



## **Group Sustainability Strategy 2020**

### **NORD/LB supports its customers in global change**

#### **Our conviction**

For the NORD/LB Group, sustainability is first and foremost a question of attitude: it is part of the bank's public duty to support sustainable development directly and indirectly in its own business activities.

The NORD/LB Group is convinced that many aspects of global change result in opportunities and risks for its customers and will therefore also affect its business activities. The sustainability strategy addresses the key aspects of global change for the NORD/LB Group and its customers and shows how any opportunities that arise can be realised efficiently and risks can be managed responsibly. With this strategy, the bank is pursuing the following basic direction:

#### **Strategic direction:**

The long-term trends of issues such as climate change, demographic development, urbanisation process and raw materials restrictions have to be considered with differing degrees of urgency and intensity by the customers of the NORD/LB Group. They have to constantly adjust their proven business models in good time to take into account the complex effects of these trends and to find solutions. The staff of the NORD/LB Group help the Group's customers to consider the changes of global change in their decision-making and in so doing contribute towards sustainable development.

There are therefore naturally two stakeholder groups at the heart of the sustainability strategy 2020: the customers and staff of the companies of the NORD/LB Group.

With its systematic approach to sustainability, the NORD/LB Group ensures that necessary sustainability aspects are considered in its business activities:

- Transactions which are recognisably in breach of the fundamental principles of sustainable development, such as transactions involving controversial weapons or pornography, are identified by means of exclusion criteria and rejected.
- A framework of sustainability guidelines establishes the link between the individual transaction and the relevant specific sustainability standard from the viewpoint of the NORD/LB Group. As a result, sustainability can be managed on an individual basis and in a target-oriented manner.

The NORD/LB Group and its staff consider it their duty above all else to support their customers and help them to give greater consideration to sustainable development in their business activities and investment decisions. This support includes for example identifying funding opportunities and pointing out existing business potential as a result of sustainability.

The NORD/LB Group regularly reports on the progress it has made on implementing of its sustainability strategy in a sustainability report which is prepared in accordance with generally recognised standards. In this the NORD/LB Group reports on the contributions made for customers

and society. The report considers the different facets of business activity, including the direct and indirect contributions towards sustainability generated by the core business of the NORD/LB Group for its customers and society as well as the contributions by additional activities accompanying its core business.

### **Focus and specific objectives:**

In its sustainability activities the NORD/LB Group is focusing on the following and aiming to achieve the objectives stated below by 2020.

### **Governance**

The NORD/LB Group will maintain and structurally develop its management approach towards sustainability. This will include in particular continually revising the strategic direction of sustainability management. This will be done by the established Group Sustainability Management division, and in particular by the Sustainability Control Committee, which supports the Group Managing Board.

In order to create impetus for the direction of sustainability management, the companies of the NORD/LB Group consult relevant stakeholder groups. This ensures that our business activities are in line with the needs of stakeholders and as a result ensures that the Group will remain successful and competitive in the long term.

The results of these stakeholder meetings are considered in the sustainability programmes and provide impetus for the direction of sustainability management.

### **Customers**

The NORD/LB Group ensures that sustainability aspects are considered in all relevant operations and in so doing ensures an approach to business which considers not only economic aspects for the benefit of customers, but also environmental and social governance aspects .

By consulting customers on sustainability issues and by offering “green products”, the NORD/LB Group is making an ever-increasing contribution towards the financing of the Green Economy.

In its business activities the NORD/LB Group considers economic, environmental and social aspects in order to improve the competitive position of customers and in so doing strengthen the risk position of the NORD/LB Group.

The sustainability objectives for the respective operations are the focus of the strategy process.

### **Staff**

The staff are the future of the NORD/LB Group and ensure its long-term success. There is therefore a major responsibility towards staff to create the conditions which allow them to develop fully and to “live diversity”. A key element of this is the development of women in professional and management roles in order to systematically make use of their management potential and as a result make the company more successful. We will therefore continually increase the quota of women in management positions.

The professional and personal development of staff is supported by an extensive range of seminars. By providing information and training courses, the NORD/LB Group promotes and raises awareness of sustainable business and makes it possible for these competences to be used.

### **Society**

As a corporate citizen, the NORD/LB Group participates in social projects and contributes with its financial expertise to society. In its core regions the NORD/LB Group is a sponsor of art, culture and science and welcomes its staff doing voluntary work. In all of these activities the NORD/LB Group focuses its non-commercial activities on contributions which are of benefit to society as well as the NORD/LB Group.

In implementing a sustainable approach to business, the NORD/LB Group urges its suppliers and service providers to act with the same environmental and social principles and standards.

### **Environment**

In organising its environmental management, the NORD/LB Group follows ISO 14001 and prepares an annual environmental programme in order to systematically optimise the environmental impact of its business activities. By saving resources, energy and reducing emissions, the Group's environmental efficiency should be improved as a result. Here particular focus lies on energy efficiency.