

CONTENTS

shareholders	5
people	11
customers	17
community	25
environment	35



Corporate Social Responsibility 2007



MISSION STATEMENT

Our goal : to be the leading provider of value and relationship-based financial services.

Our mission : we are committed to service excellence in assisting our customers find the best solutions to their financial needs.

Our values : we share values that both support our mission and commit us to excellence in fulfilling the needs of our customers, shareholders, people and the communities we serve.

Shareholders : we are committed to increase shareholders' value and to sustain the strength and growth of the Group by using the capital entrusted to us prudently.

Our People : we care for our people. We encourage open communication and personal development and create opportunities based on performance. We treasure creativity and initiative and champion teamwork and empowerment.

Customers : our customers, be they personal, business or corporate, are our business partners. We strive to be understanding, friendly, flexible and professional in meeting their needs. We build our future with them through leadership in value, quality and price.

Communities : we are committed to enhance the prosperity of the communities in which we operate with absolute integrity and to support further the development of the Maltese economy.

Environment : we are committed to care and assume responsibility for our environment. We will consider both the direct and indirect impact of our decisions on the environment, whilst keeping open communication channels with stakeholders regarding this issue.

Corporate Social Responsibility : we are committed to play a leading and effective role in the country's sustainable development, whilst tangibly proving ourselves to be responsible and caring citizens of the community in which we operate.



RODERICK CHALMERS

Our commitment is to contribute to the social, cultural and economic development of the country, and to have proper regard to the efficient management of resources for the benefit of all our stakeholders.





TONIO DEPASQUALE

The past years have seen the formalisation of the Bank's commitment towards the principles of Corporate Social Responsibility. BOV believes that whilst its prime responsibility is to increase shareholders' value through the prudent and efficient use of capital, it is also accountable to society at large.

BOV's most valuable resource, its workforce, is drawn from the community. Likewise, customers, the lifeblood of the organisation, to whom the Bank is committed to provide a straightforward and efficient service, form part of that same community. BOV is inextricably linked to the community in which it operates and it believes that by safeguarding and enhancing the prosperity of society it will effectively contribute to the growth of the country.

All these considerations were factored in the Bank's decision to endorse the principles of good corporate citizenship. BOV has traditionally invested heavily in initiatives that enhance the welfare of the community through its Community Relations Programme. BOV's already tangible commitment towards the community evolved into a 360° commitment towards providing added value to all its stakeholders, be them shareholders, customers, its people or society at large.

This report seeks to provide information on BOV's progress in the quest to establish itself as the ideal socially responsible corporate citizen.





BOV Share Capital

	on adoption of Euro on 1 st January 2008	Increase in nominal value to €0.75 per share	Bonus Issue of 1 Pos for 4.92581
	200,000,000	200,000,000	
	€ 0.582343	€ 0.75	€ 0.75
	€ 116,468,600	€ 150,000,000	
	110,832,882	110,832,882	
Lm27,708,220	512,753	€ 83,124,662	
on of		€ 18,581	

SHAREHOLDERS

 Corporate Social Responsibility



SHAREHOLDERS

BOV is committed to increase shareholders' value through the efficient use of the capital of the company. True to its commitment to manage its capital in an efficient and prudent manner, the Bank has, once again this year, achieved outstanding results as reported in the annual report and financial statements for the financial year 2007. These results consolidate BOV's position as the leading player on the local financial market scene.

During the year under review, rating agencies Fitch and Moodys reviewed BOV's credit ratings and outlook. Fitch confirmed its rating at A-, whilst Moodys upgraded the Bank from Baa1 to A3, both with a stable outlook. Both agencies commented positively on BOV's position as the largest bank in Malta, its strong business franchise, robust profitability and improving efficiency.

BOV was also included in the DOW JONES STOXX EU ENLARGED SELECT DIVIDEND® 15 INDEX, a new index which was launched on the 5th February 2007. The objective of the index is to measure the performance of the highest dividend-paying stocks of the EU enlarged region relative to their home markets.

BOV incorporated the principles of good corporate citizenship in its strategic plan for the year 2007-2008. It is understood that this will positively impact on the bottom-line, thereby yielding higher returns to all the stakeholders, including shareholders.

The Management and Directorship of BOV

The Board of directors is composed of a Chairman and eight non-executive directors, whose role and responsibility is to set strategy and exercise good oversight and stewardship.

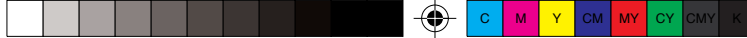
The Bank's current organisational structure incorporates the position of a Chief Executive Officer, a position which is occupied by Mr. Tonio Depasquale. The position of the Chief Executive Officer and that of the Chairman of the Board have defined and specific roles rendering these positions completely separate from one another.

The Board established Board and Management Committees whose principle functions are to aid in the decision making process of the Bank.

BOARD COMMITTEES

Audit Committee

The **Committee's** primary role is to assist the Board in discharging its responsibilities in matters relating to accounting and financial reporting to management, the Board and shareholders, ensuring that adequate systems of internal control are in place and in managing Board's relationships with internal and external auditors.



Compliance Committee

The **Committee** is responsible for overseeing the BOV Group's compliance with the obligations imposed by statute, legislation, codes, rules and regulations that are relevant to the Group and its business.

Remuneration Committee

The **Committee** is responsible for the development and implementation of the remuneration and related policies of the BOV Group, and for ensuring compliance with the relevant provisions and regulations of good corporate governance on remuneration and related matters.

Risk Management Committee

The **Committee** is responsible for the development and implementation of an enterprise-wide risk management framework and the review and reporting of identified risks.

MANAGEMENT COMMITTEES

Executive Committee

The **Committee** is responsible for the day-to-day management of the Bank's business, the development and implementation of approved strategy, policies, operational plans and budgets, the monitoring of operational and financial performance, the assessment and control of risk, the prioritisation and allocation of resources, and the monitoring of competitive forces in all areas of operation.

Credit Committee

The **Committee** operates within a Board approved credit-sanctioning limit. Proposals that fall outside this limit are referred, with the Committee's recommendations, to the Board for consideration and determination. In order to operate, the Committee needs to be fully constituted, therefore each member has an approved specific alternate.

Asset and Liability Management Committee (ALCO)

The **ALCO** was set up to manage the Group's balance sheet and to achieve an optimal balance between risk and return. The Committee reviews balance sheet risks and ensures their prudent management.



SHAREHOLDERS

Consideration is given, inter alia, to interest rate, liquidity, currency, solvency, and equity risks. Furthermore, ALCO also monitors the credit profile and setting of strategic direction in respect of credit risk, hedging strategies and hedge effectiveness in respect to the risks mentioned above, as well as asset mix, liabilities and balance sheet growth.

Our commitment to Shareholders

The shareholders are the beneficial owners of Bank of Valletta. Maximising shareholders' wealth is at the core of the Bank's operations. Open communication and straightforward interactions with shareholders ensure that the Bank's strategy is understood and endorsed by the beneficial owners of the organisation.

Apart from complying with the statutory reporting requirements through the issue of semi-annual and annual financial statements and holding an annual general meeting, BOV also engages in information initiatives that go beyond the requirements laid down by law. The Bank publishes a quarterly newsletter aimed at informing shareholders on corporate matters that are of interest to them. Additionally, the Bank's Investor Relations Officer is responsible for the two-way communication between BOV, shareholders and the investor communities both locally and internationally.

Furthermore, BOV shareholders are offered a range of benefits linked to their holdings that include reduction in fees on the Bank's products as well as third party discounts under the BOV Shareholders' Package.

BOV also issues "Notices to the Public" and "Company Announcements" to the public in general. Additionally, the Bank's website provides an easily accessible source of corporate information.

Overview of the financial year ending September 2007

The Bank of Valletta Group has registered a profit of Lm43.7 million (€101.8 million) before taxation for the year under review, compared to Lm38.4 million (€89.4 million) in 2006, representing an increase of 13.9%.

Return on equity for the year was of 26.4% (2006: 25.2%), while earnings per share amounted to Lm0.263 (€0.613), up from Lm0.233 (€0.543) in 2006.

Performance was driven by increases in interest margin, resulting from strong balance sheet growth; effective cost management, through which growth in costs was limited to 2.1%; and a strong performance on commission income. Credit Card business has continued to grow satisfactorily and excellent performances have been registered by the Group's stockbroking, bancassurance, trade finance, and foreign exchange businesses. Financial Markets + Investments (FM+I) has been adversely affected in the last quarter by the events in the international capital markets, and the impact of the market write downs made to the FM+I portfolio as at the year end.

The financial year under review was characterised by four dominant themes:





1. The sustained improvement in the performance of the Credit division and the quality of its loan book: During the year the Group has seen a growth of 12.6% in its loan book and a continuing improvement in the quality of that business. Growth has come from both the business and home loan (mortgage) sectors. Loans and advances to customers (gross of impairment allowances), increased by Lm128.6 million (€299.6 million), and now stand at Lm1.15 billion (€2.68 billion). Impaired lending, as a percentage of the total book, has decreased from 7.4% at September 2006 to 4.8% as at the year end and further improvements are expected. The charge for impaired loans has once again shown a marked reduction in the current year.

2. The continuing growth of customer deposits and BOV's strength in this sector: Total deposits have increased by Lm174 million (€405 million) from September 2006 to reach Lm1.85 billion (€4.3 billion) as at the year end and the Group has seen strong growth in retail demand for both Lm and foreign currency deposits. Growth on both sides of the balance sheet led to an increase in net interest income, which amounted to Lm55.6 million (€129.5 million), compared to Lm49.1 million (€114.4 million) in 2006.

3. The volatile environment in which our FM+I business operated during the year: During July and August of this year, the international markets experienced the most severe credit and liquidity crisis in recent banking history, causing Central Banks to intervene on an unprecedented scale. The Group's portfolio is of extremely high quality, and has been positioned defensively, with short absolute maturities and a low modified duration. However, the market turmoil was such that it resulted in the values of all but certain sovereign issues being quoted lower, and in the dislocation of certain hedging strategies. In this regard, the impact on the Group's results for FY 2007 was of approximately Lm4.3 million (€10 million) arising from fair value write downs, and Lm1.9 million (€4.4 million) from hedge ineffectiveness. The mark downs equate to less than 0.5% of the funds that FM+I have under management. However, barring unforeseen extreme developments, the Group expects the gradual unwinding of the hedge ineffectiveness, and the clawing back of a proportion of the mark downs over time, as liquidity, order and equilibrium are restored to the international credit markets.

The Group's associated and jointly-controlled entities contributed Lm2.5 million (€5.8 million) to profit for the year, compared to Lm4.1 million (€9.5 million) last year. This reduction in profitability was principally due to the lower reported profits from their investment operations.

4. The bank-wide preparations for the adoption of the euro: The Group has been preparing for adoption of the euro as the national currency for the past two years. The work involved covered the analysis, development and testing of all applications, systems and procedures for these to be euro compliant. Extensive staff training, rigorous planning and scenario testing for the logistics of the actual changeover period were also undertaken. BOV, as the National Partner Bank of the National Euro Changeover Committee, is playing a special role in ensuring a smooth and efficient transition for the benefit of the general public. We are continuing to work closely with the Malta Bankers' Association, the Central Bank of Malta, and the Malta Financial Services Authority and we have also tapped into the experience of the banking communities



SHAREHOLDERS

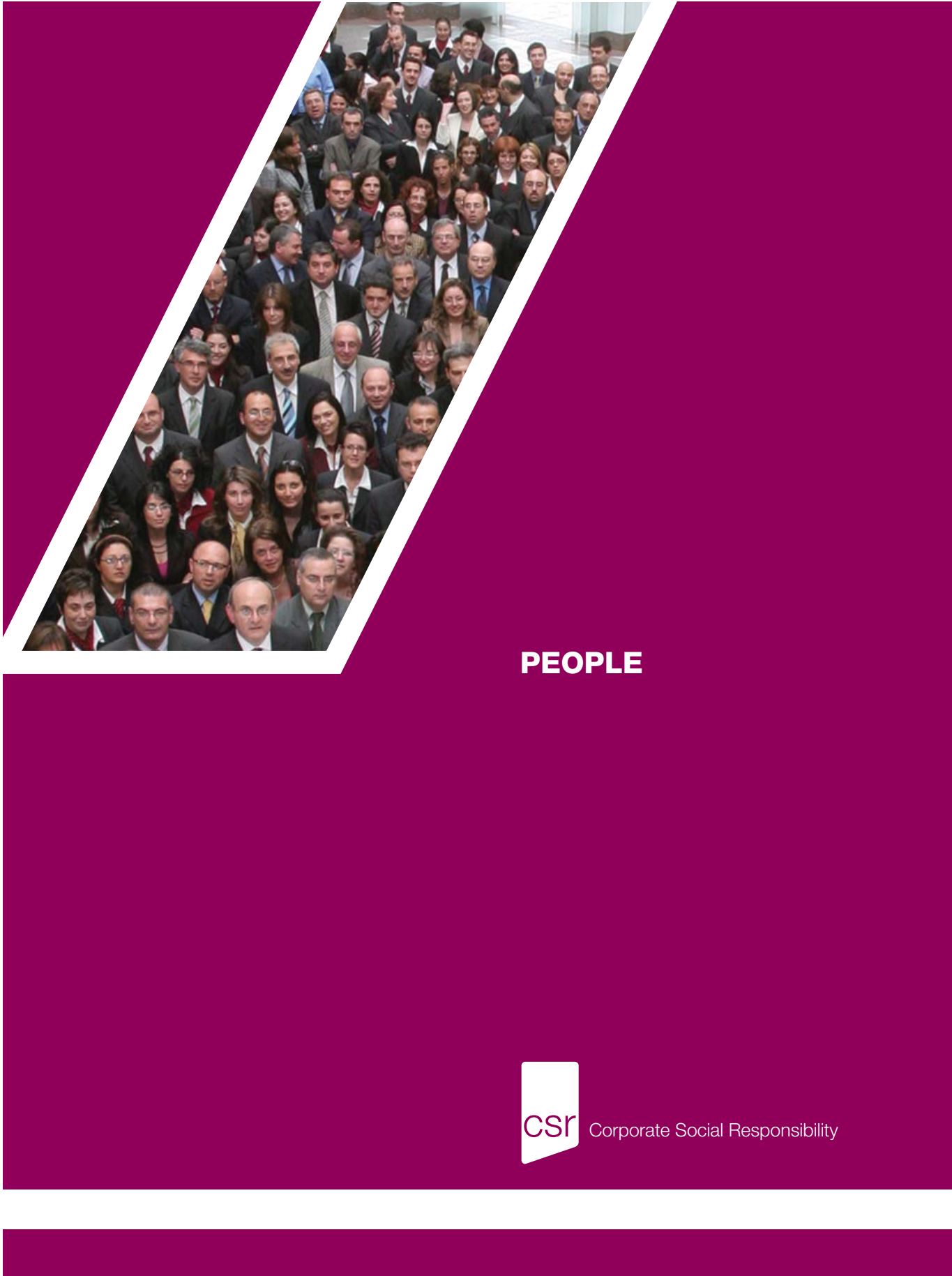
and national regulators of other eurozone and prospective eurozone countries.

The Group solvency ratio, which is computed in accordance with the Banking Directive on the Solvency Ratio of Credit Institutions, issued in terms of the Banking Act, Cap 371, is 14.08% (2006: 14.50%).

A gross interim dividend of Lm0.0675 (€0.1572) per share was paid on 30 May 2007. The directors propose a gross final dividend of Lm0.135 (€0.3145) per share. This results in a gross total dividend of Lm0.2025 (€0.4717) per share for the full year, compared to Lm0.165 (€0.3843) for 2006, an increase of 22.7%. The aggregate net dividend for the year is Lm14.6 million (€34 million), as against Lm11.9 million (€27.7 million) last year.

The Board is also recommending, effective 15th January 2008, an increase in the nominal and paid up value of the ordinary shares in issue from €0.582343 (which will, after euro conversion, be the equivalent of the current nominal and paid up value of Lm0.25 per share) to €0.75 per share. The increase will be funded by a capitalisation of reserves amounting to €18.582 million (Lm7.977 million). Furthermore, and also effective 15th January 2008, the Board is recommending a bonus issue of 1 share for every 4.92581 shares held. The bonus issue will be funded by a capitalisation of reserves amounting to €16.875 million (Lm7.245 million). These two moves will serve to strengthen the balance sheet through the increase in the permanent paid up capital of the Bank to €100 million and will also serve to enhance the affordability and liquidity of the Bank's shares.





PEOPLE





PEOPLE

Employees are the organisation's most valuable asset. Employees that are committed to the Bank's values and vision can make the difference when realising goals and are an important element of the service offered to customers.

Workforce Profile

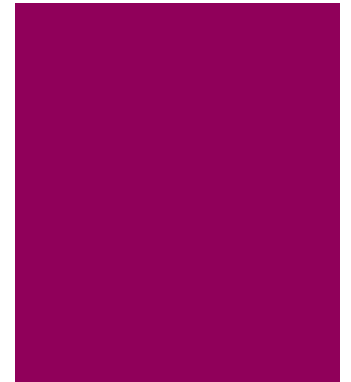
A total of 1,475 staff members were in employment with the Bank as at end of September 2007. During the year BOV welcomed aboard an additional 97 new staff members. During the year, a total of 28 staff members terminated their employment with the Bank. The majority (15) opted to take up one of the Bank's voluntary schemes for Early Retirement.

Employees in the clerical or signatory grade account for 63% of the workforce, whereas 5% are non-clericals. The resultant 29% and 3% are deployed in the managerial and executive grades respectively.

BOV's commitment towards gender equality is witnessed by the high number of female staff members employed by the Bank. Furthermore, the Bank has 26 persons with a disability in its employment. This is in keeping with the Bank's commitment to promote equality in the place of work.

BOV firmly believes in the value of education. To this end it provides incentives to staff members who further their studies whilst in employment with the Bank. These incentives take the form of additional days leave in order to sit for examinations as well as monetary incentives to obtain certain qualifications. Staff members may also avail themselves of a subsidized study loan. These incentives helped 71 staff members obtain a degree during the past financial year, thus putting up the number of graduates employed with the Bank to 294. Yet another 34 employees achieved a diploma, and 23 obtained certificates during the year. Around 150 employees are currently pursuing further studies.





Salaries and benefits

The Bank adopted the concept of Performance Related Pay in 2005, whereby an employee's performance determined the amount of bonus received at the end of the year. As from 2006, the employees' performance determines salary increments. The introduction of Performance Related Pay was complemented by the adoption of the FIRST Management System. The **F**ormula in **R**ealising **S**uccess **T**ogether mirrors the Strategic Objectives of the Bank. By breaking down the objectives into tasks that are performed by individuals, and monitoring the individual's performance, the Bank manages to achieve the goals set at the beginning of each financial year.

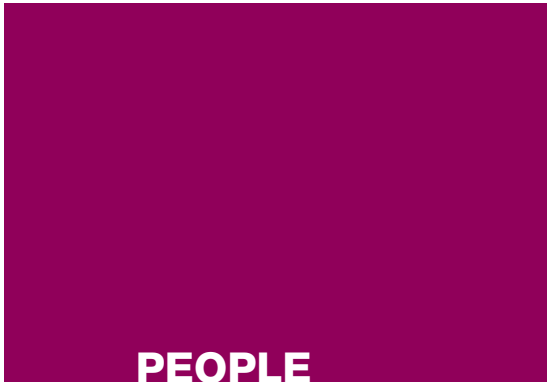
Work-life balance

The Bank has put in place a number of flexible working arrangements to enable staff members to work in ways which fit their individual and personal reality, within the framework of business requirements. These arrangements enable working parents to benefit from a reduced hours schedule. This is made available in the form of 30 and 35 hour weeks which an employee may opt to take up. Additionally, employees may opt to work either on a 5 or 6 day schedule.

The Bank increased the range of options available to working parents, by introducing a subsidy on Child Care Centre fees. Under the terms of the subsidy BOV will reimburse part of the fees associated with the provision of child care services for employees with children under the age of three years. Employees having children with special needs will be eligible for this subsidy until the child's 8th birthday.

2-Way Communication across the Bank

The Bank recognises that a successful organisation is one in which its workforce understands the mission, goals, values and procedures of the organisation. The Bank wants its people to work in an environment where their contributions are valued. To this end the Bank's executive management regularly meets up with staff members thereby promoting an environment that encourages creativity and participation. During these meetings staff members are encouraged to put forward their concerns and discuss issues that are of relevance in their everyday working environment. During the financial year ending September 2007 more than 90 staff members were invited to participate to these meetings. Executive Management adopts an open door policy and senior executives



regularly visit branches and support units in order to promote further 2-way communication.

A new initiative undertaken during financial year 2007 was the setting up of a team of 12 employees with different backgrounds to disseminate people strategies to fellow colleagues. The Bank, through the institution of this group placed added focus on internal communication, stepping up efforts to keep all employees informed on those events and initiatives that will impact them and that are of importance to the organisation.

On a quarterly basis, Branch Managers are invited to attend a Synergy Meeting. During this meeting, the objectives and performance of the retail network are discussed in detail with the persons primarily responsible for the day-to-day running of the business. Additionally, the Bank also organises seminars for Personal, Business and Banking Heads. During the Seminars, attendees are updated on the Branch Network performance and on the strategic initiatives that the Bank is working upon. These Seminars are organised on a regular basis with the scope of keeping the Branch Management teams abreast of their performance and to constantly communicate the business plan.

Additionally, the Bank also organises discussion fora, during which heads of department and branch managers are invited to discuss the strategic objectives of the Bank. During the past year, the following topics were discussed:

- Personal Banking
- Cards, and the euro
- Deposits, and the euro
- The Strategic Plan

BOV Success

...ideas for efficiency

Staff Suggestions

The Bank long ago recognised the value of harnessing the power of in-house creative ideas. Organisations require a steady flow of ideas and solutions from those who are closest to the processes and the customers, those with their “ears to the ground”. In view of this the Bank set up a staff suggestion scheme in 1997. To date more than 11,500 suggestions were submitted by employees. During the past financial year more than 1,300 suggestions were submitted by 393 participants. This contributed to the enhancement of product features, processes and procedures.

Employee Satisfaction

Understanding how employees feel about their employment with BOV, enables the Bank to respond to their needs. In view of this the Bank periodically conducts an employee attitude survey. This research tool enables the Bank identify areas for improvement and the overall level of satisfaction of its people.



The survey seeks to explore such issues as employee perception, attitude, behaviour, conditions of employment and employment relations. The results obtained show that the Bank has a high percentage of committed employees who are ready to give more than their very best in order to reach the overall objectives and targets. This is in fact demonstrated by high levels of commitment and organisational citizenship behaviour.

Training and Development

Training is the most important activity in the development of human resources. To this end during the year BOV provided a variety of courses aimed at providing employees with the required skills to carry out their duties. The following are some of the courses held during the year ending September 2007:

- Effective Negotiation Skills
- Written and Verbal Communication Skills
- Coaching Skills
- Customer Care
- Living the Brand Promise - An NLP Approach
- First Aid Courses
- Process Management Framework
- Euro Changeover Seminars



The Bank's training programme not only aims to equip staff members with the necessary know how to perform their jobs effectively and efficiently, but also aims to provide certain skills that will help people in their everyday lives. One such training course has used a Neuro-Linguistic Programming (NLP) approach, applying this to training designed to support BOV employees' efforts to deliver a branded customer experience.

Employee Development

By engaging in a programme of employee development the Bank committed itself to upgrade the knowledge and skills of its staff members. Employee development centres on the present role, and how to improve the skills in fulfilling this role, with an eye on the future development in roles where one's talents are best suited. Employee development fosters both personal and career growth.

Health & Safety

BOV is committed to achieve the highest standards of health and welfare for its employees and customers. The Bank's commitment goes beyond the requirements laid down by law. Providing working environments which



minimise risk to the safety or health of its employees is of paramount importance to the Bank.

To this end BOV provides health and safety communications and information that help people adopt a healthy lifestyle and maintain a safe working environment. During the past year the Bank organised a series of seminars and engaged in information initiatives aimed at educating its workforce. The following were some of the events organised by the Bank:

- Health & Safety presentations to Branches and Support Units
- First Aid Courses
- Health Seminars
- Occupational Health & Safety Representatives training courses

Additionally, the Bank appoints employees within each unit to act as Fire Marshals. These staff members are responsible for the smooth running of rescue operations in the case of fire within the building. In addition to fire Marshals, the Bank provides training to staff members who wish to act as first-aiders. The courses are held on a regular basis and the Bank ensures that it has an adequate pool of employees properly trained to deliver first aid to fellow staff members and customers.

Staff Activities

During the year, the BOV Sports & Social Club organised a series of events that help promote an increased sense of belonging and affiliation amongst staff. Among the initiatives supported by the Club were the:

- BOV Talent Show, a spectacle of comedy, song and dance that sees a cast and crew made up entirely of BOV staff members
- Treasure Hunt that required staff members, their family and friends to travel the island in search of coveted clues
- Splash and Fun day, a day jam-packed with fun activities for all the family
- BOV Giochi 2007, a series of thrilling games aimed at promoting team work amongst staff members

The Bank also organises a summer BBQ and a Christmas cocktail party every year. These annual events enable staff members to meet, and enjoy time together in a relaxed informal environment and serve to improve the ultra-personal relationships that exist within the organisation.

In-House Magazine

The Bank publishes a quarterly magazine that is compiled by staff members for staff members. This magazine provides insight into the social activities undertaken by the Bank and also provides in depth information that allows staff members to get to know each other better.

Way forward

The Bank's workforce is the heart of the business. Employee commitment and motivation have helped the Bank sustain profitability in the face of change. During the past year the Bank engaged in a number of initiatives to further enhance its relationship with its employees and is committed to continue working towards achieving an increased sense of affiliation and motivation.



CUSTOMERS





CUSTOMERS

BOV is aware that the ability to understand and effectively respond to customers' ever changing needs is amongst the factors that ensure the success of an organisation. Excellent customer service starts by first taking the time to get to know customers, their situation, concerns and goals. The Bank's commitment is then to provide helpful solutions that are attractive and add value to the customer. All these principles are firmly embedded in the Bank's Brand Promise.

Overview of BOV in the market

With a market share of over 40% in deposits and loans, BOV ranks as the largest Maltese Bank. BOV's sound standing in the local market resulted in credit rating agency Moody upgrading the bank from Baa1 to A3 with a stable outlook.

Bank of Valletta was named Bank of the Year in Malta for 2007 by The Banker, the monthly banking publication of the Financial Times. This is the third consecutive year that BOV has won this prestigious award. Concurrently, for the second consecutive year, BOV won the Best Bank Award 2007 from Global Finance Magazine.

The Bank, through its' Brand Promise has also been short-listed for the Most Innovative Customer Service Programme under the Financial Innovation Awards 2007. Bank of Valletta is competing with renowned international companies such as the Royal Bank of Scotland International.

The Bank's network

The Bank offers a variety of ways of accessing its services. It has 44 branches in Malta and Gozo, and representative offices in Australia, Canada, Italy, Tunisia, Egypt and Libya. A total of 69 ATMs are spread throughout Malta and Gozo. The Bank's internet, telephone and mobile banking services enable customers to have access to their accounts 24 hours a day, 7 days a week. These services provide customers with the flexibility to verify balances, effect account transfers and pay third parties at the touch of a button.

BOV also recognises that the various customer segments that it services have different needs. With this in mind, the Bank set up a number of Business Centres and a Corporate Centre with the specific aim of servicing the business community. Business Centres are found in Fgura, Msida, Naxxar, Qormi, Valletta and Gozo. Additionally the Bank supports small businesses through its SME department. During the past year BOV participated in a number of seminars that were held in order to aid this market segment.

The Bank's Personal Wealth Management arm was strengthened in order to provide customers with the added benefit of Investment advice, Portfolio Management and Trustee Services.

The provision of this service helps customers achieve superior long-term returns in line with their risk profile and personal requirements.



Customers may elect to remain personally involved in taking investment decisions through Advisory services or may delegate the management of the portfolio entirely to qualified Investment Managers using the Discretionary Portfolio Management services.

The unit is manned by Relationship Managers, who are specialists in analysing and servicing the complex financial requirements of private clients. They are committed to provide a personal, flexible and discrete service based on trust and long term relationship with the sole aim of maximising the customers' personal wealth.

The Bank's Personal Wealth Management arm gives the opportunity to customers to benefit from the services of specialised Financial Advisors geared at managing investments' portfolios. Besides the open architecture approach, other products offered by this unit are VFM funds, stockbroking services and bancassurance products.

The Trusts Unit was set up in order to cater for the increased complexity of customers' financial requirements. Trusts are flexible arrangements that can provide a number of benefits to address customers' specific needs.

Highly trained and qualified Savings and Investment Officers and Financial Advisors are deployed in the branch network to provide Financial Planning and Investment Advice. They help customers review their financial situation, understand the products and services on offer and select those that best suit their needs.





BOV has a Customer Service Centre, that provides 24hours, 7 days a week assistance to customers requesting assistance on card services. Alternatively it provides services to customers from 08:00 to 20:00 on normal working days. Originally conceived as a call centre for customers encountering difficulties with internet banking services, the Customer Service Centre has now developed into a fully-fledged unit manned with employees trained to deal with all customer requirements.

The ability to listen to customers and respond to their needs is one of the key drivers of success. In view of this, the Bank's Customer Service Centre deals with suggestions, complaints and queries put forward by customers. Furthermore, the financial year ending September 2007 saw the completion of the BOV One Number Project. The BOV number (2131 2020) is today a single point of contact, providing customers with a straightforward and efficient service.

Accessibility

The Bank is committed to provide a wide range of services that are easily accessible to customers. 75% of the Bank's premises are accessible to wheelchair users. The Bank offers a VIP internet banking package to persons with visual impairment. Additionally, customers may opt to receive large print statements.

The Bank recognises that providing staff members with the necessary soft skills to handle persons with disability is as important as providing access to premises or facilities that will enable these customers to make use of its services. To this end, in liaison with the KNPD, the Bank organised a series of training sessions aimed at increasing awareness regarding this issue.

BOV Product Suite

The range of products made available to customers spans from the traditional savings and current accounts to the more sophisticated fund management services and insurance products. The Bank nowadays has developed into a financial services institution offering an umbrella of services to cater for all the financial requirements of its customers.

Additionally, our partnership with Middle Sea Valletta enables customers to apply for life assurance products as a vehicle for protection or investment through any BOV Branch, Bancassurance Office and Wealth Management Unit. Bank employees are also trained to provide assistance on collective investment schemes.

The Bank, through its subsidiaries Valletta Fund Management and Valletta Fund Services, enables customers to diversify their holdings and maximise their wealth.

Even the most traditional of bank products, the savings and current accounts were developed in a way to enable customers choose the right product for their financial needs. BOV recently launched an e-account, a higher yield savings account that may be operated solely through the use of automated channels, such as ATMs, internet banking, telephone banking or mobile banking.



CUSTOMERS
20 Corporate Social Responsibility





The Bank also offers a wide range of index linked accounts that enable customers to benefit from a rate of return that is linked to the performance of indices.

BOV's range of loan products was also enhanced to cater for the diverse needs of its customer base. The BOV Boat and Yacht Finance provides finance for the purchase of boats and yachts.



The BOV Education Loan Scheme enables students obtain financing in order to further their studies, whilst the BOV Club packages aim to provide financial products that cater for students in secondary schools up to post-graduate years.

Customer Satisfaction - Research

Seeking the views of customers enables the Bank to improve the service it offers. BOV conducts a regular postal customer satisfaction survey that seeks to measure the service provided by its retail outlets.

This research method is further complemented throughout the year by telephone surveys. During the year ended September 2007 the Bank conducted telephone surveys with more than 2,000, of its customers. The Bank strives to institute close knit relationships with its customers. To this end a pool of bank employees regularly sets up meetings with the Bank's customers with the aim of gauging their level of satisfaction. More than 600 customers were contacted in this manner during the year ending September 07.

Customer Satisfaction - Feedback

Not only does the Bank actively seek to understand its customers' needs by conducting research exercises, but it also provides customers with a





number of channels to air their views regarding the service provided by its outlets.

Customers may put forward positive and negative comments through a feedback form designed specifically for this purpose.

The Bank strives to resolve any issues within a reasonable time frame and takes all the necessary steps to keep customers informed during the duration of the process. The Bank ensures that the required measures are taken to resolve issues quickly and fairly and that the information is used to improve customer service, processes and products.

Customers are furthermore given the opportunity to nominate employees who provide exceptional customer service by means of this feedback form. The employee who receives the highest number of nominations is rewarded accordingly.



The Euro Bank

BOV has taken a leading role in the process leading to the adoption of the euro as Malta's currency from 1st January 2008. BOV was appointed the Official Partner Bank of the National Euro Changeover Committee. This appointment has positioned BOV at the forefront of financial and economic developments in Malta at this important and historic time when the country is joining the eurozone.

Customer Education

Throughout the year the Bank organised a series of seminars on a number of topics that are of interest to customers. Amongst the seminars organised were:

Investor Education Programme : During these public talks, customers are given information regarding subjects of interest in the sphere of banking and financial services. During the year 2007 the topics discussed were





advisory services, bonds, discretionary portfolio management, e-banking services, the euro changeover process, funds, pensions, retirement planning, shares, structured products and trustee services.

The talks were delivered by representatives from Bank of Valletta p.l.c. and Valletta Fund Management Limited. Another two seminars were held in collaboration with the MFSA, in which a representative of the MFSA gave attendees advice on the choice of financial services providers, financial products and services.

Euro Changeover : During these talks, Bank representatives explain the various stages involved in the adoption of the euro as Malta's official currency, highlighting the responsibilities of the Central Bank of Malta, the





European Central Bank, the significance of the common currency and its benefits to Malta. The euro currency, its denominations, features and use of the euro in the world are also discussed.

Conclusion

Exceptional customer care, a wide range of products and the provision of a friendly, professional service are the ingredients of the Bank's success. BOV recognises the value of its customers and seeks to build long term relationships based on mutual trust.





COMMUNITY

csr Corporate Social Responsibility



COMMUNITY

BOV's business activities extend beyond mere financial transactions and reach out to the different communities within which the Bank operates. Numerous stakeholders that interact on a daily basis with Bank of Valletta are intertwined and the Bank serves this community by providing an efficient service to customers and providing employment to people. In turn, the community serves the Bank by providing the resources it requires. Recognition of this mutual interdependence has led the Bank to engage in providing tangible support to the community in a variety of ways.

BOV in the community

The Bank's commitment towards the principles of Corporate Social Responsibility is but one of the many ways in which BOV supports the community. Bank of Valletta believes that it is not only accountable to its shareholders but also to its people, customers, suppliers and society at large.

Community Relations Programme

The Bank invests heavily in the community specifically through its Community Relations Programme. Through this programme the Bank is engaged in 7 distinct pillars of activity including Arts and Culture, Heritage, Environment, Sports, Social, Education and the Business sector. This formal commitment by the Bank is manifested in the pledging of Lm350,000 (€815,280) in this year alone for the implementation of the programme. This amount (representing 1.31% of profits) reaches out to the many different stakeholders that form part of this community.

Arts and Culture

BOV supports established as well as emerging artists through specific sponsorships aimed at promoting local talent. The Bank provides financial assistance to various artists showcasing a variety of artistic exhibits such as paintings, photographs, sculptures, ceramics and models. The financial assistance provided by the Bank supports/enables artists to exhibit their works of art both locally and internationally. Additionally, the Bank also hosts retrospective exhibitions on its premises in the course of the year.





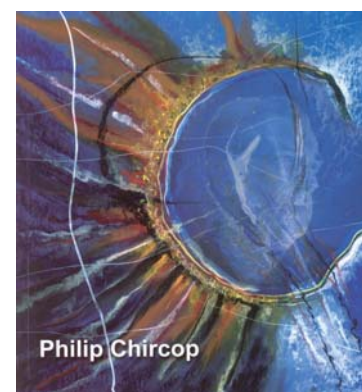
Financial year 2007 saw Philip Chircop and Victor Diacono showcasing their artistic endeavours at BOV Centre.

Apart from providing financial assistance to artists, the Bank also sponsors high profile cultural events such as the BOV Streets Alive and the BOV Opera Festival. The BOV Streets Alive initiative promotes Valletta as the epicentre of evening leisure and commercial activity. The Capital City is full of historical treasures and picturesque surroundings and as such provides the ideal setting for the public at large to enjoy a pleasant evening out in Malta's capital city. The activities hosted during the BOV Streets Alive draw many people to Valletta, thus benefiting the business community that forms part of the city.

In line with its commitment to playing a leading role in the promotion of arts and culture in our country, Bank of Valletta signed up as a main sponsor of a wide-ranging programme of cultural events organised during May 2007 in Victoria, Gozo. The events, known as Lejlet Lapsi Notte Gozitana, were organised jointly by the Ministry for Gozo and the Ministry for Tourism and Culture. Through its support, the Bank helped promote Gozo as a popular destination and helped generate increased economic activity in Gozo as a result of the influx of Maltese and foreigners that were attracted to the island.

The BOV Opera Festival is an eagerly awaited annual event. Hosted at the Manoel Theatre in Valletta, the Opera Festival showcases a number of world-acclaimed operas and operettas. This year the programme was enriched with two major productions, Giuseppe Verdi's Falstaff and Gaetano Donizetti's L'Elisir D'Amore. The BOV Opera Festival gives the opportunity to local artists to showcase their talent in a prestigious production that is one of the main highlights of Malta's cultural calendar.

Additionally, the Bank also sponsored two major opera productions in Gozo, namely La Forza del Destino by Giuseppe Verdi and Macbeth, a production that saw the world renowned Joseph Calleja celebrating the 10th anniversary from his debut. BOV has positioned itself as one of the leading patrons of cultural activities organised in Gozo. True to its commitment the Bank supported the 10th edition of the Victoria Arts Festival. Spread over a period of five weeks, this event became Malta's longest running festival. This year's events featured full orchestras and choirs, chamber ensembles, contemporary music, song recitals, literary evenings and more. BOV was one of the main sponsors of the Summer Arts Festival. This Festival showcased a kaleidoscope of activities ranging from theatrical productions, many of which were housed in the picturesque





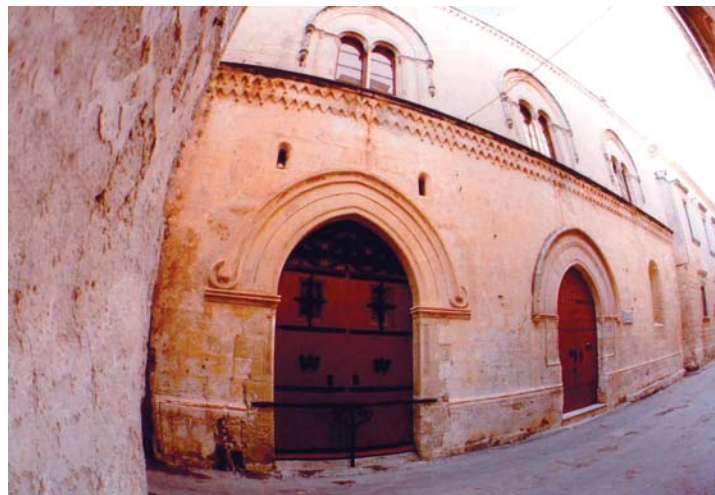
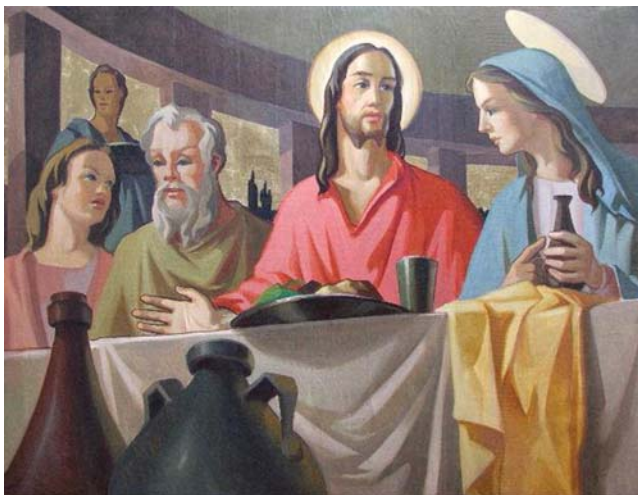
Opera House ruins, concerts, chamber recitals and performances by local and foreign artists.

Heritage

The Maltese islands are endowed with historical sites and embellishments. The importance of safeguarding these national treasures has long been recognised by BOV. In fact, the Bank supports a number of initiatives and organisations that aim to preserve and promote the heritage of these islands.

Through its financial assistance towards the Tarxien Temples project and its association with Heritage Malta, Bank of Valletta is financing a major heritage project that will result in a completely different and enhanced visitor experience. Over the years, since the launch of the BOV Tarxien Temples project in 2003, extensive works have been undertaken at this unique site. Notably, Heritage Malta has undertaken the preservation of two megaliths, that carry what might be the oldest graffiti of sea-faring vessels ever found. In addition new electronic conservation monitoring equipment has been installed on site and a number of activities aimed at educating the younger generation have been organised. The major deliverable under this long term project is the building of a modern and innovative Visitors' Centre that has been designed to completely transform the visitors' experience.

Financial year 2007 saw the official opening of Palazzo Falson, after a painstaking six year restoration programme, which the Bank has supported.



Another example of the Bank's commitment to heritage is the support that was lent towards the restoration of the Ta' Giezu crucifix, when this was damaged during an unfortunate incident. The Bank's sponsorship in this regard helped restore the crucifix to its original state. Apart from being an important religious icon, the crucifix also carries significant historical value. In fact, the crucifix, which is only exposed to the public during Lent, is usually used during the religious ceremony on Good Friday. It is understood to be around 190 years old although the exact date when it was produced is not known.

True to its commitment to provide assistance to worthy causes, the Bank also sponsored the restoration of the Emvin Cremona's paintings found





in the Ta' Pinu Sanctuary. To date, thirteen out of the twenty original paintings have been finalised. It is planned that the restored collection will be on display for the public by June 2008. This will coincide with the 125th anniversary celebrations of the apparition of Our Lady Ta' Pinu. The project for the restoration was commenced in October 2005 and is being supported by the Bank through a sponsorship of Lm10,000 (€23,294).

The Bank also extended its support to restore Francesco Zahra's painting in St. Helen's Basilica. The painting entitled, 'The Institution of the Eucharist' is a unique, 18th century original painting by this prominent Maltese artist. During the restoration works, two unique features were discovered in this painting. On close investigation of the brushstrokes, it was noted that this painting is entirely by Zahra's hand. This is significant and makes this masterpiece even more unique given that Zahra was renowned for painting the centre figure of his paintings and then having the work completed by his students. Another feature of this painting that is rare in Zahra's works is that the date '1752' can be seen at the bottom right hand corner of the painting.

Environment

The Bank is committed to use resources more efficiently and reduce waste, thereby lessening the impact on the environment. Furthermore, it collaborates with various organisations in order to proactively improve the environment in general. Further details of the Bank's activities in this respect are given under the environment section of this report.

Sports

BOV is an active supporter of the local sports scene. The main objective of the Bank is to support national sports events, thereby indirectly promoting the talents of individuals and teams that participate in such year-long events.

The Bank sponsored the National Football Leagues since 2005. This support, which is pledged even for the 2007/2008 leagues, goes a long way in ensuring the sustainability of such an important local sport. BOV also extends its support to the Player of the Month initiative. This award





has two important dimensions; it not only seeks to reward excellence amongst footballers but also enables players to choose a charitable institution that will benefit directly from a donation given by the Bank. The following is a list of the players and charitable institutions that were rewarded during the season:

October 2006	Ivan Woods	Ursuline Creche, Sliema
November 2006	Daniel Bogdanovic	ARKA Foundation, Gozo
December 2006	Daniel Bogdanovic	ARKA Foundation, Gozo
January 2007	Renato Conceicao	Ursuline Creche, Sliema
February 2007	Gilbert Agius	Moviment Missjunarju Gesù Fil-Proxxmu
March 2007	Daniel Bogdanovic	Lourdes Home for Children, Gozo
April 2007	Roderick Bajada	St. Rita's Home, Tarxien
May 2007	Manolito Micallef	Puttinu Cares, Cancer Support Group
August 2007	Darko Krsteski	Dar tal-Providenza, Siggiewi
September 2007	Gilbert Agius	Moviment Missjunarju Gesù Fil-Proxxmu



In addition to sponsoring the National Football league, BOV also entered into a sponsorship agreement with the local basketball federation. Under the terms of the sponsorship agreement, BOV will support the Malta Basketball Knockout Competitions, the Children Nursery programme as well as the MINIBASKET Programme.

All the sponsorships extended by the Bank are in keeping with its commitment to support the local community and extend this support to other areas of sport is something that the Bank will continue to explore in the coming years.

Social

The help extended by the Bank under this pillar takes the form of donations to charitable and philanthropic institutions that seek to assist persons with special needs or medical problems. The Bank is supporting projects by the major social NGOs in Malta. Amongst the organisations that benefited from the Bank's support during the year were:

- Dar tal-Providenza
- Razzett tal-Hbiberija
- Eden Foundation
- Arka Foundation
- Ursuline Creche
- Oasi Foundation
- San Miguel School for Disabled, Pembroke





- Down Syndrome Association
- Dar il-Kaptan
- Caritas (Malta)
- Equal Partners Foundation

Help id-Dar tal-Providenza

Id-Dar tal-Providenza this year benefited from the proceeds of the annual Cashlink for Charity campaign. The mechanics of the campaign are simple, BOV donates 3 cents (7 euro cents) for every card transaction effected. The campaign was held during the month of August and proceeds were donated to Id-Dar tal-Providenza.



BOV Cashlink

GHIN ID-DAR TAL-PROVIDENZA

BOV jagħmel donazzjoni ta' 3c/7 euro cents kull darba li thallas permezz tal-Cashlink
bejn l-1 u l-31 ta' Awissu 2007.

www.bov.com customercare@bov.com 2131 2020

BOV
Bank of Valletta
Impenn lejn is-Suċċess tiegħek

Transplant Support Group

For the seventh year running, the Bank extended its support to the Transplant Support Group. This Group aims to bring together all transplantees of organs, locally or abroad, and those awaiting to be transplanted with an organ and look after their needs and well-being. The Group regularly issues a publication which is entirely produced and funded by BOV. BOV also sponsors events and initiatives undertaken by the Transplant Support Group. The Bank also provided its expertise to set up the Group's website. BOV entirely funded the setting up and hosting of the site on the world wide web.

Istrina 2006

The Istrina Team and Bank of Valletta once again teamed up for the BOV Istrina Campaign 2006. In preparation for the annual program broadcast on national television, the BOV and Istrina teams visited schools in Malta and Gozo to distribute and eventually collect 7,000 piggy banks. For the first time, during 2006 the Istrina team also distributed a number of piggy banks, donated by Bank of Valletta, at various retail outlets. Over 65,000 students raised Lm8,400 (€19,567). The Bank not only matched the sum raised by school children, but topped up the amount to reach Lm20,000 (€46,587). The funds were presented during the live broadcast of Istrina 2006.





Education

Lying at the heart of the Community Relations Programme is the Education pillar. BOV supports students in all the stages of their scholastic endeavours. BOV has always engaged in initiatives aimed at promoting educational development be it at kindergarten level or tertiary education level. BOV is committed to provide access to education through the financial assistance it provides to institutions. It has formed relationships with multiple organisations and supports initiatives that work to improve the quality of education through partnerships with these organisations. The initiatives undertaken by the Bank during the past financial year include:

- Donation of books to Marsa Local Council
- Sponsorship to Summer University of Performing Arts
- Euro education programme at Qormi Primary School
- Sponsoring the Dean's list at the Faculty of Arts, University of Malta
- Donation of computers to the Foundation for Information Accessibility (FITA)
- 'Kinder Garden' music book for young performers



Bank of Valletta extended its support to 'Reach', an educational programme by the Down Syndrome Association in collaboration with the Eden Foundation. The ultimate aim of this two year project is to complement the teachings received in schools by children who have Down Syndrome and assist them in leading a more independent life.

The Bank's Training and Consultancy Unit organised a one day seminar at the Institute of Business and Commerce of MCAST. The main objective of the seminar was to highlight the services offered by local financial institutions to the business community. Special focus was given to practical, real life situations, with a view of helping the students to create a link between the theory and the issues that they will face when they venture in the business field.

Additionally the Bank's Investor Relations Office regularly organises a series of educational seminars for the general public as part of its Investor Education Programme. The aim of the Programme is to educate investors



as well as individuals interested in expanding their knowledge on financial matters. Attendance to the sessions is free of charge. The topics covered during this year's edition of the Investor Education Programme were advisory services, bonds, discretionary portfolio management, e-banking services, the euro changeover process, funds, pensions, retirement planning, shares, structured products and trustee services. Another two seminars were held in collaboration with the MFSA, in which a representative of the MFSA gave attendees advice on the choice of financial services providers and financial products and services. The Bank is pleased to organise these educational seminars which place knowledge and expertise at the disposal of the general public, in its efforts to contribute towards the community in which it operates.

Business

BOV supports the business community not only through the provision of banking services but also through the setting up of business alliances for the mutual benefit of the Bank and the community. BOV strives to become an active and supportive partner of business and professional associations. A number of institutions benefitted from the Bank's support, amongst which are:

Federation of Industry (FOI) and the Malta Hotels and Restaurants Association (MHRA) - The Bank has signed three year business agreements with these organisations. The agreements set out the parameters for wide ranging business strategic alliances between Bank of Valletta and these two important business organisations. By virtue of the agreements, BOV is also being recognised as the Official Bank of the FOI and the MHRA for the forthcoming three years. Through financing and other forms of support, the Bank seeks to contribute towards the success of local industry. The Malta Federation of Industry is the independent voice of the small, medium and large manufacturing and services enterprises and the Bank's support is directed at strengthening this organisation further. The MHRA, on the other hand, has a very important role to play within another sector that is of significant importance to the Maltese economy.

The Chamber of Commerce - BOV and the Malta Chamber of Commerce and Enterprise have signed a three-year agreement that will see both entities pool their resources and know-how for the benefit of the local business community. This agreement underlines the Bank's resolve to play a leading and supportive role within Malta's business community. The Chamber's role is to promote enterprise and growth to the benefit of all its members.

The Chamber of Engineers - that represents the engineering profession and is involved at both local and European level through its affiliation with the European Federation of National Engineering Associations and with the Council of Associations of long cycle Engineers of the European Union.

Malta Union of Midwives and Nurses (MUMN) and the Association of Private Family Doctors - through the agreement the Bank was appointed the Official Bank of these two organisations.

Malta Association of Women in Business - this Association sets out to promote an environment for women to grow and develop in their business and profession. BOV was confirmed as the official sponsor and banker of the Association.





BOV Review

In line with its commitment to support the community, BOV in collaboration with the University of Malta, periodically issues the BOV Review, a bi-annual publication that typically features four informative papers regarding local and international developments.

BOV and the EURO Changeover

The Bank is playing an important role in the preparations leading to the euro changeover. It was appointed as the official partner of the NECC and undertook a number of initiatives aimed at promoting a seamless change to the new currency.

Under the terms of the agreement, the NECC has distributed the BOV euro converters to Maltese households. These converters are intended to assist the public and facilitate the process of getting used to the new currency values.

A virtual euro countdown clock was launched on the BOV website and 3 countdown clocks were installed in Valletta, Marsa and Kappara.

A number of seminars to help businesses, individuals and school children to familiarise with the euro changeover were also held. Information pertaining to the euro changeover, dual pricing and handling of cash was provided during the course of these seminars.

Seminars to the business community

In keeping with its promise to support the local business community, BOV organised a series of evening seminars for businesses. Over 250 small business owners and self-employed attended these meetings. The seminars, held in collaboration with the Parliamentary Secretariat for Small Businesses and the Self-employed, provided first hand information that is relevant and important to business and the way they operate.

Sharing Knowledge

Throughout the year Bank officials were invited to participate in conferences and seminars with a view to share their expertise in specialised areas. One such event, the Warsaw Conference on Trade Finance, saw a Bank representative addressing the participants. Additionally, another Bank representative chaired the second annual conference on Innovative Brand Building for Banks and Financial Institutions.

Conclusion

Bank of Valletta's close association with the community is the result of a conscious effort aimed at supporting the community within which the Bank operates. This is done through its commitment towards the principles of Corporate Responsibility and the terms of reference of its Community Relations Programme, as highlighted above.







The Bank takes all the necessary steps to limit any negative impact that its operations might have on the environment. BOV's commitment towards safeguarding the environment entails the optimal use of resources and reduction of waste. Additionally the Bank supports a number of initiatives that are aimed at safeguarding and enhancing the environment.

What we do

When constructing the new BOV Centre in Santa Venera, the offices housed in the premises were equipped with energy saving devices. This resulted in tangible savings on energy consumption.

In keeping with its commitment to safeguard and promote a better environment, the Bank was the first financial institution in Malta to invest in a renewable energy source. Eleven panels generating 200W each have been installed on the roof of Marsascalea branch, which will be using solar energy to power its electricity needs. The system also includes a monitoring system that records its efficiency in varying weather conditions. Initial data indicates that this system alone should save up to 3 tons of carbon dioxide that are emitted by the power station, along with other emissions like NO₂.

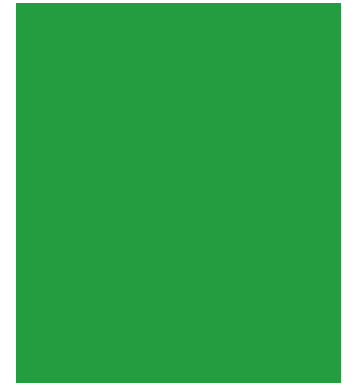
The Bank centrally collects paper waste for delivery to Paper Malta. The waste is then recycled at the appropriate recycling plant. BOV also entered into agreements with its suppliers to purchase re-manufactured toners and cartridges to minimise the amount of waste generated. The Bank is also exploring the possibility of utilising recycled paper for stationery and printed material.

The use of technology in favour of the environment

The first step towards achieving a paperless office was the introduction of the intranet. BOV effectively managed to cut down on the consumption of paper by implementing an internal database hosting a variety of information. Thus handbooks which traditionally used to be printed and distributed to every unit within the Bank have been replaced by web pages that may be accessed online. A number of manuals that were previously printed are nowadays hosted on web pages. Likewise, internal communications, commonly circulated in hard copy are published on the intranet.

The advent of email translated into a streamlined real-time method of communication and a reduction in the usage of paper. Users are in fact encouraged to store data electronically thereby minimising the use of paper.

Whilst all these measures help minimise the use of paper internally, the advent of internet banking also resulted in a saving on paper consumption. Customers who make use of this service may opt to receive their statements online, i.e. an e-statement. Over 93% of the subscribers to the 24x7 services took up this option, thereby resulting in a saving of printed material.



Environmental initiatives

During the past year the Bank embarked on a number of initiatives aimed at educating the community and promoting the environment.

Let's *Save on our Energy Costs* was a seminar organised jointly by BOV and the Malta Business Bureau, tackling energy and water savings for Maltese businesses. The aim of the seminar was to raise awareness and provide practical assistance to the local business community in resorting to energy and water-saving practices. The participants were given the opportunity to learn how to develop energy efficient practices that may be implemented within their respective businesses. Representatives from the main regulatory bodies, such as EneMalta, Water Services Corporation and the Malta Resources Authority shared their expertise with participants.

BOV supported the *Arbor Day Activities* by sponsoring the 34U campaign bookmarks distributed to schoolchildren in commemoration of Arbor Day 2007. The 10,000 rulers/bookmarks featured images and information about the five indigenous trees being planted under the 34U campaign. The financial support extended by the Bank was intended to promote environmental education and instil a positive attitude towards planting trees





in Malta. The Arbor Day activities were coordinated by the Ministry for Rural Affairs and the Environment and included the presentation of the first 34U school campaign award and a half day tour at the Ta' Qali National Park. During this visit school children were treated to an informative tour detailing the process of propagation of trees.

BOV sponsored the *Earth Garden Festival*, an event organised in collaboration with the MRAE and MEPA. This two day festival showcased music, drama and art and proved to be an innovative event aimed at promoting environmental awareness whilst at the same time promoting Maltese talent.

In line with its commitment to support activities aimed at promoting environmental awareness, the Bank extended financial support to the *Environmental Week*. For this week BOV sponsored an art exhibition on 'Trees and the Environment'. This collective exhibition featured works of art by 20 different artists relating to the concept of the environment and trees. The exhibition was hosted at St. James Cavalier Centre for Creativity in Valletta and was organised by the Ministry of Rural Affairs and the Environment.

Linked to the activities going on during Environmental Week was the underwater clean up activity organised by the Bank in collaboration with the Calypso Sub Aqua club. BOV staff members devoted their free time to clean the seabed of one of Malta's most popular beaches in the Sliema area. The operation was co-ordinated by the Ministry of Rural Affairs and the Environment and saw BOV employees who are also diving enthusiasts teaming up with divers from the Calypso Sub Aqua club to clean the seabed at Exiles in Sliema.

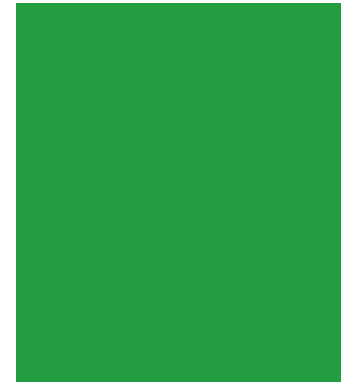
Additionally, in collaboration with another financial institution, the Bank sponsored a project to generate *Green Energy at Palazzo Falson*. The newly refurbished museum has been equipped with a photovoltaic system. The system comprises Alwitra Solar Roofing Membrane, manufacturer of the world's most advanced single-ply roofing system. It has been jointly sponsored by Bank of Valletta and HSBC. The system can offer significant savings when compared to similar power generating roof systems. This is the first Building-Integrated PV-System (BIPV) in Malta and was installed by a group of British, German and Maltese experts in the field who have trained its local network of installers during the project.



BOV extended financial assistance towards the *Environment Education Initiatives for children* undertaken by WasteServ. As the company responsible for organizing, managing and operating integrated systems for waste management in Malta, WasteServ engaged in education campaigns aimed at reaching out to children. Through the support extended to WasteServ, the Bank contributed towards the promotion of attitudes and behaviours that are conducive towards the creation of a better environment.

PRIMO

The Project for the Revival of the Maltese Olive gathered momentum when the first 340 indigenous Maltese olive trees were planted in various localities in Malta and Gozo. PRIMO is a unique project in that it promotes the



conservation of Maltese and Gozitan olive varieties, thereby preserving the environmental heritage of the Maltese islands. The grafting of the 340 trees together with the 500 indigenous Maltese olive trees already registered, produce a strong genetic bank of olive trees that will spearhead the future propagation of additional trees.

The Bank believes that the PRIMO project will have a sustained positive environmental impact. Following the launch of the project, the Bank undertook a survey to assess demand for Maltese olive trees. The response from the public was very encouraging. Over 250 people expressed interest in planting the trees on their land, with the aim of producing Maltese olive oil and by-products.

34U Campaign in Localities

BOV announced the launch of a new environmental initiative that will see over 3,000 trees planted in various localities in Malta and Gozo. The Bank contacted numerous local councils throughout the Maltese islands and invited them to identify a space within their locality to plant a number of trees donated by BOV. The trees which include Gharghar, Olive and Bay





ENVIRONMENT

Laurel trees have to date been planted in Marsa, Ghaxaq, Birgu and Birzebbugia.

Conclusion

The Bank's commitment towards safeguarding and enhancing the environment is clearly witnessed by the range of activities it supports. In addition to engaging in responsible behaviour and adopting environmental friendly practices the Bank also extends financial support to worthy causes.

