

# Sustainability Factbook 2022



# Contents

## Sustainability in DNB

About the Sustainability Factbook .....	3
→ Corrections to figures reported previously .....	4
Sustainable strategy .....	5
Financial ambitions .....	6
Sustainability ambitions .....	6
Our work with the UN Sustainable Development Goals .....	7
Principles for Responsible Banking .....	8
The EU taxonomy for sustainable activities .....	9
The TCFD index .....	11

## Material topics and key figures

ESG assessments in credit analyses and asset management .....	12
→ Responsible lending to corporate customers .....	12
→ Responsible investments .....	13
Reducing greenhouse gas emissions .....	14
→ The financing and investment portfolio .....	14
→ Own operations .....	16
Financing the climate transition through sustainable activities .....	17
Biodiversity .....	19
A circular economy .....	20
Diversity and inclusion .....	21
Attractive workplace .....	23
Competence and employee development .....	24
Preventing financial crime and money laundering .....	25
Information security and stable IT systems .....	26
Data protection .....	27
Responsible customer advisory services and marketing .....	28
Innovative and user-friendly products and services .....	29
Responsible purchasing .....	30
Responsible tax practices and our tax contribution .....	31

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Design: Hyper

# About the Sustainability Factbook

This factbook is a supplement to the 2022 annual report, and gives a brief overview of the most material topics relating to DNB's influence on sustainable development and the bank's ability to create long-term value.

In 2021, we carried out a materiality analysis, supplementing it with an impact analysis, and we were able to identify which topics are strategically important to DNB, in the context of the expectations our stakeholders have towards us. In 2022, we reviewed these analyses to ensure that the topics identified are still relevant. In 2023, we will conduct a new double materiality analysis.

The materiality analysis helps us identify areas where we have great influential power and can contribute to positive societal development. We have condensed the most important topics into the following three main areas, which guide our sustainability efforts and form the foundation for DNB's sustainable strategy:



## Material topics

### The customer chooses us

- Innovative and user-friendly products and services
- Responsible customer advisory services and marketing
- Responsible lending to personal customers

### We deliver sustainable value creation

#### *Climate change and sustainable value creation*

- ESG assessments in credit analyses and asset management
- Financing the climate transition through sustainable activities
- Reducing greenhouse gas emissions
- A circular economy
- Biodiversity

#### *Diversity both within and outside the Group*

- Diversity and inclusion

#### *DNB combats financial crime and contributes to a secure digital economy*

- Information security and stable IT systems
- Data protection
- Preventing financial crime and money laundering

### We find the solutions together

- DNB will be an attractive workplace

### Other topics where DNB has great influential power

- Responsible purchasing
- Responsible tax practices and our tax contribution

Together with the description of the topics in the strategic report, the Sustainability Factbook constitutes DNB's sustainability reporting in accordance with the GRI Standards. The factbook has been verified by the bank's statutory auditor. The GRI index is available on [dnb.no/sustainability-reports](https://dnb.no/sustainability-reports).

DNB acquired all of the shares in Sbanken in 2022, and the company is now a wholly owned subsidiary of DNB Bank ASA. The merger process will be completed in May 2023. Sbanken will submit its own sustainability report for 2022, and is not included in DNB's key figures for sustainability, including the figures in this factbook. Nor is it included in the GRI index, the carbon accounts or the key figures on [dnb.no/sustainability-reports](https://dnb.no/sustainability-reports). Sbanken's integrated annual report can also be found on [dnb.no/sustainability-reports](https://dnb.no/sustainability-reports).

In other respects, the content of this factbook is based on the consolidated annual accounts and covers DNB Bank ASA and its wholly owned subsidiaries, with the exception of subsidiaries that are held for sale.

## Corrections to figures reported previously

### Sustainable financing target: NOK 1 500 billion

In the second quarter of 2022, DNB updated its calculation method to be better aligned with best market practice. Historic volumes were recalculated accordingly. In the fourth quarter, DNB updated its calculation method for the conversion of transactions in foreign currencies. Moreover, some changes were made in historic volumes, due to improved data quality. Read more on page 78–79 in the annual report for 2022.

### Correction

Amounts in NOK million

Description	2021	2020
Figures reported previously (accumulated)	313	96
New figures following correction (accumulated)	220.8	74.0
Financial effect	-92.2	-21.6

### Reduction target in the shipping portfolio

The figures for changes in emissions intensity for the period 2019–2020 have been corrected as a result of a review of historical emission figures after the IMO changed the calculation method for carbon intensity for certain sub-segments. The review resulted in a correction to one sub-segment. The figures for 2020 were reported in 2021. Read more on page 89–90 in the annual report for 2022.

### Correction

Percentage points

Description	2020
Figures reported previously	+2.9 for the entire shipping portfolio and -1.7 for the portfolio excluding the cruise portfolio
New figures following correction	+3.9 for the entire shipping portfolio and -2.7 for the portfolio excluding the cruise portfolio
Change	1 percentage point difference for both the entire shipping portfolio and the portfolio excluding the cruise portfolio

### Reduction target in the oil and gas portfolio

The historically reported indices have changed, as the figures were recalculated in 2022. The reason for this is that the data provider has made changes to its method of dividing emissions between different fields and installations. Read more on page 88–89 in the annual report for 2022.

### Correction

Percentage points

Description	2021	2020
Figures reported previously	96.9	88.9
New figures following correction	91.4	86
Change	5.5	2.9

### Reduction target in the life insurance portfolio

The figures for changes in emissions intensity in the period 2019–2021 have been corrected as a result of improved data quality. Read more on page 95 in the annual report for 2022.

### Correction

Percentage points

Description	2021	2020
Figures reported previously	79.4	55
New figures following correction	66	52
Change	13.4	3

# Sustainable strategy

DNB will be a driving force for sustainable transition, and we will use our position and expertise to actively help our customers to move in a more sustainable direction, through the provision of advisory services, financing and clear requirements. The strategy focuses on three priority areas where we have the greatest opportunity to use our influence, and that reflect the Group's greatest risks and opportunities:



- DNB finances the climate transition and is a driving force for sustainable value creation
- DNB is a driving force for diversity and inclusion
- DNB combats financial crime and contributes to a secure digital economy

We have taken a clear position as a driving force for sustainable transition, and we have set an overarching goal of achieving net-zero emissions in our lending and investment portfolios and in our own operations by 2050. To manage this, we have set sub-targets for reducing financed emissions by 2030. In our work with customers, we will primarily use positive influence, but we may also choose not to finance or invest in certain companies or industries that are not in line with our strategy. At the same time, we must also keep our own house in order and work actively with sustainability in DNB's own operations, both as an employer and as a purchaser.

In addition, we will continue to finance and facilitate sustainable activities worth NOK 1 500 billion by 2030, in the areas of renewable energy, energy efficiency measures and low-emission solutions. We will also continue and further develop DNB's strong position in the area of diversity and inclusion, as well as the efforts to combat financial crime and promote a secure digital economy. In the factbook, we provide the status of our work with our targets.



## Financial ambitions

	Ambitions	Achieved in 2022	Achieved in 2021
Return on equity (ROE) (Overriding target)	>13.0%	13.8%	10.7%
Cost/income ratio (Key performance indicator)	<40.0%	40.1%	43.0%
Common equity Tier 1 capital ratio (Capitalisation level)	>17.0% <sup>1)</sup>	18.3%	19.4%
Payout ratio (Dividend policy)	>50%	65% <sup>2)</sup>	62%

1) Expectation from the supervisory authorities, including counter-cyclical buffer requirement at the same level as before the pandemic (effective 31 March 2023).

2) The payout ratio is based on the 0.5 per cent buy-back programme being completed before the Annual General Meeting in 2023.

## Sustainability ambitions

Climate transition	Ambitions <sup>1)</sup>	Achieved in <sup>1)</sup> 2022
Reduce the CO <sub>2</sub> emissions intensity related to upstream companies in the oil and gas portfolio by 25 per cent from 2019 to 2030	75% in 2030	125.0%
Reduce the emissions intensity in the shipping portfolio by 1/3 from 2019 to 2030	66.7% in 2030	n/a
Reduce the emissions intensity related to energy consumption in the commercial property portfolio by 25–35% from 2019 to 2030	65–75% in 2030	98.0%
Reduce the emissions intensity of the life insurance portfolio by 55% by 2030, with the baseline set in 2019	45% in 2030	72.5%
Finance and facilitate sustainable activities worth NOK 1 500 billion by 2030	NOK 1 500 billion in 2030	NOK 391 billion
Increase total assets in funds with a sustainability profile to NOK 200 billion in 2025	NOK 200 billion in 2025	NOK 27 billion
In 2025, 50% of net flows of total assets will go to mutual funds with a sustainability profile	50% in 2025	n/a <sup>2)</sup>

See all our sustainability ambitions on pages 30–31 of the annual report for 2022.

1) Ambitions are expressed as a percentage of the portfolio's index. The portfolios were indexed at 100 in 2019, which was the baseline year. Achieved indicates the size of the portfolio, compared with the portfolio's index of 100 in 2019.

2) The net flow of total assets was -NOK 21 512 million, while the net flow for mutual funds with a sustainability profile was +NOK 523 million.

# Our work with the UN Sustainable Development Goals

The UN Sustainable Development Agenda was adopted in 2015, as a global plan of action to end poverty, combat inequality and limit climate change by 2030. The Agenda consists of 17 Sustainable Development Goals (SDGs), and each SDG has a number of targets focusing on the main areas that must be addressed effectively in order to achieve the overall goals. The SDGs provide the framework for our sustainability work, and guide our dialogue with customers.

DNB supports all 17 of the SDGs. At the same time, we have identified goals that are particularly relevant to our business operations, in line with the materiality analysis and DNB's sustainable strategy. We have identified three main goals that reflect the strategy's three priority areas. This is where we believe we have the greatest opportunity to make a positive impact:

- **SDG 5:** Achieve gender equality and empower all women and girls.
- **SDG 8:** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
- **SDG 13:** Take urgent action to combat climate change and its impacts.

Other SDGs we are focusing on, and that are in line with our materiality analysis, are SDGs 7, 9, 10, 12, 14, 15 and 16. Through our roles as employer, investor, lender, and facilitator and supplier of financial infrastructure, we seek to contribute positively to fulfilling these SDGs and to reduce our negative impact in these areas.

All the topics in this factbook are linked with one or more of the UN SDGs.

## UN Sustainable Development Goals

### DNB's top priority SDGs



### Other SDGs prioritised by DNB



### Other SDGs



# Principles for Responsible Banking

DNB signed the Principles for Responsible Banking (PRB) when they were launched in 2019. The PRB initiative was launched by the UN Environment Programme Finance Initiative (UNEP FI), and the Principles were created to ensure that the banking sector works to meet the UN Sustainable Development Goals (SDGs) and the Paris Agreement commitments. DNB therefore committed to adhering to the six principles the initiative is based on:

- **Alignment:** Signatory banks will align their business strategies to be consistent with and contribute to individuals' needs and society's goals, as expressed in the SDGs, the Paris Agreement and relevant national and regional frameworks.
- **Impact and target setting:** Signatory banks will increase their positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from their activities, products and services. To this end, they will set and publish targets where they can have the most significant impacts.
- **Customers:** Signatory banks will work responsibly with their clients and customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.
- **Stakeholders:** Signatory banks will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals relating to the SDGs and the Paris Agreement.
- **Governance and culture:** Signatory banks will implement their commitment to the Principles through effective governance and a culture of responsible banking.
- **Transparency and accountability:** Signatory banks will periodically review their individual and collective implementation of the Principles and be transparent about and accountable for their positive and negative impacts and their contribution to society's goals.

In 2021, we launched DNB's updated sustainable strategy, and the direction of this strategy was set in the materiality analysis, supplemented by the impact analysis that was also carried out in 2021. In 2022, we reviewed the materiality analysis to ensure that the topics identified as material are still valid.

The strategy includes a goal of DNB achieving net-zero emissions in our financing and investment activities by 2050, and targets for reducing emissions intensity in key sectors we are exposed to. We have thus set a clear course for our efforts to contribute to achieving the goals of the Paris Agreement.

In 2022, we continued the work to meet the targets in the strategy. We also began looking at how we can strengthen our work with social factors. It is particularly in the product and service axes that we see that we can have a part to play to contribute to increased financial inclusion. We also see that we can strengthen our role as a driving force of diversity and inclusion in the supplier axis.

In 2023, we will continue our work as a participant in PRB working groups, and we will further strengthen our work with social issues. We will also perform a new materiality analysis and impact analysis. As methods are changing and access to data improves, we will work to make the impact analysis more precise. We will also increase our efforts on the topics of nature and the circular economy, as well as DNB's role in relation to these topics.







## The EU taxonomy for sustainable activities

The EU taxonomy is a classification system that defines requirements relating to financial activities that are environmentally sustainable for investment purposes. Under the Norwegian Sustainable Finance Act that entered into effect on 1 January 2023, DNB will not be required to report taxonomy data until 2024. However, the bank has decided to voluntarily report selected data for 2022, as it did in 2021. Reporting in accordance with article 8 of the EU taxonomy is based on a consolidation of DNB Bank ASA and major subsidiaries.

The taxonomy contains reporting requirements, key indicators and templates for both financial and non-financial companies. The most important key indicator for DNB as a financial institution is the 'green asset ratio' (GAR). Briefly put, the purpose of this ratio is to show how large a proportion of the bank's loans and the like has been granted to activities that are defined as green under the taxonomy.

To be able to report in line with the taxonomy, considerable customer data is required, and much of the data that financial institutions depend on is not available. To narrow this data gap, we have started a number of initiatives, the most important of which is the establishment of the ESG Data Hub, a Group-wide system solution that will enable the collection, quality assurance, processing and reporting of sustainability data from a broad range of external and internal sources.

In 2022, we also continued the work of mapping both internal and external data sources, and improving data quality to estimate how large a proportion of our total loans are covered by the Taxonomy Regulation, to be able to calculate DNB's green asset ratio (GAR) and enable further statutory reporting. Due to limited access to data, DNB's assessment of the taxonomy alignment for homes and electric cars is only based on the criteria that the customer's economic activities contribute significantly to at least one of the environmental objectives in the taxonomy, and they have not been assessed in relation to the requirement to not have a significant negative impact on the environmental objectives (do no significant harm, DNSH). Consequently, the proportion of home mortgages that are in line with the taxonomy is only an estimate.

Loans to personal customers represented around 32 per cent of our total portfolio at the end of 2022 (see table on the next page). The majority of these loans will be covered by the Taxonomy Regulation (taxonomy eligible). The source data relating to home mortgages and loans for electric cars is relatively reliable. In line with the taxonomy, homes built before 2021 that are pledged as collateral for a home mortgage and that are among the 15 per cent most energy-efficient homes in Norway, are defined as sustainable (taxonomy-aligned). Preliminary calculations show that loans in our portfolio that are defined as sustainable amount to around NOK 138 billion. This corresponds to approximately 6 per cent of the portfolio, which represents an estimate of DNB's GAR.

Such assessments are more difficult to make for the corporate customer segment (customers outside the financial sector) because the source data is poorer. The reason for this is that these customers have no obligation to report this data at present. As a very small proportion of DNB's lending exposure is towards companies that are subject to a reporting requirement under the Non-Financial Reporting Directive (NFRD), DNB's taxonomy potential for companies without an NFRD commitment is considerably greater. This is mainly due to the fact that very few Norwegian companies are large enough to qualify under the NFRD requirements. All small and medium-sized Norwegian companies – and even many large companies – are thus excluded. These companies account for a large share of our loan portfolio and are also an important part of the Norwegian business sector's sustainable transition. The introduction of the new Corporate Sustainability Reporting Directive (CSRD) for the 2024 accounting year, with its expanded scope, will improve the situation somewhat, as the number

of Norwegian companies that will need to report under the taxonomy will increase from around 100 to approximately 1 700, and the data will need to be submitted in machine-readable format. This will simplify data collection.

Due to inadequate data quality, especially associated with industry codes for companies outside the Nordic region, the estimate for exposure to companies that are covered by the taxonomy is conservative and could rise significantly. Moreover, the data available for quantifying DNB's exposure to companies with operations that are taxonomy eligible and that also satisfy the taxonomy's criteria (i.e. that are taxonomy aligned) is highly inadequate. This said, forthcoming reporting requirements for non-financial customers will significantly improve the data availability. We will continue working on gathering and analysing data so as to be able to assess taxonomy alignment for a larger proportion of the portfolio.

### Our voluntary reporting under article 8 of the EU taxonomy:

Assets as at 31 December 2022	Gross carrying amount (NOK billion)	Share of total assets (per cent)	Share of total covered assets (per cent)
Households	920	31	37
Non-financial corporations (subject to NFRD)	1	0	0
<b>Taxonomy-eligible activities</b>	<b>921</b>	<b>31</b>	<b>37</b>
Financial corporations <sup>1)</sup>	481	16	19
Non-financial corporations (subject to NFRD)	3	0	0
Households	21	1	1
<b>Taxonomy non-eligible activities</b>	<b>505</b>	<b>17</b>	<b>20</b>
Non-financial corporations (not subject to NFRD)	811	28	33
Derivatives	192	7	8
On-demand interbank loans and deposits	7	0	0
Cash and cash-related assets	0	0	0
Other assets (e.g. goodwill, goods etc.)	40	1	2
<b>Total covered assets (for the GAR calculation)</b>	<b>2 476</b>	<b>84</b>	<b>100</b>
Central banks, sovereigns, and trading book	454	16	
<b>Total assets</b>	<b>2 931</b>	<b>100</b>	

1) Some financial corporations may be defined as 'not covered by the taxonomy', the distribution has not yet been calculated.

# The TCFD index

The TCFD index provides an overview of DNB's reporting in accordance with the TCFD recommendations, and in which publicly available documents the information is contained.

**Corporate governance** Provide information about DNB's governance relating to climate-related risks and opportunities.

Corporate governance	References
a) Describe the Board of Directors' supervision of climate-related risks and opportunities.	DNB's Group policy for sustainability, DNB Risk and capital management – Pillar 3 report 2022, DNB's CDP response 2022, C1. 1a–b
b) Describe the role of management in assessing and managing climate-related risks and opportunities.	DNB's Group policy for sustainability, DNB Risk and capital management – Pillar 3 report 2022, Group instructions for sustainability in DNB Bank ASA's credit activities, DNB's CDP response 2022, C1.2

**Strategy** Provide information about how DNB identifies, assesses and manages climate-related risk.

Strategy	References
a) Describe the climate-related risks and opportunities DNB has identified in the short, medium and long term.	See the following chapters in the annual report for 2022: This is our strategy and Reporting of climate-related risks and opportunities. DNB's CDP response 2022, C2.1, C2.1a, C2.3, C2.3a, C2.4, C2.4a
b) Describe the consequences of climate-related risks and opportunities for DNB's business operations, strategy and financial planning.	See the following chapters in the annual report for 2022: This is our strategy and Reporting of climate-related risks and opportunities. DNB's CDP response 2022, C2.3a, C2.4a, C3.1, C3.2a–b, C3.3, C3.4, C-FS3.7, C-FS3.7a
c) Describe the resilience of DNB's strategy, taking different climate-related scenarios into consideration.	DNB Risk and capital management – Pillar 3 report 2022, DNB Asset Management Annual Report 2022 – chapter on TCFD, DNB Livsforsikring AS Annual Report 2022 – chapter on TCFD, DNB's CDP response 2022, C3.2, C3.2a–b

**Risk management** Provide information about how DNB identifies, assesses and manages climate-related risk.

Risk management	References
a) Describe DNB's processes to identify and assess climate-related risks.	See the following chapter in the annual report for 2022: ESG assessments in credit analyses and asset management. DNB Risk and capital management – Pillar 3 report 2022, DNB's CDP response 2022 C2.1, C2.1a, C2.2, C2.2a, CFS-2.2b–e, Assessment tool for CSR/ESG risk in credit activities, DNB Asset Management Annual Report 2022 – chapter on TCFD
b) Describe DNB's processes to manage climate-related risks.	See the following chapters in the annual report for 2022: ESG assessments in credit analyses and asset management and Reporting of climate-related risks and opportunities. DNB's CDP response 2022, C2.1, C2.2, C-FS2.2d–e, DNB Risk and capital management – Pillar 3 report 2022, DNB Asset Management Annual Report 2022 – chapter on TCFD
c) Describe how processes to identify, assess and manage climate-related risk are integrated in DNB's overarching risk management.	DNB Risk and capital management – Pillar 3 report 2022, DNB's CDP response 2021 C2.2, DNB Asset Management Annual Report 2022 – chapter on TCFD, DNB Livsforsikring AS Annual Report 2022 – chapter on TCFD

**Measurement and targets** Provide information about parameters and measurements that are used to assess and manage relevant climate-related risks and opportunities where such information is material.

Measurement and targets	References
a) Provide information about measurement parameters used by DNB to assess climate-related risks and opportunities in line with its strategy and risk management process.	See the following chapters in the annual report for 2022: This is our strategy, We will deliver sustainable value creation, Financing the climate transition through sustainable activities, Reducing greenhouse gas emissions, Measuring the carbon footprint of mutual funds and Reporting climate-related risks and opportunities. DNB's CDP response 2022, C4.2, C4.2a–b, DNB Asset Management annual report 2022, DNB Livsforsikring AS Annual Report 2022
b) Provide information about Scope 1, 2 and 3 emissions and related risks.	See the following chapters in the annual report for 2022: Reducing greenhouse emissions and Measuring the carbon footprint of mutual funds. DNB's carbon accounting report 2022, DNB's CDP response 2022, C6.1, C6.3, C6.5, C-FS14.0, C-FS14.1b, DNB Asset Management Annual Report 2022, DNB Livsforsikring AS Annual Report 2022
c) Provide information about the targets used by DNB to handle climate-related risks and opportunities, and the level of target attainment.	See the following chapters in the annual report for 2022: We will deliver sustainable value creation, Financing the climate transition through sustainable activities, Reducing greenhouse gas emissions, Measuring the carbon footprint of mutual funds and Reporting climate-related risks and opportunities. DNB Risk and capital management – Pillar 3 report 2022, DNB's CDP response 2022, C4.1, C4.1a, C4.2, C4.2a–b

# Material topics and key figures

## ESG assessments in credit analyses and asset management

### Responsible lending to corporate customers

#### What does it mean/why is it important?

Expectations towards the work relating to environmental, social and governance (ESG) factors on the part of different stakeholders, like the supervisory authorities, investors and customers, are increasing. Sustainability-related factors are an important part of our annual customer dialogues, and we see that sustainability engagement and maturity among our corporate customers is continuing to increase. Through the customer dialogue, we raise awareness about the risks and opportunities associated with sustainability, and offer constructive advice on topics such as ESG strategy and sustainability reporting.

#### Status 2022

- When a customer has a total credit commitment of more than NOK 8 million, ESG risk must be assessed and commented on in the credit proposal.
- ESG risk assessment tools must be used for all credit commitments above NOK 50 million.
- Our own ESG assessments are supplemented by ESG analyses from third parties. DNB subscribes to the analysis services RepRisk, Sustainalytics and MSCI ESG Ratings.
- In 2022, just over 2 500 risk classifications were performed using the ESG risk assessment tool.
- ESG risk in the credit portfolio was included in the bank's risk reporting to the Board of Directors and management.
- The ESG risk assessment tool was equipped with several new functions and expanded with two new industry-specific modules: a module for financial institutions and a module for commercial property for small and medium-sized corporate customers.
- In 2022, 16 projects were financed in accordance with the Equator Principles. The projects were in sectors such as solar power, wind power, power grids and battery storage.
- We also updated our ESG risk assessment tool to include specific questions for our customers about their work with a view to ensuring accountability in their operations and in the supply chain in general, and their compliance with the Transparency Act in particular.
- Conversations on human rights, decent working conditions, equality and diversity are included in all customer dialogues when customers have a credit commitment of over NOK 50 million.

#### Responsible area in the bank

Corporate Banking

#### Governing documents

DNB's governance principles, Group policy for sustainability, Group instructions for sustainability in DNB Bank ASA's credit activities

#### Link to the UN Sustainable Development Goals



Measurement parameter:	2020	2021	2022	Target (if relevant)	Comments
DNB 10: Number of new Equator projects	11	18	16		

DNB 10: Number of new Equator projects	11	18	16		
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## ESG assessments in credit analyses and asset management

### Responsible investments

#### What does it mean/why is it important?

We manage significant assets on behalf of our customers through the management of mutual funds and active portfolios in DNB Asset Management (DAM), and through the Group's equity investments. Responsible and sustainable investment means taking environmental, social and governance (ESG) factors into consideration in investment management and contributing to sustainable development. Taking sustainability into account in investment decisions gives portfolio managers better information on which to base these decisions, as well as reducing risk and helping to highlight the many opportunities associated with sustainable investment.

For a full ESG report relating to responsible investment, see DAM's Annual Report on Responsible Investment on [dnb.no/sustainability-reports](https://dnb.no/sustainability-reports).

#### Status 2022

- In 2022, 309 structured dialogues were conducted with 208 companies, to discuss various ESG topics. The dialogues had clear targets with a desired outcome, and included assessment of milestone attainment.
- In 2022, we increased our ambition concerning which general meetings we will vote at. Our goal is to vote at the general meetings of all Norwegian companies, at the general meetings of global companies that are included in our actively managed funds, and at general meetings at which shareholder proposals are presented. In 2022, we achieved our goal<sup>1)</sup>, and voted at 1 267 general meetings.
- We continued company dialogues in different investor partnerships and initiatives, including Climate Action 100+ and the FAIRR Initiative<sup>2)</sup>.
- During the year, we continued the work of integrating ESG factors into information and portfolio systems and investment decisions. We developed a separate database for collecting all types of sustainability data and information.
- In 2022, we changed two of our focus areas, compared with 2021. Deforestation and land use were included in biodiversity, and supply chains in developing countries were integrated as topics into several of our focus areas.
- Companies that violate our instructions for responsible investments and that do not show a willingness to change may be excluded from the investment universe. At the end of 2022, a total of 210 companies were excluded.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI FS10: Number of dialogues	229	241	309		

#### Responsible area in the bank

Wealth Management

#### Governing documents

DNB's governance principles, Group policy for sustainability, Group instructions for responsible investments

#### Link to the UN Sustainable Development Goals



1) Due to technical issues, a few of our votes were not registered.

2) FAIRR is a non-governmental voluntary organisation that helps investors exert their influence as responsible asset managers, while safeguarding the long-term value of investment portfolios.

## Reducing greenhouse gas emissions

### The financing and investment portfolio

#### What does it mean/why is it important?

DNB has a large indirect impact on climate and the environment through the companies we finance, and our updated sustainable strategy from 2021 will ensure that DNB helps customers reduce their contributions to climate change and their climate-related risk. Our sustainable strategy contains a goal of achieving net-zero emissions from our lending and investment portfolios by 2050. To support this goal, we have set quantifiable targets for emissions from our credit and investment activities.

- **Oil and gas:** DNB aims to reduce the CO<sub>2</sub> emissions intensity related to the upstream the oil and gas portfolio by 25 per cent in the period from 2019 to 2030.
- **Shipping:** DNB aims to reduce the emissions intensity in the shipping portfolio by 1/3 from 2019 to 2030.
- **Commercial property:** DNB's goal is to reduce the emissions intensity related to energy consumption in the commercial property portfolio by 25–35 per cent from 2019 to 2030.
- **Life insurance:** Our goal is to reduce the emissions intensity of the life insurance portfolio by 55 per cent before 2030, with the baseline set in 2019.

At the same time, we have closely monitored developments relating to the climate, and we intend to draft and publish a transition plan<sup>1)</sup> in line with these developments during the course of 2023. The plan will be based on our existing goals and strategy, but will clarify the steps we need to take to achieve our net-zero ambition. During this work, we will, among other things, adapt our goals to ensure that they are science-based and aligned with the Paris Agreement.

#### Status 2022

- **Oil and gas:** The emissions intensity for the upstream companies in the portfolio has turned around from a reduction of about 9 per cent in the period from 2019 to 2021, to a 37 per cent increase in 2022, compared with 2021. The reason for these fluctuations is explained in the annual report on page 88. There was a 29 per cent decline between 2019 and 2022, adjusted for the exposure relating to commodity price hedging.
- **Shipping:** The reported figures for 2022 apply to data for the year before (2021), when the loan-weighted average emissions intensity increased by 2.6 per cent, compared with the previous year.
- **Commercial property:** The emissions intensity calculated for 2022 shows an index of 98, which indicates a 2 per cent decline in energy intensity, compared with 2019. It must be noted that there is great uncertainty attached to the figures.
- **Life insurance:** In 2022, the emissions intensity increased by 9 per cent compared with 2021, but compared with 2019, the emissions intensity decreased by 28 per cent. This shows a positive trend in terms of achieving the target of a 55 per cent reduction by 2030.
- DAM's mapping showed a reduction in the emissions intensity of several of the mutual funds, but for the portfolio as a whole, there was an increase in the emissions intensity for 2022.
- DAM entered into 53 dialogues with companies regarding the climate.

#### Responsible area in the bank

Corporate Banking,  
Wealth Management

#### Governing documents

DNB's governance principles, Group policy for sustainability, Group instructions for sustainability in DNB Bank ASA's credit activities, Group instructions for responsible investments

#### Link to the UN Sustainable Development Goals



1) A climate transition plan is a tool that demonstrates how investors and/or companies will help achieve the Paris Agreement goals of limiting global warming to 1.5°C and achieving net-zero emissions of greenhouse gases globally by 2050.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 305-4: Oil and gas – emissions intensity	86%	91.4%	125%	75%	See page 88–89 of the annual report for further information, and page 4 of this factbook for an explanation of the change in historical data.
GRI 305-4: Shipping – emissions intensity	103.9%	106.5%	n/a	66.7%	See page 89–90 of the annual report for further information, and page 4 of this factbook for an explanation of the change in historical data.
GRI 305-4: Commercial property – emissions intensity	n/a	n/a	98%	65–75%	See pages 91–93 of the annual report for further information.
GRI 305-4: Greenhouse gas emissions in mutual funds (tCO <sub>2</sub> e/m USD <sup>2)</sup> revenue, Scope 1 and 2)	n/a	101.1	105.4		See the report on the carbon footprint of DAM's mutual funds (Montréal Carbon Pledge) on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> for further information.
GRI 305-4: DNB Livsforsikring – portfolio emissions intensity	51.8%	66.4%	72.5%	45%	See page 95 of the annual report for further information, and page 4 of this factbook for an explanation of the change in historical data.

2) mUSD means USD million



## Reducing greenhouse gas emissions

### Own operations

#### What does it mean/why is it important?

We are working in a targeted manner to minimise our environmental impact and greenhouse gas emissions, and we hold ISO 14001:2015 environmental certification, among others. Greenhouse gas emissions from own operations are generated by, among other things, energy consumption in buildings, business trips, procurement and waste management.

We have been carbon-neutral since 2014, by buying carbon credits for all direct and indirect emissions (e.g. from air travel and waste management), and guarantees of origin (GOs) for electricity consumption. At the same time, we are working to reduce emissions to the minimum, and we draw up annual action plans that set out measures for achieving this.

#### Status 2022

- Our total greenhouse gas emissions from own operations in 2022 was 6 663 tCO<sub>2</sub>e. This is an increase of about 2 760 tCO<sub>2</sub>e compared with 2021. The increase is partly due to an increase in travel in 2022, and partly due to the inclusion of more data in our Scope 3 emissions, compared with 2021.
- We bought carbon credits for all of our emissions in 2021 that were not covered by GOs. We bought carbon credits for 2 270 tCO<sub>2</sub>e, distributed between two projects, of which 1 270 tCO<sub>2</sub>e were bought in connection with a project certified under the Gold Standard, and 1 000 tCO<sub>2</sub>e were related to a project certified under the Verified Carbon Standard (Verra).
- From 2014 to 2022, we reduced the energy consumption in our buildings by 24 per cent per square metre.
- The waste sorting rate has increased from 41 per cent in 2014 to 63 per cent in 2022.
- Together with our provider of staff cafeteria services, we are working to reduce food waste per guest, and in addition, the cafeterias in Bergen and Oslo calculate the carbon footprint of the meals served at lunch to give employees the opportunity to make more sustainable choices.

#### Responsible area in the bank

Technology & Services

#### Governing documents

DNB's sustainable strategy, Group instructions for business travel, Group policy for sustainability

#### Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 305-1: Greenhouse gas emissions, Scope 1, tCO <sub>2</sub> e	282	242	186		See DNB's carbon accounts on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .
GRI 305-2: Greenhouse gas emissions, Scope 2, tCO <sub>2</sub> e (location-based)	3 159	1 914	1 626		See DNB's carbon accounts on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .
GRI 305-2: Greenhouse gas emissions, Scope 2, tCO <sub>2</sub> e (market-based)	198	118	119		See DNB's carbon accounts on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .
GRI 305-3: Greenhouse gas emissions, Scope 3, tCO <sub>2</sub> e	2 835	1 749	4 851		See DNB's carbon accounts on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .



## Financing the climate transition through sustainable activities

### What does it mean/why is it important?

As Norway's largest financial services group, DNB has considerable influence on the sustainable transition in Norway and internationally. In 2021, we launched an updated sustainable strategy for the Group, where one of the strategic priorities is for DNB to finance the climate transition and be a driving force for sustainable value creation. The need for transition creates opportunities for us and our customers, and we want to contribute to identifying these opportunities and being a proactive adviser and supporter for our customers.

To be a driving force for sustainable transition, we have set the following goals:

- We will finance and facilitate sustainable activities worth NOK 1 500 billion by 2030.
- In 2022, we increased the investment ambitions from NOK 100 billion to NOK 200 billion in mutual funds with a sustainability profile leading up to 2025.
- In 2025, 50 per cent of net flows of total assets will go to mutual funds with a sustainability profile.

To achieve these goals, it is important that DNB gives customers access to the right products and services to support them in making the investments needed in the transition to a more sustainable society. Through advisory services, financing, competence sharing and clear requirements, we will help forward-looking companies succeed with sustainable solutions.

### Status 2022

- By the end of 2022, DNB had contributed a total of NOK 391 billion to the financing and facilitating of sustainable activities. This is a 77 per cent increase from 2021, when the volume was NOK 221 billion.
- In 2022, we launched two new products that support the allocation of funds for sustainable purposes: green deposits and green guarantees.
- In 2022, DNB issued green loans relating to green commercial properties worth over NOK 13.5 billion.
- In January 2022, we updated the framework for sustainable products in collaboration with the ESG ratings agency Sustainalytics to ensure that it complies with best market practice. We plan to update the framework again in the first half of 2023, and will seek further harmonisation with the EU taxonomy.
- DNB's activity in sustainable bonds reached a new high with the transaction volume increasing more than 40 per cent compared with 2021. In total, DNB participated in 51 transactions, totalling NOK 41 billion, compared with NOK 29 billion in 2021.
- At the end of 2022, the total assets in mutual funds with a sustainability profile amounted to NOK 27.4 billion, out of the NOK 809.4 billion managed by DAM.
- The equity fund *DNB Grønt Skifte Norge* was launched in June 2022. This mutual fund invests in companies with low carbon intensity or companies that are taking initiatives in the direction of the green shift in the Norwegian stock market.
- Several pilot projects were carried out in 2022 in partnership with suppliers, to expand the range of services on offer and develop new products, services and concepts in the home mortgage market to help personal customers make more climate-friendly choices.
- Our green financing products showed positive developments, and we can demonstrate a growth in green home mortgages and green car loans of 181 and 31 per cent, respectively.

### Responsible area in the bank

Corporate Banking,  
Wealth Management,  
Personal Banking

### Governing documents

DNB's governance principles, Group policy for sustainability, Group instructions for sustainability in DNB Bank ASA's credit activities, Group instructions for responsible investments

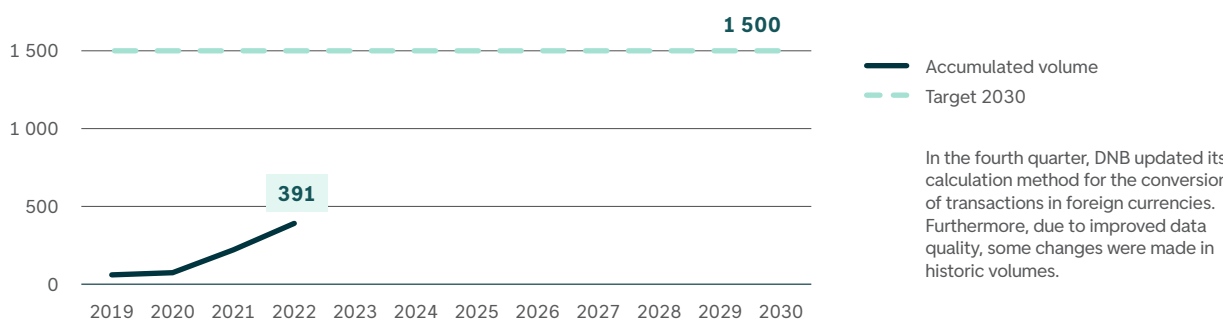
### Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI FS8 ESG: Products and services – Financing of renewable energy and other sustainable activities (NOK billion)	19.5	27.6	21.1		Direct loans to renewable energy (solar, wind and hydropower) in NOK billion
GRI FS8 ESG: Products and services – Sustainable advisory services (NOK billion)	8.3	31.1	38.7		
GRI FS8 ESG: Products and services – Sustainability-linked loans (NOK billion)	9.1	24.0	32.1		
GRI FS8 ESG: Products and services – Green loans (NOK billion)	8.2	20.4	19.2		
GRI FS8 ESG: Products and services – Environmentally-friendly transport (NOK billion)	6.1	14.4	18.2		
GRI FS8 ESG: Products and services – Sustainability-linked bonds – Total amount transactions (NOK billion)	22.8	29.0	41.0		
GRI FS8 ESG: Products and services – Sustainability-linked bonds – Market share Norway	35%	14%	19%		Green, social, sustainable and sustainability-linked bonds
GRI FS8 ESG: Products and services – Total assets placed in mutual funds with a sustainability profile (NOK billion)	19.1	28.4	27.4	NOK 200 billion in 2025	
GRI FS11: Share of total assets with negative environmental and/or social screening	100%	100%	100%		
GRI FS11 Percentage of total assets subject to a combination of negative and positive environmental and/or social screening	2.5%	3.1%	3.4%		

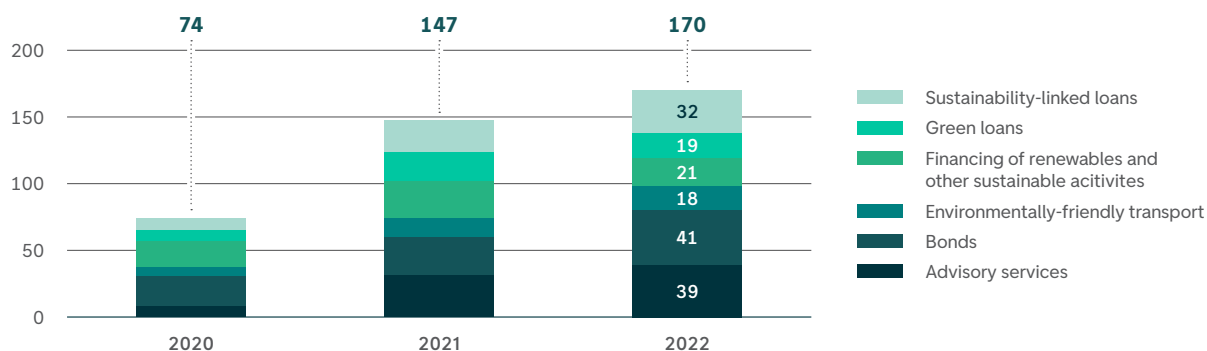
### Finance and facilitate sustainable activities – Target attainment

NOK billion (accumulated)



### Sustainable financing by product

NOK billion



# Biodiversity

## What does it mean/why is it important?

A large number of ecosystems and animal species are under threat, due to human interference and climate change. Loss of biodiversity and climate change are closely interwoven because nature absorbs large amounts of greenhouse gases and mitigates their harmful effects.<sup>1)</sup> Promoting biodiversity is therefore an important part of the solution to the climate challenges we are facing, and a prerequisite for achieving the UN Sustainable Development Goals (SDGs).

Through lending and investments, DNB has an indirect impact on nature and biodiversity. If we are unable to protect biodiversity and assess nature and climate risks in a satisfactory manner, this may affect our ability to fulfil the objectives in DNB's sustainable strategy. The topic is also important for DNB because natural resources are key to value creation for a number of companies in our investment and lending portfolios. Reduced access to natural resources will affect the companies' viability and profitability, which in turn will affect DNB's value creation. Companies should therefore assess the risks associated with their impacts and dependencies on nature and seek to make the transition from a linear to a circular business model.

## Status 2022

- In 2022, we adopted a new position on biodiversity, stating that DNB will promote biodiversity and reduce nature risk. To fulfil the position statement, we started working on including the topic in our strategy and governing documents.
- Biodiversity is also part of the ESG risk assessment of our corporate customers, and the topic is covered in the ESG risk assessment tool.
- We became a partner in the Partnership for Biodiversity Accounting Financials (PBAF) in 2022.
- DAM joined the UNEP FI Sustainable Blue Economy Initiative in 2022.
- Based on the expectation document for biodiversity that DAM launched in 2021, DAM engaged in 30 dialogues focusing on biodiversity in 2022. In total, DAM carried out 309 conversations on sustainability topics.
- We continued to build a good foundation for the work with biodiversity in 2022, but important work remains on finding better measurement parameters, advancing the work on target setting, evaluating impacts and dependencies, and enhancing reporting.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 11: Number of dialogues focusing on biodiversity, including deforestation and land use	n/a	23	30		

## Responsible area in the bank

Wealth Management,  
Corporate Banking

## Governing documents

Group policy for sustainability,  
Group instructions for responsible investments,  
Expectations and analysis criteria – Biodiversity,  
Expectations and analysis criteria – Sustainable oceans,  
Group instructions for sustainability in DNB Bank ASA's credit activities

## Link to the UN Sustainable Development Goals



1) Report from IPBES-IPCC (2021): IPBES-IPCC co-sponsored workshop on biodiversity and climate change – Scientific outcome.

## A circular economy

### What does it mean/why is it important?

Circular economy is an important basic principle of sustainable development, and we in DNB have an indirect impact on the area through our lending, investments and dialogue with companies. The natural resources of the world are under pressure, making it important to reduce the use of commodities. This topic is also important because access to natural resources is of importance for the value creation of several of the companies in our lending and investment portfolio. It is important that we ascertain whether companies are considering the risk associated with loss of natural resources and are seeking to make the transition to a more circular business model. If they are not doing this, it may have a negative effect on DNB's value creation, as well as on the climate and the environment.

### Status 2022

- During the year, DAM had several dialogues with companies relating to their circularity strategies. There have also been dialogues with players in specific sectors, such as the textile industry, regarding resource use, recycling rate and choice of materials.
- DAM has been involved in several initiatives and investor partnerships in this area.
- We assess different aspects of recycling, waste reduction and reuse relating to our corporate customers in our ESG risk assessment tool.
- From 2020 to 2022, there were responsible ship recycling clauses in all new loan agreements (for new and refinanced loans) with collateral in ships. In 2022, this also included all new offshore loans.
- During the year, we enhanced the employees' competence on circular economy.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 17: Share of new and refinanced shipping loans and new offshore loans containing the responsible recycling clause	100%	100%	100%	100%	From 2022, all new offshore loans were included in the proportion reported.

### Responsible area in the bank

Wealth Management,  
Corporate Banking

### Governing documents

DNB's governance principles, Group policy for sustainability, Group instructions for sustainability in DNB Bank ASA's credit activities, Group instructions for responsible investments

### Link to the UN Sustainable Development Goals



# Diversity and inclusion

## What does it mean/why is it important?

For us, diversity means everything that makes people and groups unique and different from each other. The fact that all our employees are different makes DNB a better company. Having a diverse and inclusive working environment pays off, and is in keeping with our ethical foundation. Variation in perspectives and backgrounds helps create value for our customers and makes us better equipped for solving the challenges we face in the time ahead.

DNB will be a driving force for diversity and inclusion, and these efforts extend beyond our employees. Not only do we contribute to greater equality, diversity and inclusion for our customers through our products and services, we also want to help our suppliers achieve the same.

## Status 2022

- In 2022, we drew up a new strategy for diversity and inclusion, and placed emphasis on diversity in DNB relating to more than gender.
- We have appointed diversity and inclusion officers in all support units and business areas. These are responsible for securing support from management, putting diversity and inclusion on the agenda in their unit, and ensuring that the topic is linked to product and service development.
- DNB scored very highly in various rankings in 2022. In March, we were ranked no. 2 in the world in terms of gender equality in a global survey conducted by Equileap, and no. 7 in Europe relating to diversity.
- At the end of 2022, the average proportion of women at management levels 1–4 was 38.3 per cent, compared with 39.8 per cent in 2021. The decline is due to the relatively low number of managers at these levels, which means that small changes can have a large impact.
- Inclusion in DNB is measured through the Group's employee survey, where our goal is to achieve a score of at least 5 on a scale of 1 to 6. At the end of 2022, the result was 5.1 among the 84 per cent of permanent employees who responded to the survey.
- *Vennelån* (friend loans) and *OsloBolig* (Oslo home) are examples of new products that were launched in 2022 to promote financial inclusion.
- In the spring of 2022, we adjusted the bank's practices and services to ensure that more people could become bank customers following an individual assessment, even without valid proof of identity.
- For procurements where gender equality is considered a material sustainability topic, we seek to include diversity and inclusion issues in tender processes, and as topics addressed in contracts and follow-up meetings.

## Responsible area in the bank

People, Group Finance, Corporate Banking, Wealth Management, Personal Banking

## Governing documents

Corporate governance in DNB, DNB's Code of Conduct, DNB's strategy for diversity and inclusion

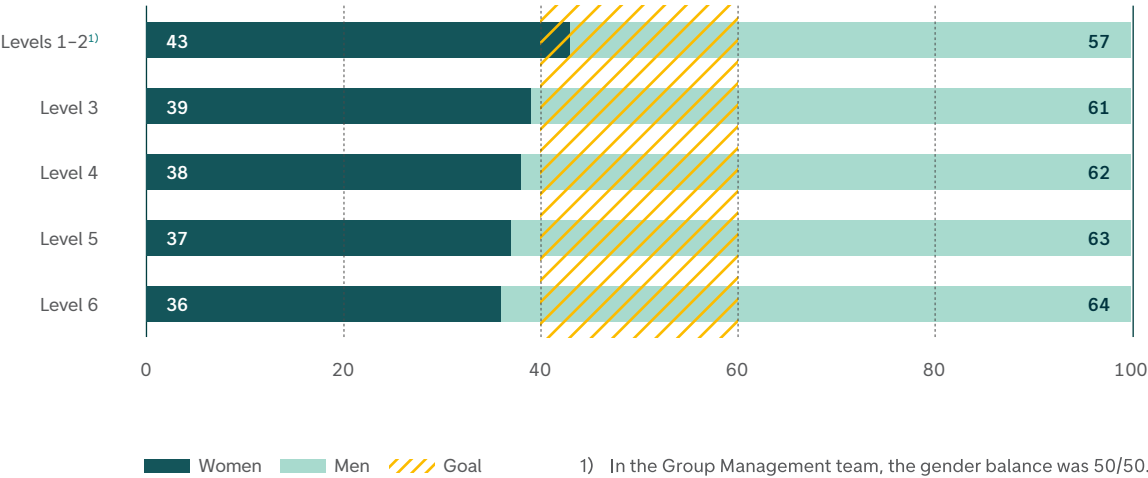
## Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 405-2: Ratio of basic salary and remuneration of women to men	83 . 9%	85 . 0%	86 . 5%	100%	Women's salary as a share of men's (average fixed salary)
DNB 12.1: 40/60 at all management levels – expressed in proportion of women/total at management levels 1–4	39 . 5%	39 . 8%	38 . 3%	40%	
DNB 12.2: Perceived inclusion among employees	5 . 2	5 . 3	5 . 4		Perceived inclusion is measured on a scale of 1–6 through the Group's employee survey.
GRI 405-1: Proportion of women/men on the Board	43/57	50/50	50/50		

Gender balance at management level

Per cent



# Attractive workplace

## What does it mean/why is it important?

Our employees are the heart of the organisation and our most important resource, and their well-being and development are key to DNB's success. We believe in continuous learning, a constructive feedback culture and a diverse and inclusive organisation.

## Status 2022

- DNB has kept its position as a highly ranked employer across subject areas and in different rankings. In business, we were ranked no. 1 among students and professionals.
- DNB works systematically to maintain a good working environment and high level of engagement. Our objective is that the engagement index score should be above 5, and the result for the fourth quarter was 5.1, among the 84 per cent of permanent employees who responded to the survey. This index is consistently high, and the same applies to the statement "I am proud to work in DNB", where the score rose from 5.3 in 2021 to 5.4 in 2022.
- The average sickness absence rate for DNB in Norway was 4.4 per cent in 2022, compared with 3.4 per cent in 2021. This is a normalisation of sickness absence, following an unusually low level during the pandemic.
- In 2022, we hired 1 468 people, which represented a 29 per cent increase, compared with 2021.
- Employee turnover in the Group was 8.2 per cent, which was somewhat higher than in 2021, when it was 7.4 per cent. The increase is a trend that was expected after the pandemic. Nevertheless, the Group's turnover continues to remain low, reflecting our ability to retain the expertise we require.
- As part of the facilitation for a flexible working model, DNB has once again introduced a scheme for financial support for home office equipment.

## Responsible area in the bank

People

## Governing documents

DNB's governance principles, Group policy for sustainability, DNB's Code of Conduct, Group instructions for attracting and employing new employees in DNB

## Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 13: Employees' sense of pride over working in DNB	5.4	5.3	5.4		Measured on a scale from 1–6.
GRI 401-1: New employee hires and employee turnover	697/660 7.2/6.8%	1 041/729 10.8/7.4%	1 468/849 13.8/8.2 %		Turnover is calculated on the basis of all permanent employees who have left DNB, for whatever reason (including severance packages etc.)

## Competence and employee development

### What does it mean/why is it important?

It is important for DNB to be able to attract, retain and develop the skills the bank will need in the future. Restructuring and skills enhancement is a matter of building a diverse and competent workforce. Technology, regulations and customer behaviour are driving forces for the changes that we see around us, and that require the bank to adapt. This means that we need a different skills mix than before. In DNB, we see great value in developing our employees so that they can enable us to meet the opportunities and needs of tomorrow. We believe that everyone needs skills enhancement, and we therefore invest a great deal in training and development opportunities for our employees.

### Status 2022

- In 2022, we carried out a skills enhancement programme with courses relating to anti-money laundering (AML). The target groups were employees in customer-facing roles and their immediate superiors. The course content was adapted to each person's role, and was based on collaboration on the execution of the courses and on skills development.
- All permanent employees in DNB have access to our digital learning platform Motimate, and over 98 per cent are active users. Here, they can find more than 900 courses that have been produced in-house. In addition to this, our employees have access to over 16 000 learning resources via LinkedIn Learning.
- Our goal and development process contributes to an ongoing dialogue between employees and managers, and among the respondents to the 2022 employee surveys, 88 per cent replied that they have had at least one performance dialogue, and 89 per cent of these reported that these conversations had been useful.
- Employees are also offered performance coaching from our certified in-house coaches.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 404-2: Number of employees who made use of the Group's training programmes	9 141	9 778	10 669		
GRI 404-2: Upgrading employee skills	n/a	n/a	n/a		Includes several indicators. See pages 133–142, 149–151 and 182 in the annual report.

### Responsible area in the bank

People

### Governing documents

DNB's governance principles

### Link to the UN Sustainable Development Goals





# Preventing financial crime and money laundering

## What does it mean/why is it important?

Financial crime is a serious problem for society and a threat to the welfare system and the business community. In DNB, the work to prevent and uncover financial crime, money laundering and terrorist financing is a high priority. An overarching goal of our work in this area is to reduce financial losses for society, customers and DNB, and to maintain people's trust in our products and services. This work is an important part of our corporate responsibility.

The threat landscape keeps changing, and we work continuously to adapt our measures to developments. The work is challenging and resource-intensive, and it requires a high level of interdisciplinary expertise. We share our knowledge with other financial institutions and with the public sector, and we help our customers to be more vigilant, so that they avoid being defrauded.

## Status 2022

- We prevented fraud against customers and the Group worth NOK 1 067 million in 2022.
- We recorded an increase in the number of cases against customers, from about 6 391 in 2021 to 9 343 in 2022.
- We investigated 4 793 cases, and over the course of the year reported 1 870 cases to the Financial Intelligence unit in Økokrim (the Norwegian National Authority for Investigation and Prosecution of Economic and Environmental Crime), due to suspicion of money laundering or terrorist financing.
- We work continuously to keep customer data updated, and at the end of 2022, we had verified the identities of over 97 per cent of our customers. We are doing targeted work to verify the identities of the remaining customers.
- Since 2022, all permanent employees and all Board members have been required to take annual courses in combatting money laundering, terrorist financing and corruption, in addition to courses on international sanctions and the prohibition against disclosure. At the end of the year, 95 per cent of all DNB employees had completed training on anti-corruption, anti-money laundering and the combatting of terrorist financing.
- We continued our cooperation efforts in Nordic Financial CERT and Invidem in 2022. DNB has also, together with other financial institutions, Finance Norway and its technology company Bits, helped establish the meeting place for public-private cooperation on anti-money laundering and the combatting of terrorist financing, OPS AT (Offentlig Privat Samarbeid - anti-hvitvasking og -terrorfinansiering), and DNB's anti-money laundering officer heads the steering committee.
- During the year, we organised webinars for customers on security culture and good payment routines. We also publish advice and recommendations, DNB's threat assessment, and other reports on DNB's website, thus making them available to everyone.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 205-2: Anti-corruption training	98.8%	98.3%	95.0%	100%	Applies to all permanent employees
DNB 3: Training in anti-money laundering and the combatting of terrorist financing	n/a	98.2%	95%	100%	Applies to all permanent employees

## Responsible area in the bank

Each unit is responsible for ensuring compliance with the anti-money laundering rules and legislation in its own operations, as well as other rules and legislation concerning financial crime. Group AML is responsible for standardising procedures and for following up the implementation of procedures in the areas of anti-money laundering and sanctions. Group Compliance is responsible for advising, controlling and reporting on compliance with rules and legislation.

## Governing documents

Corporate Governance in DNB, DNB's Code of Conduct, Group policy for compliance, Group instructions for anti-corruption, Group instructions for AML/CFT, Group instructions for international sanctions, routine for anonymous internal whistleblowing channel

## Link to the UN Sustainable Development Goals



## Information security and stable IT systems

### What does it mean/why is it important?

It is important for DNB that we deliver secure, stable and user-friendly services to our customers. As a major player in Norwegian society, we must help maintain trust in the financial infrastructure during a time of geopolitical unrest. Systematic, targeted efforts are being taken to prevent cyber attacks and other security incidents, and this will also be important in the time ahead. Good security work will continue to be vital for being able to retain the trust of our customers and society in general, and for maintaining our long-term competitiveness over time.

### Status 2022

- Systematic efforts over a period of several years have yielded good results in terms of operational stability, which is now at a satisfactory level, well within the Group's risk appetite. In 2022, the number of days of material operational incidents increased to 21, compared with 13 in 2021. Continuous work is being done to identify underlying causes, and measures are being implemented regularly.
- In 2022, we recorded 19 852 cyber attacks and IT security incidents, which is an increase, compared with 14 470 attacks in 2021. However, none of the incidents that were recorded had serious consequences for customers or the Group.
- Almost 25 700 large and small changes were made to our IT systems during the year, which is an increase of just over 35 per cent, compared with 2021.
- During the year, a number of internal and external measures and activities were implemented to increase awareness of data security. Among other things, we conducted phishing tests throughout the Group.
- By the end of December, 96 per cent of all employees had completed the basic training on security, and 83 per cent had taken the mandatory courses for 2022. This is a small improvement compared with 2021.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 7: Days with incidents resulting in services being unavailable or having long response times	17	13	21		

### Responsible area in the bank

Technology & Services

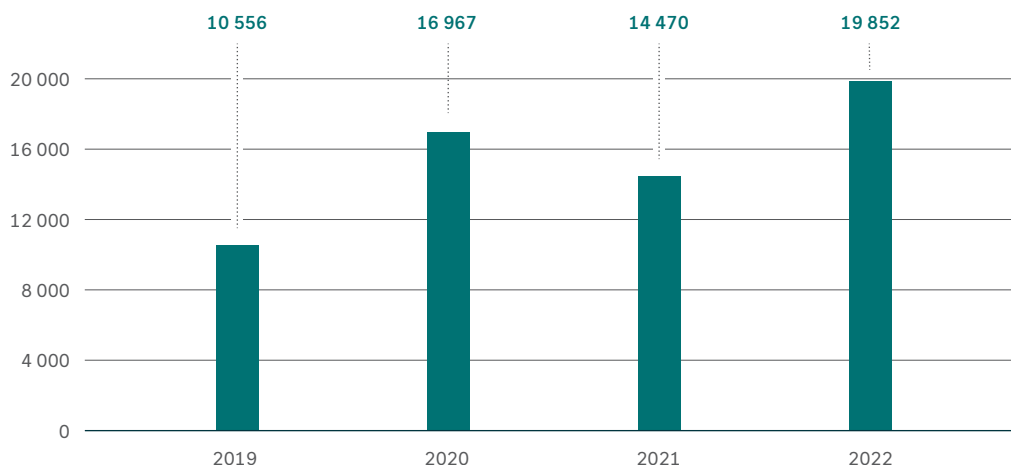
### Governing documents

DNB's governance principles, DNB's Code of Conduct, DNB's principles for internal control, risk management and compliance, DNB's privacy notice, DNB's ethical guidelines for business partners, Group policy for security, Group policy for information technology and several Group instructions relating to both of the aforementioned Group policies.

### Link to the UN Sustainable Development Goals



### Number of registered cyber attacks and IT security incidents



# Data protection

## What does it mean/why is it important?

We go that extra mile to ensure that the customer chooses us. The customer should perceive us as proactive and innovative and, at the same time, reliable and attentive to their needs. We will continue to develop and be transparent about how we process personal data. Data protection is not only about complying with data protection rules, but also about understanding and placing emphasis on people's rights and freedoms in the face of technology. As an important player in Norwegian society, it is vital that DNB considers the customers' data protection an asset.

When we develop new products and services, it is important that we integrate data protection in the technological solutions, and ensure that they protect privacy as best possible (data protection by design). We will build trust by giving our customers the best possible control over their own data. This trust must be managed and maintained.

## Status 2022

- A new and more effective process for executing data protection impact assessments (DPIAs) was implemented in 2022.
- We still have a low threshold for reporting personal data security breaches, and in 2022 we sent 111 deviation reports to the Norwegian Data Protection Authority. Datatilsynet did not issue any orders or impose non-compliance fees on DNB in 2022.
- We launched a new and revised privacy notice for customers in 2022.
- During the year, we also strengthened our internal control procedures relating to data protection, including the ones associated with data management and information security.
- We also established new methods for risk assessment that are used to gain a better overview of data protection risk and measures.
- DNB received a total of 996 requests for transfers of personal data in 2022. We also received 258 requests for the transfer of personal data in a machine-readable format (data portability) and 464 requests for the deletion of personal data.
- Training courses in basic data protection requirements are mandatory for all employees. As many as 98 per cent of DNB's permanent employees have taken the four courses that make up the basic, mandatory data protection training.

Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 418-1: Non-compliance reports to the Data Protection Authority (personal data security breaches)	n/a	76	111		
GRI 418-1: Administrative fines imposed by the Data Protection Authority for GDPR violations	0	0	0		
GRI 418-1: Orders received from the Data Protection Authority due to GDPR violations	0	0	0		



## Responsible area in the bank

All business areas and staff and support units are responsible for their own processing of personal data. Within the DNB Group, subsidiaries of DNB Bank ASA that process personal data for their own purposes are considered data controllers. Group Compliance and DNB's Data Protection Officer are responsible for advising, controlling and reporting on compliance with the data protection rules and legislation.

## Governing documents

Corporate governance in DNB, DNB's Code of Conduct, Group policy for compliance, Group instructions for compliance, Group instructions for personal data protection, DNB's global framework for personal data protection, DNB's framework for the Data Protection Officer function and Group instructions on the processing of employees' personal data.

## Link to the UN Sustainable Development Goals



## Responsible customer advisory services and marketing

### What does it mean/why is it important?

Customer needs must always be the starting point for the products and services we provide, and our customers must have trust in us. This is one of the main pillars of DNB's Group strategy. Our ethical principles describe how we should act, and our Group policy for sustainability guides product development. We must safeguard our customers' interests in connection with sales and advisory services through open, clear and honest communication. In addition, we must safeguard our customers' information properly and securely. To ensure that we always have the best financial advisers, we offer systematic competence building.

### Status 2022

- In 2022, customer satisfaction among our personal customers was stable, and at the end of the year, the satisfaction score was 71.1 points. This was a slight decline, compared with 2021. 57 per cent of customers reported that they were 'very satisfied' with DNB, while 16 per cent reported that they were 'somewhat dissatisfied'.
- During the year, the Norwegian Financial Services Complaints Board (FinKN) registered a total of 353 cases involving DNB. Among these, only 34 cases were considered by the board, and 26 went in our favour and 7 in the customer's favour. One case was rejected.
- In 2022, we organised 24 #huninvesterer (#girlsinvest) events throughout the country.
- We have developed measures such as advisory services, deferral of payment and individual payment schemes to help our customers during a period of increased financial vulnerability.
- We did not receive any reactions or fines from the supervisory authorities relating to marketing activities targeted at personal customers.

### Responsible lending to personal customers

- We introduced the concept *Din Økonomiske rådgiver* (your financial adviser), with a view to offering a broader range of financial advisory services to our customers.
- We gave our customers better tools for managing their everyday finances through *Ditt økonomiske DNA* (your financial DNA) and various consumption calculators. We also improved the *Min økonomi* (my finances) function in the mobile banking app.
- Throughout 2022, we focused on increasing knowledge and competence on personal finances among the Norwegian population. We established the concept *Din Samtale* (your conversation), which involves a team of advisers with additional expertise helping customers who find themselves in a challenging financial situation for various reasons.

### Responsible area in the bank

Personal Banking

### Governing documents

Corporate governance in DNB, Group policy for financial management, Group policy for compliance, Group policy for sustainability

### Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 9.1: Customer satisfaction score	73.6	72.7	71.1		DNB's customer satisfaction survey. Scale from 0 to 100.
GRI 417-2: Cases involving DNB reviewed by FinKN	12	47	34		
GRI 417-3: Comments or fines from supervisory authorities relating to marketing	0	3	0		

# Innovative and user-friendly products and services

## What does it mean/why is it important?

Digitalisation is accelerating and new requirements are constantly arising in connection with the green shift. Value chains are being broken up and customers are shopping from more providers and using more channels than before. Customers are comparing experiences and building expectations across industries to a greater extent, and they are constantly finding new ways to meet their needs. New players are coming onto the market, offering services and solutions that simplify customer journeys, increase sales and lead to product innovation. This makes it especially important to maintain competitiveness. As Norway's largest bank, we also have to take responsibility and ensure that our products and services do not contribute to financial exclusion, and we must ensure that all people have access to basic banking services.

## Status 2022

- Our website dnb.no has a universal design and our digital system for booking meetings has been successful, with over 55 000 meetings with personal customers scheduled in 2022.
- In Cicero Consulting's SME market report for the autumn of 2022, DNB was the only bank to achieve a top score for its open web pages in terms of guidance, advice and tools associated with starting, expanding and operating a business.
- Reputation surveys show that, when it comes to the values 'innovative' and 'modern bank', DNB remained at an average level throughout 2022. Through the quarters, DNB scored 63, 62, 60 and 60 points, respectively.
- In 2022, we entered into collaborations with all five of the companies that participated in the 2021 DNB NXT Accelerator. DNB Ventures has invested in Celsia, and the bank is currently running a pilot project on corporate sustainability together with this startup. We had a pilot project with Vilda relating to green home mortgages in the personal customer market.
- There was a 65 per cent increase in the number of companies that began using the corporate app DNB Bedrift (formerly Puls) in 2022. The number rose from 38 800 companies at the end of 2021 to 64 194 at the end of 2022.
- In 2022, DNB was the driving force behind the new industry programme StartupLab Fintech. The goal is to create more strong technology companies with potential for growth and global ambitions in the financial sector.
- Together with Digital Norway, we created a sustainability course for small and medium-sized enterprises that was launched in June 2022.

## Responsible area in the bank

Products & Innovation

## Governing documents

Corporate governance in DNB

## Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 6.1: Score in Traction (formerly Reptrak) for innovative business model in DNB	n . a .	64	60		The historical figures have changed, due to use of the new tool. Scores in Traction range from 0 to 100, and are given as at Q4.
DNB 6.2: Score in Traction (formerly RepTrak) relating to products and services	n . a .	62	59		The historical figures have changed, due to use of the new tool. Scores in Traction range from 0 to 100, and are given as at Q4.



## Responsible purchasing

### What does it mean/why is it important?

DNB buys goods and services for substantial sums each year. It is important that we choose suppliers that operate in accordance with our expectations and requirements, including when it comes to human rights, the environment and ethics, and that can contribute to responsible and more sustainable solutions for DNB. Good suppliers make DNB better, and it is our goal to be a customer that also contributes to their improvement.

We assess the risk, including sustainability risk associated with sub-suppliers, in our Third Party Risk Management (TPRM) tool. In addition, we are still using EcoVadis and on-site audits for prioritising and following up our main suppliers.

### Status 2022

- We improved internal processes and parts of the sustainability management system in the supply chain as a result of the Norwegian Transparency Act that entered into force on 1 July 2022.
- In 2022, we updated DNB's ethical guidelines for business partners.
- Any party that signs a contract with DNB is subject to a risk assessment in TPRM before signing the contract, and then at regular intervals during the contract period. In 2022, we further enhanced the mapping of risk associated with sustainability in the TPRM system. We included more sustainability-related questions, updated the industry risk list and introduced measures to obtain more information about other links in the supply chain when this is considered material.
- Out of 346 supplier assessments (new assessments or reviews of existing assessments) that were completed in 2022, 8 per cent were considered to entail higher inherent risk and had to undergo a more thorough assessment before a final decision was made.
- DNB's ethical guidelines for business partners are generally included as an appendix to supplier contracts. 84 per cent of current suppliers that are registered in DNB's contract database have made a commitment to comply with these guidelines.
- For suppliers that are deemed to entail a higher risk and for our more strategic suppliers, we use the EcoVadis platform to monitor and assess the suppliers' sustainability work. At the end of 2022, suppliers that together account for 63 per cent of DNB's relevant supplier costs had an average score of 62/100, which is better than the average of 45 on the platform in general.
- In 2022, DNB, at Group level, carried out two on-site inspections of suppliers. After an audit has been completed, we engage in dialogue with the suppliers, to make sure that any deviations and suggested improvements are handled in a satisfactory manner.

### Responsible area in the bank

Group Finance

### Governing documents

DNB's ethical guidelines for business partners, DNB's anti-corruption guide, Group policy for sustainability, Group policy for procurement and outsourcing, Group instructions for procurement and sourcing processes

### Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
DNB 5: Proportion of DNB's procurement costs relating to active suppliers that have undergone a sustainability analysis carried out by EcoVadis in 2022 and that had a valid score at the end of the year	57%	61%	63%		DNB defines a valid score as a score based on an analysis performed during the past year, or for a score $\geq 45$ , in the past two years. The proportion of the costs covers procurement costs in Norway, and does not include costs relating to government agencies, sponsorship activities etc.
DNB 14: Proportion of completed supplier assessments that required more thorough review before making a decision to enter into a contract	N/A	9%	8%		New suppliers and existing suppliers that are up for review are subject to a supplier assessment.

# Responsible tax practices and our tax contribution

## What does it mean/why is it important?

A company's tax contribution is an important part of its corporate responsibility, and DNB contributes considerable amounts of tax every year. In line with our overarching goals and values, we have responsible tax practices that ensure and balance the Group's interests against the needs of customers, shareholders, employees, and society in general. Our responsible approach to tax involves having low tax risk and being transparent. We will also follow tax rules and international conventions in every country in which we operate, and try to act in accordance with the purpose of the rules. We will not facilitate or otherwise contribute to tax evasion or aggressive tax planning for customers that will have a negative effect on society.

## Status 2022

- In 2022, DNB's total tax contribution was NOK 12 737 million. The tax included corporate income tax, employer's national insurance contributions, net costs for value-added tax, financial activities tax, and withholding tax.
- A new global tax strategy was adopted in 2021, and in 2022, we carried out digital courses relating to the strategy to ensure that it has been understood and has the necessary support within the organisation.
- In 2022, we launched our tax control framework (TCF), which is intended to contribute to DNB meeting the expectation of handling tax matters efficiently.
- Tax risk is governed within the Group's risk management framework, and in the same way as other types of risk the Group is exposed to.
- All of the products we offer undergo a comprehensive approval procedure to ensure that they do not contribute to tax risk, among other things.
- We are open, honest and transparent towards the tax authorities in all of the countries in which we operate, and we have regular meetings with the Norwegian tax authorities.
- Tax is one of the areas in which we return considerable value to society, and the country-by-country report shows tax paid in the countries in which the Group has operations (see the overview in DNB's Tax Contribution 2022 on [dnb.no/sustainability-reports](https://dnb.no/sustainability-reports)).

## Responsible area in the bank

Group Finance

## Governing documents

Tax strategy, DNB's Code of Conduct, Group instructions for tax

## Link to the UN Sustainable Development Goals



Measurement parameter	2020	2021	2022	Target (if relevant)	Comments
GRI 207-1: Approach to tax					For information, see pages 143–145 of the annual report, in addition to our tax strategy and report on our tax contribution on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .
GRI 207-2: Corporate governance, control and risk management relating to tax					For information, see pages 143–145 of the annual report, in addition to our tax strategy and report on our tax contribution on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .
GRI 207-3: Stakeholder dialogue and handling tax-related issues					For information, see pages 143–145 of the annual report, in addition to our tax strategy and report on our tax contribution on <a href="https://dnb.no/sustainability-reports">dnb.no/sustainability-reports</a> .

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