamic growth, efficient corporate governance and a strong commitment to social responsibility.

We have broadened our profile and are now providing complete services both for individuals and legal entities. At the same time, we have expanded our branch network steadily and at the end of 2008, we had a national coverage of 105 territorial units.

2008 was milestone for us: as a result of our persistent work, OTP Bank Romania has started to bring profit – despite of the financial crisis. For special needs we have established specialized financial institutions, thus becoming a strong financial group in Romania, consisting of<sup>1</sup>:

- OTP Asset Management – offering innovative investment funds,
- OTP Consulting Romania – offering project focused consultancy services primarily concerning EU funds,
- OTP Leasing Romania – offering car and equipment leasing products and
- OTP Fond de Pensii – offering private pension and facultative pension funds.



**OTP Group**

Branches	1573
Employees	30878
Number of clients	approx. 12 m
Total assets	219 billion RON
Profit after tax*	3.31 billion RON
Cost/income ratio	49.6%

**OTP Bank Romania**

Branches	105
Employees	1097
Number of clients	approx. 178 000
Total assets	5566 m RON
Profit after tax**	3.63 m RON
Cost/income ratio	78.5%
Market share	1.2%

IFRDS data as 31 December 2008 or 2008.

\* without dividend, net cash transfer, result of strategic FX position and Garancia transaction;

\*\* without dividend and net cash transfer

<sup>1</sup> OTP Garancia Asigurari was purchased by Groupama in 2008.

# Sustainability for OTP Bank Romania





By providing financial means, we offer opportunities to hundreds of thousands people to satisfy their basic and higher-level needs (e.g. home purchase, car purchase) and to raise their standard of living. For companies – both large and small – state organizations and for non-profit entities, we provide funds for development.

We also enable to keep safe and augment our clients' savings in accordance with their requirements (e.g. deposits, investment opportunities, personal retirement savings account) and we provide packages that make finances smoother.

In terms of sustainability, the greatest challenge for the Bank is to always fulfill the expectations of society and to comply with the ethical standards, while making sure it only contributes to the achievement of goals that are socially and environmentally acceptable.

Playing a determining role in the Central and Eastern European region, OTP Group and OTP Bank Romania are committed to sustainable and responsible operations and dedicated to the community they are working in. By our interpretation, corporate social responsibility is the business contribution to a sustainable development<sup>2</sup>.

The three pillars of corporate social responsibility are:

- economic – the influence of the organization on the economic welfare of its stakeholders, and on the local, national and global economic systems;
- environmental – the corporation's influence on organic and non-organic environmental structures;
- social – the company's impact on its social environment, including the effects exerted on the non-material values of the organization or on its stakeholders<sup>3</sup>.

***We have created our Corporate Social Responsibility (CSR) Strategy, in order to structure the CSR activities and to set the course of improvement. The strategy is based on the expectations of our stakeholders (owner, clients, employees, communities etc.) and on our current activities regarding corporate social responsibility.***

The key challenges of sustainability for OTP Bank Romania are:

- accountable and transparent operation;
- responsible provision of financial services with cutting edge quality;
- informing our clients and potential clients correctly on the possibilities and risks of our products;
- anticipating the dangers and crimes threatening financial institutions (fight against money laundering and financing terrorism);
- equal opportunities to all our stakeholders, including our clients, potential clients and employees;
- ensuring the appropriate working conditions for our employees and their appreciation;
- minimizing the direct and indirect environmental impact of our activities;
- promoting environmental awareness;
- supporting the efforts of local communities and society.

### ***2nd Greenest Office in Romania***

***Green Report, the local leader in environmental information, has evaluated the big companies' environmental measures and environmental friendliness of the offices.***

***OTP Bank Romania obtained the 2nd place and was the first among financial institutions by receiving 380 points out of 500. The Green Report highlighted the introduction of selective waste collection and recycling systems at OTP Bank headquarters, the car-pooling program of company cars and the environmental friendly heating systems.***

<sup>2</sup> Sustainable development meets the needs of the present, without compromising the ability of future generations to meet their own needs. Sustainable development implies economic growth with the protection of environmental quality. The essence is to use existing resources in order to allow society development in the present while preserving the environment for using these resources for an indefinite future.

<sup>3</sup> Stakeholders: A corporate stakeholder is a party (group or individual) who has an effect on, or can be affected by the company's actions.

# Responsibility towards our clients

The leading factor for our operation is the trust of our clients.

- While developing a new product, we always apply the rules of the Code of Ethics (this Ethical Declaration is publicly available on our website) and we pay constant attention to the development and framework of the social and economic environment.
- Our advantage rests in understanding our clients' needs, on the quality and efficiency of our services. To preserve the trust of our clients, we do not only develop innovative and responsible products, but we also serve our clients in a professional, flexible, transparent and accountable way.
- We are constantly improving the accessibility of our bank and its services and we strive to serve our clients in the most convenient way for them.

## Risk management – protecting our debtors and depositors

OTP Bank Romania considers the risk management as its social duty, far beyond its economic interest. The method of risk management is regulated and unified in the whole OTP Group.

OTP Bank Romania pursues a sound credit policy. We use a centralized risk assessment process and a statistical based, automated scoring and rating system to evaluate the solvency and paying willingness of our clients.

We require our clients to be transparent in their financial management and business operations and we do not accept loan applications which constitute breaches of the law, criminal acts or contravene environmental protection regulations. Nor are the customers whose activities can be presumed to breach general moral standards or social values, eligible to receive loans.

According to our credit policy, we do not grant loans to companies in environmentally or socially harmful sectors such as: tobacco, gas distribution, poaching etc. We determine specific conditions for corporations operating in industries with high environmental or social risk (e.g. agriculture, oil extraction) and in accordance with the regulations, they are regularly monitored. Our cooperation with the EBRD<sup>4</sup> and the EU has contributed to the development of environmental risk monitoring. Having to comply with the regulations of these organizations, we have learned new techniques and tools and we are currently working on updating our own processes.

## **Protecting our depositor and responsible lending**

*The bank plays an intermediary role among the different actors of society, and thus we are responsible for those depositing their funds (depositors) and towards outsourcing (lending) as well.*

*A bank is considered to be responsible towards those offering their funds in case it secures the repayment of their money. The security of the depositors requires that the bank exercise a strict and coherent review in the process of lending. The institution should offer credit only in the case of adequate collateral and appropriate solvency and willingness to do so.*

*The conservative policy is true for the borrower and this additionally protects the client from getting overdebted which can even lead to personal tragedies and the bankruptcy of companies. Responsibility does not end at the disbursement of the loan, but continues during the whole period of the repayment when following up the debtor's solvency.*

<sup>4</sup> European Bank for Reconstruction and Development



We offer a special bank card for Sapientia University students and professors providing benefits for the users.

At the time this report was created, we have joined the state program encouraging first home buys for youth. The subsidized loan is available at a lower interest rate and the state provides a guarantee for such loans. In the current economic situation, the loan does not only make possible the buying an own house, but it also stimulates the real estate and construction industry.

We appreciate our retired clients by providing them a higher interest rate for their deposits. In 2009, we plan to launch a product for pensioners, designed especially to their customs and needs.

OTP Fond de Pensii offers private obligatory pension and facultative pension funds as a supplement to the state pension, in order to secure income for older age.

With the Affinity Hockey Card, our clients can prove their support to the hockey team of Miercurea-Ciuc. OTP Bank Romania is endeavouring to exploit cooperation possibilities with international and national institutions in order to support the economic, social and environmental development of Romania.

We plan to promote energy efficiency for individuals, by a joint product with EBRD, but the introduction of the product depends on the economic situation.

### Responsible products

Some of our products are designed to fulfil the financial needs of a certain group in society. OTP Bank Romania pays special attention to the future generation. Junior products contribute to the development of financial culture and to the responsible finances management of young people. All of the accounts have preferential conditions and promote saving by higher interest rates.

### ***OTP Consulting Romania***

*OTP Consulting offers a wide range of consulting services to municipalities and corporations mainly regarding gaining and efficient use of EU Funds. The company provides complex solutions for the local development, including trainings and technical assistance. OTP Consulting supports identifying new projects and financing sources, writes applications, creates feasibility studies, makes strategic planning and supports project implementation by project management. The aims are – among others – to improve the infrastructure and the facilities of the settlements, to rehabilitate human recourses.*

*In 2008, our subsidiary participated in approximately 30 projects of which 66% were successful.*



We have opened 81 branches since 2005 and by opening the 105th branch at the beginning of 2009, OTP Bank Romania is present in every county. Our branches are barrier free, in accordance with equal opportunity requirements and the law. Opening times of branches are determined by the requirements of our clients. In order to provide our employees work-life balance, our branches are closed on the weekend.

### Ensuring and controlling responsible serving

Our colleagues explore the needs of the clients, when offering a product. In order to provide the best service and the most convenient products, we measure our colleagues' performance and compliance of our values, that are included in our objectives. We offer consulting services to corporate clients, attempting to understand their aims in order to be able to offer the best solution. We enhance the financial literacy and knowledge of our clients by providing them information on the different types of products and services.

*We have introduced the **children's corner** at one of the branches as a pilot project. Our aim is to make the branches friendlier and to provide the children with safe, interesting and challenging activities, while parents are being served. Positive feedback and experiences motivate us to set up more children's corners. In 2009 we are planning to establish 40 further play areas in the busiest branches.*

### Availability and transparency

We are committed to transparency at all levels and aspects; besides operating accountably and transparently, we take an active part in informing society of financial issues.

The CEO of the Bank, László Diósi, provides full availability for the press and media. Should a journalist have any question regarding OTP Bank or other financial or economic topic, László Diósi is there for a prompt answer. We have been organizing informal meetings with journalists and reporters on certain current topics since the second half of 2008 on a bi-monthly basis. We provide press releases on all important and relevant issues.





# Effects of the financial crisis



The financial and economic crisis resulting from the credit crunch during the fall of 2008, also affected the operations of OTP Group and OTP Bank Romania. The strict risk management of the OTP Group ensures a stable background for maintaining the financial balance and liquidity. At the same time, the crisis required and continuously requires changes in many fields.

- When the first signs of the crisis were visible, we reacted immediately. We suspended branch openings at the beginning of 2008, as preserving stability was becoming more important than expansion.
  - Crisis often causes repayment difficulties, both for our individual and corporate clients. Due to our sound credit policy, reimbursement difficulties of our clients started to emerge later, mainly at the beginning of 2009. Currently, we are applying even stricter conditions and a more detailed system for credit assessment. With regards to the maintenance of economic processes and development, it is essential to continue granting loans. Hence, we constantly offer loans, except in areas with high risks.
  - We have offered different solutions for our clients facing insolvency or overdue repayment since 2009 and at the time this report was created, we already had a Loan Protection Program.
  - For individual clients, we make it possible to suspend instalments for a maximum of a six-month period (which can be prolonged by another three months) in case of unemployment, decreased salary or illness in the family. We require our clients to pay only a small amount in the first six months and a higher, but still very favourable amount, in the next three-month period. Other options are also available, such as rescheduling the loan, replacement of the initial debtor, adding/replacing a co-debtor, refinancing a FCY loan with a loan in RON or changing the monthly reimbursement date.
- At the time this report was created, we had the first experiences of the Loan Protection Program and we can claim that the number of clients and volume of loans involved have increased in the past few months.
  - For corporations, we offer similar solutions as for individuals, but with tailor-made conditions. Individual negotiations make it possible to find the most convenient way to avoid insolvency and bankruptcy. We plan to elaborate a lombard loan product, providing our corporate owner clients the possibility to use their own savings as collateral for corporate loans.
  - We always encourage our clients to contact us before accumulating huge overdue instalments.
  - Deposits and savings have taken on a crucial role. As a result of scarce funds, banks are forced to mainly rely on their own funds when providing loans and financing projects. To be able to satisfy the financial needs of individuals and corporations – thus providing funds for economic development – we have to encourage savings and increase deposits. We are fully aware that the interests and trust of depositors require ensuring the security of deposits. In order to raise funds, our product development focuses on deposits and saving products.
  - Our customer care employees are faced with an increased number of questions and complaints. In order to enable our colleagues to answer our clients' questions properly, we constantly train and inform them regarding the overall situation of the Bank and the economy, the changing product portfolio and solutions for increased payment burdens.

# Responsibility towards the environment



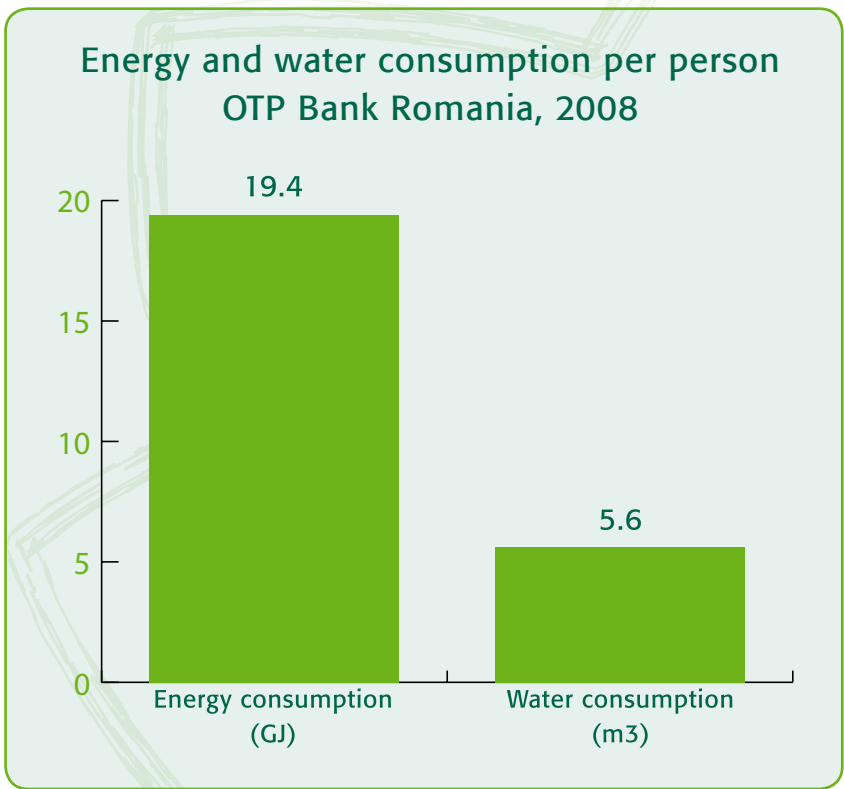


The environmental impact of OTP Bank Romania is as diverse as the social and economic effects of the operation.

Environmental impact of OTP Bank Romania

- Resulting from its intermediary role, OTP Bank contributes and provides the possibility of investments and activities which may affect the environment in either a positive or a negative way.
- The maintenance of buildings and facilities of the branch network, as well as business trips, have an inherent impact on the environment. Direct environmental impact depends on the behavior of our employees as well, thus we strive to enhance an environmental friendly attitude among our colleagues.
- The Bank is dedicated to raise environmental awareness; the economic multiplying effect can be applied in the field of the environment, as well as through our nearly 180,000 clients and more than a thousand employees.

How we mitigate our environmental impact  
We promote the reduced use of paper. OTPdirekt makes it possible for our clients to access their banking statements online. We constantly extend the use of electronic official forms and request forms. We aim to encourage our colleagues to print less and to use both sides of the paper. We plan to explore the possibilities of using recycled paper. We introduced selective waste collection two years ago and now a wide range of waste is collected in this manner. It is taken for granted that hazardous waste (IT and electronic devices, cartridges, etc.) is collected separately and we comply with all compulsory regulations regarding waste disposal. We collect paper sorted wherever possible. Official papers should be shredded before disposal for security reasons, making selective collection more difficult in the small branches. We collect PET bottles sorted but in order to reduce the space necessary for storage and disposal, we intend to procure bottle presser devices.  
One of the most important areas of direct environmental impact of the bank is energy consumption, in which we endeavor to use energy efficient solutions and devices. Most of our buildings are equipped with energy saving automatic systems – e.g. light sensors and timers. Air conditioning operates according to the outside temperature and can only be changed manually between certain levels. Our heating systems are highly energy efficient with low emission.



While refurbishing and reconstructing branches, we always take environmental aspects into consideration. Thus we use furniture made of recyclable materials and most of our branches and headquarters use energy saving light bulbs. IT devices require frequent change (every three years on an average), because of the extremely fast technical development. New procurement means enhanced energy efficiency in every case and we pay special attention to consumption when selecting the supplier. Although we had to suspend many investments as a result of the economic crisis, we plan to change one of our most energy consuming devices: the servers. We expect to decrease energy consumption by 66% and space requirement by 80%. We intend to urge our colleagues to switch off all electronic devices when leaving the office, instead of using stand-by mode.

We endeavor to reduce environmental impact deriving from transport. Car pooling rationalizes the use of company cars; our employees schedule their activities, and colleagues going the same direction travel together. We work on the extension of this system by picking up colleagues or by delivering packages on the way. Branches use common company cars, every group of three branches has its own vehicle. We also encourage safe driving; if an accident is the fault of one of our co-workers, she/he is required to cover the price of the insurance.

We are open to the initiatives of our colleagues and support their implementation. In 2009, we will place bike racks at our headquarters and later to branches on request, as well. We plan to create the possibility for our colleagues to volunteer on environmental issues.

We are committed to deepening our environmental programs and to improving our "Green Office" performance.

#### ***"Eco" Christmas at OTP Bank Romania***

*„We all wish a greener planet, so we have decided to take actions in this direction. Besides the internal recycling programs we develop, this year we have also involved children into environment protection actions, as the civic spirit is thought from early ages”, stated László Diósi, CEO of OTP Bank Romania.*

*We have invited our employees' children to decorate a plastic Christmas tree with home-made ornaments. Children had ten days to create the decorations out of recyclable materials (cardboards, paper, plastic bottles, wood or newspaper). Their efforts have been rewarded with natural-made toys and our colleagues offered them catalog describing the steps to be followed in order to keep the environment as clean as possible.*

# Social participation

*We believe that we have to take an active part in the development of the society we are operating in. OTP Bank Romania supports a wide range of programs and events in order to express its commitment to the community.*

## The way we support

In most cases donation is granted to individuals with our charity activities focusing on supporting the recovery of people with serious diseases and illnesses.

We sponsor initiatives dedicated primarily to furthering local communities, children, education, art, culture and sports, according to our sponsorship policy. We stipulate that the supported program should be in harmony with the values of OTP Bank Romania: trust, flexibility, responsibility.

In order to be transparent and use our funds in the most effective way, we assess sponsorship requests. We expect our beneficiaries to comply with the regulations on the expenditures and we demand feedback on the results and impact of the programs.

Programs and organizations we have supported in 2008

In 2008, we have spent more than RON 550,000 on sponsorship, we have contributed to many initiatives, among which:

- We have supported the communities of Botosani, Campulung, Sfantu Gheorghe, Bacau, in organizing their local cultural events.
- We have provided financial support to the camp of Ceangai children from Satu Mare.
- We have sponsored the International Children's Safety Service Association. OTP Bank Hungary has been the main donor of the association for 14 years and the partnership in Romania started in 2006. The bank mostly supports the health program with money obtained from donations collected in our branches and used for medical consultations, treatments, chirurgical examinations and medical devices. In order to open the Development Center of Sinmartin, expenses of materials and professional training of specialists were provided while to sustain the program of helping children from the streets and those who live in unfavorable conditions in Oradea and to sustain Children's Day activities.

## ***Our sponsorship activity is determined by the following principles:***

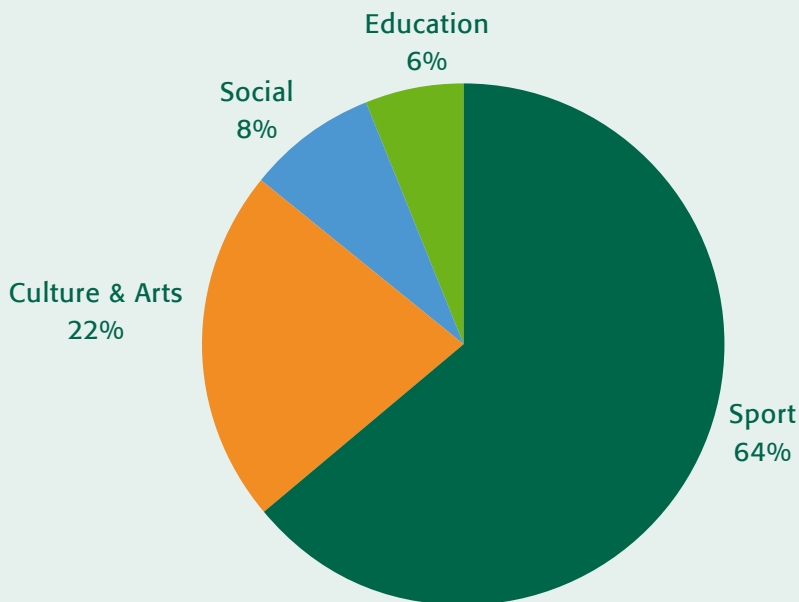
- ***Give chance:*** OTP Bank Romania supports primarily socially disadvantaged groups, helping them to catch up and cope with adverse circumstances in order to be successful. We attempt to help them by improving the quality of their lives and integrating them into society.
- ***Reinforce communities:*** Communities are the pillars of society in terms of producing values and building trust. OTP Bank Romania agrees to support events, projects, organizations and accomplishments that encourage people to get closer, thus helping to reinforce a feeling of belonging somewhere, being part of a community and representing values worth subscribing to.
- ***Support sports:*** We are compelled to support sports organizations, competitions and leisure activities that require physical and mental stamina, concentration, tactical skills and accurate team work. We have also defined exclusions for our sponsoring activity.

- We have sponsored the Christmas Tree Festival of the International Saving Children Organization. The Christmas Tree, designed by highly appreciated celebs, collect hundreds of thousands Euros every year by the bid. International Saving Children Organization is one of the most transparent organizations we cooperate with, by creating a detailed report on their activities, that we are able to follow the use and results of our contribution.
- We have supported students from Partium University, Babes-Bolyai University and Sapientia University.
- Used but still well functioning IT devices are usually donated to schools and other organizations or sold to our employees at a favorable price. In 2008 we have provided 10 computers to the Federation of Youth Organization in Ciuc Region. We intend to extend donations and to include used cell phones.
- We are a traditional sponsor of the Miercurea Ciuc hockey team and we are proud that we can contribute to the successes of such a talented team.
- We sponsor the football team of Odorheiu Secuiesc, as well as the basketball teams of Targu Mures and Covasna.
- We have provided financial support to the Ciuc Museum, to the concert of Carreras in Timisoara, to the Dance Generator event to raise money for the Secondary School of Choreography, to the film festival in Miercurea Ciuc, to the international photographic salon in Targu Mures and to the Peninsula Festival.

We are glad that our colleagues are willing to participate in charity initiatives and we intend to create more possibilities for them to express their commitment to social and environmental issues.

We have placed the same collection boxes in our headquarter buildings as in our branches, to make our employees able to donate money to the International Children's Safety Service Association. Before Christmas, our employees have contributed to the rehabilitation of a school in Faget – Bacau County, by collecting gifts for 47 children sheltered in the SOS Children Village in Bucharest. Approximately 300 books, 25 boxes of clothes, toys, writing tools and sweets have been collected and we have bought a printer as well. We have introduced blood donation, which is increasingly successful.

**Split of the amount of sponsorship by fields, 2008**



# Our employees

Our employees play a crucial role in the execution and implementation of our strategy and in achieving our goals. Therefore, the way we recruit, train and compensate our staff determines our long term success. Besides strengthening the commitment of our co-workers and striving for the improvement of their skills and ability for innovation, we also have a responsibility towards them. Our duty is to secure the stability of their workplaces, to provide healthy working conditions, to maintain the work-life balance and to assure equal opportunities.

## How we intend to be

OTP Bank Romania strives to exploit the advantages of the size of the Bank. Hence we need a client focused organization that is able to respond effectively to the changes on the market and to the needs of the clients.

We have conducted a survey on the organization's culture and we are now planning actions to develop it. Our aim is to enhance flexibility, constructive and affiliate behavior in order to be able to serve our clients' needs more completely and at a higher level. Thus, besides business goals, cultural and behavior objectives are strongly present in the personal objectives of our employees.

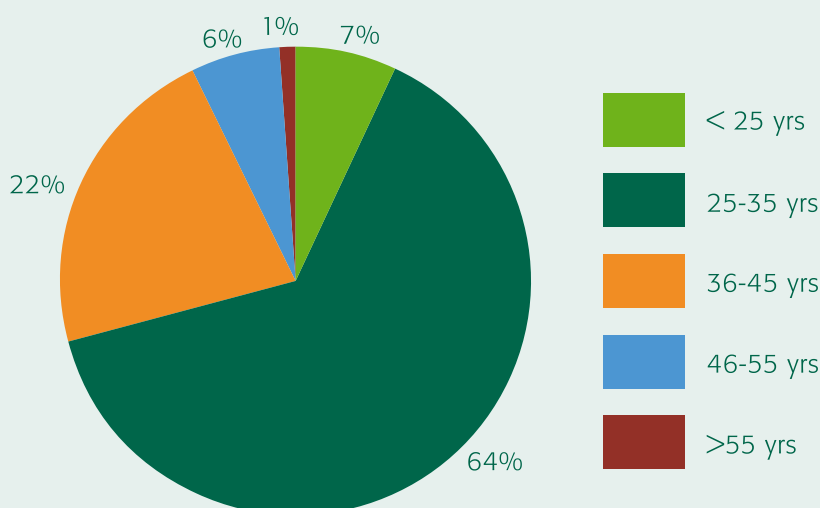
As a medium-sized bank, with around a thousand employees (the total headcount was 1097 persons on December 31, 2008), we are working to create an honest, motivating, flexible, open-minded atmosphere, where loyalty and high qualifications are a given. We are committed to invest in our employees and to provide them the opportunity of professional development. We are open to innovative ideas making the organization more successful, the operations smoother and the staff more coherent.

## How we are

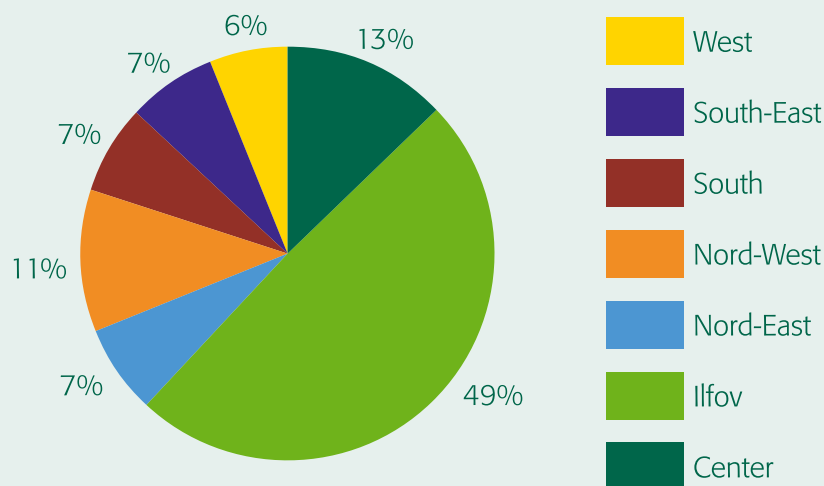
As the banking industry has emerged dramatically in the past two decades, it is not surprising that we have a very young staff. 22% of the headcount are career starters and more than 60% of the employees are younger than 35. In order to have a competent staff, we place emphasis on human competencies and provide sound professional training for newcomers.

In the past few years, significant growth of the market has resulted in a high fluctuation rate, but still below the sector's average. The financial crisis has changed the situation considerably: stability has become more important and benefits other than salary are more motivating than ever before. At the same time, building a cohesive and engaged employee basis has become easier – which is in advantage to the bank, to the clients, shareholders and employees themselves. Our employees appreciate our efforts and the inclusive and motivating internal culture, flexible working time, professional development and promotion opportunities seem to be good reasons to stay at OTP Bank Romania.

Breakdown of employees by age, 2008



### Breakdown of employees by region, 2008



#### Employees count

We have already implemented and intend to launch several initiatives to build a coherent team. In 2008, a team building was successfully organized, for the first time, for the whole bank and around 800 participants took part.

The expectations of our colleagues are taken into account as much as possible. Even if we do not have a trade union, three salary representatives stand for the interests of our employees. Our discussion extends beyond remuneration, with a mutual advantageous cooperation. In 2009, we will be conducting an employee satisfaction survey in order to explore the values important to our co-workers.

We pay attention to the health and recreation of our staff as well. We have a medical service

provider, offering packages at a discounted price, both to our staff and their relatives. Services aim at prevention besides recovery, while sport and wellness facilities are also available. As a contribution to our colleagues' recreation possibilities, we occasionally offer tickets to movies and theatre plays.

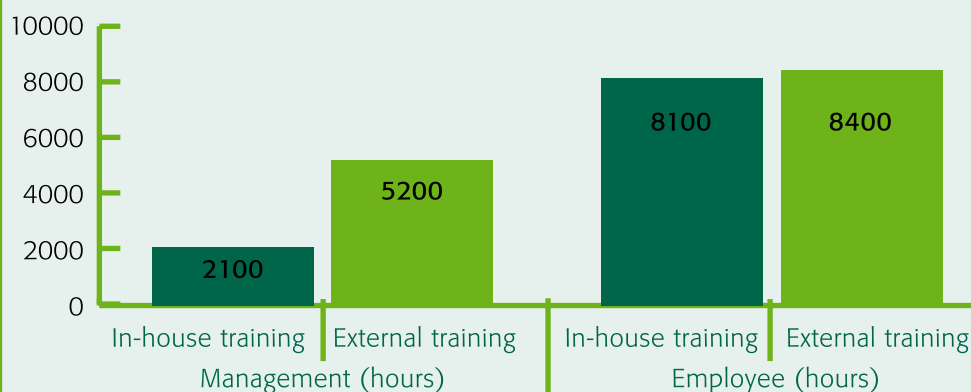
We honor loyalty: employees and teams who have worked for five years at the bank are given symbolic presents and we use the Christmas Party to hand out acknowledgements for the employee of the year, bank teller of the year etc.

#### Professional development

The newly launched talent management program provides outstanding development opportunities to prominent staff members. After an assessment procedure, high potential colleagues take part in the regional talent management program together with other affiliates of the OTP Group, while for potential colleagues we are developing the Management Academy, focusing on the improvement of managerial skills.

We place a great emphasis on the training of all our employees. In 2008, training expenditures per person exceeded 900 RON. We regularly assess professional and human competencies, creating personal training plans coordinated to the requirements of the particular job. Our employees are also allowed to submit their own requests for training, in line with their professional development. In 2008, we have introduced the e-learning system, providing a faster, more easily available and flexible way of education. As a member of an international bank group, language skills are of great significance, thus we provide English courses partially within working hours.

### Training hours OTP Bank Romania, 2008







### Open dialogue

The CEO of OTP Bank Romania is not only available for the media, but for employees as well.

Mr. László Diósi conducts a monthly meeting with salary representatives and we are intending to introduce an online dialogue in 2009, to which all employees can take part, posting questions or giving ideas directly to the head of the bank.

We have a dedicated e-mail account for employees' comments and requests. In 2008, we have launched a call for our colleagues to give recommendations for improving business processes and efficiency. We are glad that besides business related issues, we

also received ideas on environmental protection and on the reduction of the environmental impact of our operation.

We issue an internal monthly newsletter, informing our employees on corporate social responsibility issues and providing them information on health, environmental awareness etc.

### Development of the organization

Internal recruitment supports the building of a loyal and stable workforce. In the case of opening bank points nationwide, 70% of the positions were filled internally. We are also willing to use our cooperation with universities, for labor supply.

*We **host university students** for complete the compulsory traineeship. In 2008, 22 students of the Babes-Bolyai University completed their internship at OTP Bank Romania. In order to encourage their performance, we have set some objectives. A positive final evaluation often results in a permanent job (upon availability).*







**otpbank**

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**OTP Bank**

**Committed to the Environment**