

CORPORATE SOCIAL RESPONSIBILITY STATEMENT

Background

Corporate social responsibility at ATB Financial is a reflection of the values that motivate our behaviour as a corporation and as employees. The key values of ATB Financial and its employees include:

Integrity

Above all else we speak with honesty, we follow through on our commitments, and our word is our bond.

Customer Focus

Whether we service the customer or someone who does, we are all here because of our customers. Our purpose is to ensure that we deliver on our promise of customer service.

Teamwork

We are all part of the ATB Team and our collective efforts will far exceed our individual contribution.

Ownership

Each of us is entrusted with the responsibility for a part of ATB. Each day we make choices that reflect how we would act if this was our company. We carefully manage resources, go the extra mile for our customers, and treat our associates the way we like to be treated.

Our values influence our decision-making and actions directed at achievement of our corporate vision of being Alberta's first choice for financial services.

While corporate social responsibility supports the attainment of strategic objectives, it also makes the community in which we operate a better place and improves the lives of our associates, customers and all Albertans.

Our Intention

ATB Financial shall conduct its operations in an economically and socially responsible and sustainable manner, which acknowledges the interests of its various stakeholders, and with the intention of keeping abreast of emerging best practices of corporate behaviour and ensuring these standards are met.

The Foundation

The foundation of our commitment to corporate social responsibility is the explicit understanding and expectation that ATB Financial shall:

- (a) comply with all legal and regulatory requirements related to its operations as a financial service provider, employer, pension sponsor and corporate entity generally; and
- (b) deliver a fair return on investment, to the Province of Alberta (the “Province”).

Reporting and Measurement

Transparency and accountability are key elements of corporate social responsibility and as such, ATB Financial is committed to annual public reporting of its corporate social responsibility activities.

Our Commitment

At ATB Financial we are committed to and publicly accountable for:

1. the adoption and implementation of practices in corporate governance comparable to the Canadian chartered banks, and the creation of sustained growth in corporate value for the benefit of Albertans;
2. providing a healthy, productive and enriching workplace for our associates;
3. being a responsible, respected and contributing member of the communities in which we operate;
4. providing our customers with personal financial services; and
5. the promotion of sustainable development and support for the protection of the environment in any areas impacted by our operations, through the conduct of prudent lending activities and in our community investment activities.

ATB Financial's corporate social responsibility commitment shall be actioned in the five key areas set out below.

The Owners

ATB Financial is ultimately owned by all Albertans as represented by the Minister of Finance as their elected representative. ATB Financial operations shall be directed at creating sustainable economic value for Albertans in accordance with the expectations set out in the Memorandum of Understanding dated November 24, 2003 (the "Memorandum of Understanding") and any other legal and regulatory direction provided by the Province.

ATB Financial and its Board of Directors are committed to the attainment of best practices in corporate governance as reflected in current legal and regulatory requirements for financial service providers and any best practice guidelines recommended by appropriate regulatory authorities.

The fundamental duty of the Board of Directors to the Owners is to supervise the management of the business and affairs of the corporation in accordance with the Alberta Treasury Branches Act and its Regulations. Corporate governance involves the policies and procedures utilized in performing this duty. A key element of good corporate governance is the full disclosure of all corporate governance activities, confirmation of the responsibilities of the directors and auditors including, the assessment of their independence from management, and accurate, timely and periodic financial reporting.

ATB Financial shall make publicly available the following governance documents:

1. The Codes of Conduct and Ethics for Directors and for Officers and other Employees.
2. The terms of reference for the Board and its standing committees, and the Board Charter.
3. A corporate statement of governance practices, which compares its governance practices to the TSX guidelines or any replacement thereto.
4. The Memorandum of Understanding, including without limitation, the public accountability documents set out in Section 7 thereof, such as the quarterly and annual financial statements, including management discussion and analysis prepared in accordance with any legal or regulatory requirements which apply to publicly owned financial service providers in Canada.

5. Any policies required or recommended by regulatory authorities, related to corporate governance issues and approved by the Board of Directors.

Public reporting shall also include confirmation of the existence of appropriate policies, financial management systems and operational and accounting controls.

Associates

ATB Financial will provide all its associates with a supportive, healthy and productive work environment. ATB Human Resource policies shall be accessible to associates for review. ATB Human Resource policies shall provide for competitive compensation and benefits, flexibility in work options, workplace safety, support for balancing work and life obligations, protection of employee privacy, protection from harassment and discrimination, and equitable access to development opportunities and training to enhance the career satisfaction of all associates.

ATB Financial shall strive to create a best in class work environment as recognized by its own associates and other employers.

Diversity is to be recognized and encouraged within ATB Financial. Diversity is defined to include, without limitation, respect for differences in ethnicity, gender, age, race, disability, marital status, religious beliefs, place of origin, sexual orientation, family status, colour and source of income.

The value of diversity at ATB Financial shall be recognized and actioned through:

1. support for the sharing of ideas, abilities and experience which support organizational effectiveness and overall productivity;
2. the ongoing development of the skills, competencies and abilities necessary to continue to meet the needs of our customers and to implement the business strategies necessary to meet the objectives of the Shareholder; and
3. the existence of a work environment where associates are provided with the opportunity to achieve their personal and professional aspirations, and are recognized for their contributions to the business.

Employee engagement shall be used as a key measure of the attainment of the employee related corporate social responsibility objectives.

Customers

ATB Financial will encourage and provide its associates with the tools necessary to ensure all its customers feel welcomed, understood, helped, appreciated and respected.

ATB Financial will:

1. market truthfully;
2. commit to the attainment, measurement, and annual reporting of customer satisfaction;
3. monitor the quality and competitiveness of its product and services;
4. facilitate customer access to its products and services through various delivery channels which respect the diverse needs of the communities in which it operates;
5. inform customers of its procurement standards;
6. consider customer perspective and needs in development of products and services;
7. gather and promptly respond to customer complaints and report to the Province on the general extent and nature of any such complaints as provided in the Memorandum of Understanding;
8. respect and protect the privacy of customer confidential information and only use such information, in accordance with legal requirements; and consult with impacted customers with respect to branch and agency closures as provided in the Memorandum of Understanding with the Province.

Customer satisfaction shall be used as the key measure of the attainment of customer related corporate social responsibility objectives.

Community Investment

In addition to providing the financial services which enrich the lives of our customers, associates and other Albertans, ATB Financial shall conduct its operations with the intention that its activities benefit the communities in which it operates through job creation, payments in lieu of municipal taxes, event sponsorships, community development investment charitable donations, and community and corporate fundraising.

ATB Financial's procurement practices will comply with the Agreement on Internal Trade. ATB will publicly report on the location of all its branches and agencies in Alberta, the number of employees in each of its operating regions, the aggregate amount paid in lieu of municipal taxes, and any branch or agency closures in the past year.

The Board of Directors and management shall endeavor to understand and consider community interests and the economic, social and any environmental impact of its business decisions.

ATB Financial is committed to making community investments at a level proportionate to its competitors in the Province of Alberta, subject to the achievement of acceptable financial performance. The key element of this objective is a total contribution target for event sponsorships, charitable donations, other community development investments, and corporate expenses in support of community and corporate fundraising of not less than 1% of average annual domestic pretax profit on an operating cash basis.

Charitable donations and community and corporate fundraising activities will be directed to the following areas:

- (a) education, youth or technology,
- (b) health and community,
- (c) arts and culture,
- (d) sports and recreation, and
- (e) the protection of the environment.

The Donations Committee established by the President and CEO shall evaluate all applications for charitable donations and annually report to the Governance and Conduct Review Committee on its activities. The Audit Committee of the Board shall approve the annual budget for community investment, including event sponsorship, charitable donations, sport and community programs, and corporate support for community and corporate fundraising activities in the context of approval of the overall business plan. Once the annual budget for community investments has been approved, management may allocate the charitable donation portion of such funds to appropriate charities within identified funding priorities. Management may also allocate approved funds among other community investment activities and elect to delay or not make contemplated but uncommitted expenditures if corporate financial performance in any year

is not consistent with achievement of the current business plan. Multiple year commitments to registered charities, can only be made with Governance and Conduct Review Committee approval where they would require material additional budgetary expenditures or would significantly impact ATB Financial's ability to provide funding in other identified priority areas consistent with prior levels of support. Multiple year commitments for event sponsorships and other community development investments shall be approved by management.

The calculation of the charitable donations made in any year shall include cash, gifts in kind or other contributions made to recognized charities which are eligible for receipt for tax purposes. Funds expended by branches or business units to purchase tickets or tables at charitable fundraising events shall be included in the calculation of ATB Financial's total community investment but may only be identified as a charitable donation to the extent of the charitable tax receipts issued by the recipients. Sponsorships or other community investment activities entered into for marketing or business development purposes, shall have a clear set of mutual deliverables and expectations and shall be included in the calculation of ATB Financial's community investment but may only be identified as a charitable donation to the extent the other entity is in a position to issue a charitable tax receipt for any amount in excess of the estimated value provided to ATB Financial. The value of premises, furniture and equipment, loaned executives and auction items provided by ATB Financial to registered charities shall be included in the calculation of ATB Financial's community investment.

ATB Financial shall also demonstrate its commitment to charitable giving through its support for community and corporate fundraising activities, such as the United Way, Teddy for a Toonie campaign for the Alberta Children's Hospital Foundation, STARS Air Ambulance campaign, and the Edmonton and Calgary Christmas Bureaus. ATB Financial's support for such activities shall include:

- (a) the payment of corporate expenses in support of employee volunteering and charitable fundraising;
- (b) advertising, encouraging and supporting employee and customer giving as part of its marketing activity; and
- (c) sharing its business expertise and resources for the benefit of the community and otherwise supporting employee volunteer activities.

ATB Financial shall also enter into sponsorship of community events and other sport and community programs based on recommendations from the EVP Marketing, as approved by the President and CEO or COO and the CFO. The aggregate annual amount, general nature of and actual recipients of such event sponsorship or sport and community program investment shall also be publicly reported.

The key measure of the achievement of community investment objectives will be attainment of stated spending objectives, response to public reporting, and the success of related community and corporate fundraising efforts.

The Environment

ATB Financial, as a consumer of finished products, supplies and energy resources, and in connection with its lending activities, will incorporate environmental impact considerations and risk assessments in its related business decisions.

As an influential member of the business community in Alberta, ATB Financial will promote and support sustainable economic development through the sponsorship of community based initiatives which help to preserve the Alberta environment.