UN environment programme | finance initiative

Principles for Responsible Banking

Reporting and Self-Assessment Template

Principles for Responsible Banking

Implementation Document · Principles for Responsible Banking · Est. 2019 · Official

Reviewed version (V2) from September 2022

Reporting and Self-Assessment Template

The following template sets out the reporting and self-assessment requirements for Signatories of the Principles for Responsible Banking (PRB). Your bank discloses which actions it has undertaken to implement the PRB by self-assessing its progress on each of the 6 Principles. This template is therefore structured in accordance with the 6 Principles that signatories have committed to.

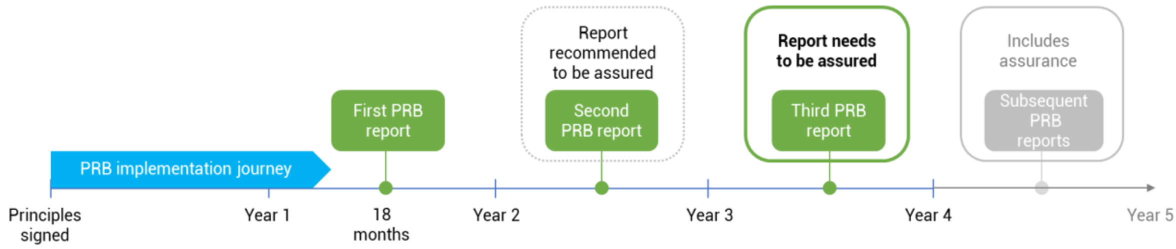
Three Key Steps are critical to showing that your bank is fulfilling its commitments as a signatory of the PRB, i.e. Impact Analysis, Target Setting & Implementation and Assured Reporting/Accountability. The sections in the Reporting and Self-Assessment Template that relate to the 3 Key Steps also require a self-assessment summary to demonstrate the extent to which the bank has fulfilled the respective requirements of the Key Steps.

Accommodating different starting points

Your bank has an initial four-year period from signing to implement the 6 Principles including to bring its reporting fully in line with the requirements. Your bank may not be able to provide all information required in this template in the first report. You should build on your implementation progress annually. Feedback, support, capacity building, training and peer learning are available to all signatory banks to help them progress with both implementation and reporting.

Timeline for reporting and assurance

Signatory banks need to report on their implementation of the Principles on an annual basis. The first PRB report has to be published within 18 months of signing the Principles, to give the bank some flexibility to align the PRB reporting with its reporting cycle. Publishing the first PRB report at any point earlier than 18 months after signing the Principles is therefore an option. After the first PRB reporting has been published, subsequent reports have to be published annually thereafter, i.e. within 12 months at the latest after the prior report[1].



Assurance

The last report within the initial 4 year implementation period (and subsequent reports thereafter) needs to be assured, which means that at least the third PRB report needs to be assured. Banks are encouraged to put the assurance process in place well before that and have earlier PRB reports already assured.

[1] Early reporting is permitted, although sufficient time to show progress from one year to the other should be taken into account.

All items that relate to the three Key Steps (highlighted in yellow) require limited assurance by year four of signing the PRB, undertaken by an independent third party with relevant expertise in the field. These are:

- 2.1 Impact Analysis
- 2.2 Target Setting
- 2.3 Target Implementation and Monitoring
- 5.1 Governance Structure for Implementation of the Principles

An assurer provides limited assurance of your self-assessment in these listed areas. You can do this by including it in your existing assured reporting. Where third-party assurance is not feasible, an independent review may be conducted. Assurance requirements are described in more detail in the Guidance for Assurance providers: Providing limited assurance for reporting.

Purpose of the template

The purpose of this template is to assist signatories in disclosing their progress on implementing the PRB. The disclosed information is used by the UNEP FI Secretariat as the basis for the individual review of each bank's progress, as well as for reporting the collective progress made by the PRB Signatory Group. To measure collective progress in a consistent manner, some standardized questions to be completed by the banks are integrated into the template. The open questions give banks the flexibility to disclose the progress they make, considering the diverse business models and various contextual differences in which banks operate.

How to use this template

This template gives banks the chance to provide summaries of the annual progress made in implementing each Principle. It is designed for your bank to provide references/links to where in your existing reporting/public domains (websites) the required information can be found to support your answers. The aim is to keep any additional reporting burden to a minimum while ensuring transparency and accountability as set out in Principle 6. When referring to other documents, please specify the pages where the exact information appears.

The Reporting and Self-Assessment Template shall not be amended structurally and content-wise. The content and text of the template can be applied to corporate layout and designed accordingly, without omitting parts of the texts. The Reporting and Self-Assessment Template can be integrated into your bank's reports (annual report, sustainability report or relevant reporting formats) or can be published as a stand-alone document. It needs to be publicly available and will be listed on the UNEP FI Signatories page.

The reporting needs to be published in English. Information that is referenced to within the Reporting and Self-Assessment Template should also be available in English. Where that is not possible, it is recommended to include the summary of relevant information as text in the Template, so that all necessary information can be taken into account when the UNEP FI Secretariat reviews the bank's performance.

Principle 1: Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business model

Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

Founded in 1871, Degroof Petercam is a privately-owned, Belgian-rooted reference ***investment house*** *built on more than 150 years of integrated financial knowledge. With clients in over 20 countries, Degroof Petercam offers a distinctive combination of services in private banking, asset management, investment banking (corporate finance and global markets) and asset services and doesn't follow the pure-play bank model. Its total balance sheet amounts to 8,1 bn EUR and and total client assets amounts to 74,3 bn EUR.* *Geography of the loan portfolio is less relevant as lending is not a core activity of DP, a total loan portfolio of 2 bn EUR consists primarily of general purpose loans, ~25 % or an equivalent 598 mio EUR is linked to mortgage loans mainly located in Belgium,* *Another 2,9 bn EUR of balance sheet is linked to the Assets and Liability Management (ALM) of DP. ALM management is a complementary activity to the Bank's Core Business (Private Banking). ALM investment strategies are cautious. They concern very high quality bonds that can be mobilized quickly if necessary.* *Description of Degroof Petercam's four activities :* 1. *Within* ***Private Banking (51% of revenues)****, DP acts as a steward of all assets, for families, corporate executives and business owners. DPs' service model combines the experience of seasoned professionals with evolving technology to meet six major challenges: making clients' private or professional assets grow, protecting them from unforeseen events, financing their projects, diversifying their investments, giving them a societal and philanthropic dimension, and finally, when the time comes, ensuring optimal transferesponse* 2. ***Investment Banking*** *(DPIB)* ***(14% of revenues)*** *focuses on mergers and acquisitions, and financial engineering with the issuance of equity and debt securities for both*	*Cfr website & annual report page 185 & following*

private and listed companies. In terms of capital markets activity and intermediation, DP has one of the largest internal research teams in the Benelux. Thanks to the dealing room and own trading room, DP is a key player in the field of specialized execution services for all listed and unlisted financial products, such as bonds, structured products, derivatives, customized risk hedging solutions, etc. DP also offers corporate services such as stock option plans, market making for listed companies, treasury or foreign exchange. 3. *DPs' **Institutional Asset Management** (DPAM) **(21% of revenues)** business has been committed to offering active, sustainable and research-based investment solutions for more than two decades. DPAM's institutional clients include pension funds, foundations, insurance companies and non-profit organizations. With 20 years of sustained dedication to responsible investments, DPAM integrates ESG factors across all asset classes and themes. In-house research is at the heart of DPAM's management, relying on several teams of fundamental and quantitative research analysts.* 4. *Based in Luxembourg, Degroof Petercam **Asset Services** (DPAS) (**14% of revenues)** offers a comprehensive, integrated and scalable range of services for both Luxembourg and Belgian investment funds. These services are aimed at all types of initiators and investment funds. DPAS provides structuration, domiciliation, central administration, custodian bank (via Banque Degroof Petercam Luxembourg and its branch in Belgium) as well as custody services, registration support, risk management, distribution network supervision, currency hedging and asset management for clients acting as investment advisors.* *In terms of geography, our activities are mainly located in Belgium, Luxemburg, and France, as also reflected in the allocation of staff 66 % in Be, 27 % in Lux & 6 % in Fr.* *Please note that DP is currently in a M&A process as Indosuez, part of Credit Agricole (Wealth Management and Private Banking in France | Indosuez | Indosuez (ca-indosuez.com)) has expressed its interest to acquire a majority stake in our group.*	

Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

☒ Yes

☐ No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these? ☐ UN Guiding Principles on Business and Human Rights ☒ International Labour Organization fundamental conventions ☒ UN Global Compact ☐ UN Declaration on the Rights of Indigenous Peoples ☒ Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: ECB guide, TCFD & TNFD ☐ Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: ------------------------ ☐ None of the above	
As written on our public website "We are conscious of having a responsibility beyond our activities and services for our clients. Our footprint goes beyond the benefits we generate. We create responsible prosperity for all." This is DPs' purpose. *How this is done is clearly linked to the core activity i.e., through responsible and sustainable investments. In this context, DPAM monitors the compliance of its mainstream portfolios with recognized Global standards (i.e. UN Global Compact, ILO instruments, OECD Multinational Enterprises (MNE) Guidelines, UNGPs and Underlying Conventions and Treaties) as well as their exposure to several additional "controversial activities". Next to DPAM funds which are included in DPs' Private Banking offer, other actively managed third party funds as well as direct lines are equally screened ao.on compliance with recognized Global standards as UN Global Compact . Investments exposed to environmental, social or severe governance controversies are excluded from DPs' investment universe.* *The same rules are applied to DPs' own investments*	We invest in Sustainable Responsibility for all (degroofpetercam.com)

Principle 2: Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly[2] and fulfil the following requirements/elements (a-d)[3]: **a)** ***Scope:*** What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.	
• *DP has conducted a Double Materiality Analysis over 2023 in line with CSRD requirements. Main material topics include responsible investments, legislation and compliance, data privacy & security….* • *Within responsible investments, main areas to focus on are:* • *Discretionary portfolio's within Private Banking (~50 % of AUM) where the bank has a final say* • *DPAM funds (100%)* *As for the other assets within advisory & execution only set-ups, DP's role consists in engaging with clients. As the asset services activities are almost completely linked to DP client assets, no specific focus is required as already covered. Within Investment Banking, ESG sell side research has now been included into daily practice.* • *Banking portfolio & loans are not that relevant as explained above. Nevertheless the Controversial Activities Policy is applied. Next to that further progressive investment into Green Bonds has been realised, totalling to 186 mEUR.*	*Cfr non-financial report. 96* *DP_AR2023_EN_5_NONFINANCIAL.pdf (degroofpetercam.com)*
b) ***Portfolio composition:*** Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope i) by sectors & industries[4] for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or ii) by products & services and by types of customers for consumer and retail banking portfolios. If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.	
Portfolio composition is not relevant for our activities. Our client assets are invested across the globe taking into account client preferences in terms of risk & sustainability. Active, sustainable research is core in our approach. Through our Controversial Activities Policy, certain companies are excluded from our investment universe.	*2023_Controversial_Activities_Policy_DP.pdf (ctfassets.net)*

[2] That means that where the initial impact analysis has been carried out in a previous period, the information should be updated accordingly, the scope expanded as well as the quality of the impact analysis improved over time.
[3] Further guidance can be found in the Interactive Guidance on impact analysis and target setting.
[4] 'Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

The impact of DP lies clearly and mainly within the investments it holds for its customers. *In that sense, as a first step (hence* ***first impact area****), DPAM has committed to the Net Zero Asset Managers Initiative (NZAMI) initiative. Short term targets have been set while the 2040 target is 100 % SBTi aligned investments.* *In 2023 DP as a group decided to take a similar voluntary commitment @SBTi. DPGroup has now 2 years to submit targets. For its scope 1&2 emissions DP intends to reduce its emissions with 75% by 2030 (basis 2022). Action have been taken & initiated (ao. Fleet & buildings). As for its investments, Short Term targets need to be defined depending on portfolio analysis. The 2040 target is clearly 100 % SBTI aligned investments in the discretionary portfolio's of Private Banking as well as in the Banking Book.* ***Second impact area*** *is linked to managing other negative impacts linked to its investments (cfr PAI reporting). DP has defined a global approach on its management of negative impacts by applying in its overall due diligence process a more active screening on a list of material pre-selected. Next to GHG, 2 other indicators have been selected ie. ' Violations of UN Global Compact principles and Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises' as well as '.Exposure to controversial weapons (anti-personnel mines, cluster munitions, chemical weapons and biological weapons)'.* *Targets for both parameters stand at 0% where this is today 0,16 % for violations & 0% for weapons at DPBelgium. Further work needs to be done (but is planned) to have better consolidated views on our AUM.* *Important to mention is the fact that we have been disclosing, also in our NFR 2023, the PAI linked to our activities as well as a first view on Financed Emissions. As this is a backward looking KPI, we have also included SBTi alignment of our current portfolio's.* *Last but not least, it should be mentioned that close to 100 % of discretionary portfolio's within Private Banking are including ESG parameters & at least 20 % of sustainable investments as based on our internal approach. This represents more than 15 bnEUR.* *As mentioned above, splitting up sectors & industries of DPs loanbook is not meaningful for DPs' business as the lending activity is primarily composed of retail lending linked to our private banking activity & is neglectable compared to Assets under Management (598 mEUR lending compared to 74,3 bnEUR AUM)*	*pai.pdf (degroofpetercam.com)*

c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate?[5] Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis. *This step aims to put your bank's portfolio impacts into the context of society's needs.*	
The context in which financial institutions work today – especially in Europe – is influenced and encouraged by evolving regulation. This brings in a genuine data challenge for companies as well as evolving insights from both regulators, clients as well as financial industry itself. *When it comes to data, it is clear that data disclosure by companies as well as its quality and its reliability is still evolving. This will be further pushed by CSRD. In that respect, it is important to refer to the concepts of Taxonomy as well as Principle Adverse Impacts. These KPI's are systematically included in our analysis by now.* *DP participates in different fora to discuss with other partners and regulators (eg. 'Towards sustainability label, Febelfin, Beama, TCFD, CDP…)*	*Cfr NFR ao page 151*
Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)6? Please disclose.	
Regarding the 25.6 bnUSD assets managed by DPAM: they consist in (Science Based Target) Portfolio-specific targets, but the majority will meet the target by 2030 compared to the 2022 baseline: • *75% (SBT- or 1.5°C-aligned) for carbon intensive industries, in line with TCFD industry classific ation recommendations.* • *50% (SBT- or 1.5°C-aligned) for other industries* *DPAM will review these interim targets at least once every five years to eventually cover 100% of AuM.* *DPs' other activities (PB AUM as well as own investments) will formulate a similar target in 2024. The long term target is however 100% SBTi alignment in 2040.* *With regards to the second impact area, these are linked to* *Violations of UN Global Compact principles and Organization for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises'* and *'.Exposure to controversial weapons (anti-personnel mines, cluster munitions, chemical weapons and biological weapons. These to PAI indicators (n° 10 & 14) should be 0.*	*Cfr NFR page 147 as well as [tcfd-activity-report-enBE (dpaminvestments.com)]*

[5] Global priorities might alternatively be considered for banks with highly diversified and international portfolios.
[6] To prioritize the areas of most significant impact, a qualitative overlay to the quantitative analysis as described in a), b) and c) will be important, e.g. through stakeholder engagement and further geographic contextualisation.

d) *For these (min. two prioritized impact areas)*: ***Performance measurement***: Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context. In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services. If you have identified climate and/or financial health&inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex. If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this. *The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.*	
As a long term responsible investor, DPAM acknowledges its unique position to contribute to the fight against climate change and support the Paris Agreement on Climate Change. Hence, in November 2018, DPAM welcomed the recommendations of the Task force on Climate-related Financial Disclosure (TCFD), an initiative led by the Financial Stability Board, to promote more informed investment, credit, and insurance underwriting decisions as we strongly believe it will enhance our investment processes and decisions. By integrating climate change risks and opportunities in our investments decision process, we aim to assess the impact of climate change on our investments, and at the same time assess the impact of our investments on climate change. Supporting the TCFD recommendations and improving disclosure in essence means contributing to the fight against climate change and at the same time providing our investors with adapted investment solutions and relevant information concerning climate risks and opportunities. In other words, we believe it is an inherent part of our fiduciary duty to integrate the TCFD recommendations. However, as stated by the Principles for Responsible Investment, the integration of the TCFD recommendations into investment decision making is a complex process, a process of 'learning by doing'. *The TCFD process is governed by TCFD Steering Group in which next to the CEO, core senior professionals of DPAM are gathered. The yearly TCFD report provides a clear status.* *The Net Zero commitment is followed as a standard agenda point of this committee. This way dashboards/additional KPI's… are developed, approved & spread into the organisation.* *This structural governance, supported by support from topmanagement, ensures a smooth but decisive path to realising the targets set. A similar set-up has been created now at Group level with reporting towards the Responsible Banking Steering Group (RBSG)*	*global-sustainable-investment-policy.pdf (degroofpetercam.com)* *tcfd-activity-report-enBE (dpaminvestments.com)*

With regards to the second impact area, namely Principe Adverse Impact Indicators. Further work is being done to further optimize process on data gathering & analysis. These roadmaps are followed through the different Steering Groups within DP.	

Self-assessment summary:

Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?[7]

Scope:	☒ Yes	☐ In progress	☐ No
Portfolio composition:	☒ Yes	☐ In progress	☐ No
Context:	☒ Yes	☐ In progress	☐ No
Performance measurement:	☐ Yes	☒ In progress	☐ No

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

Climate change mitigation, climate change adaptation*, resource efficiency & circular economy, biodiversity, financial health & inclusion,* ***human rights****, gender equality, decent employment, water, pollution,* ***other: please specify***

How recent is the data used for and disclosed in the impact analysis?

☐ Up to 6 months prior to publication

☒ Up to 12 months prior to publication

☐ Up to 18 months prior to publication

☐ Longer than 18 months prior to publication

Open text field to describe potential challenges, aspects not covered by the above etc.: *(optional)*

[7] You can respond "Yes" to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets8 have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

a) ***Alignment:*** which international, regional or national policy frameworks to align your bank's portfolio with[9] have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

You can build upon the context items under 2.1.

As previously mentioned, DPAM has committed to Net Zero hence respecting the Paris Climate Agreement in 2022. DP as group took a voluntary commitment @SBTi (status: commitment pending approval). *For the second impact area, SFDR reglementation – PAI has been selected.*	*tcfd-activity-report-enBE (dpaminvestments.com)*

b) ***Baseline:*** Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.

If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes:

Impact area	*Indicator code*	*Response*
Climate change mitigation	…	
	…	
	…	

Impact area	*Indicator code*	*Response*
Financial health & inclusion	…	
	…	
	…	

In case you have identified other and/or additional indicators as relevant to determine the baseline and assess the level of alignment towards impact driven targets, please disclose these.

Base year is 2022 for DPAM. As for DP Group, a first baseline has been mentioned in the NFR both on scope 1,2,3 as well as on SBTi alignment of portfolio's. *For the second impact factor, base date are published in the PAI report on entity level. Going forward, a more consolidated approach will be worked out.*	[pai.pdf (degroofpetercam.com)]()

c) ***SMART targets*** (incl. key performance indicators (KPIs)[10]): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.	
Area 1 100 % SBTI aligned Investments within DPAM & Private Banking activities (discretionary only) as well as our banking book by 2040 thereby sticking to the 1,5 °C pathway. *Area 2 0 %*	*Links and references*
d) ***Action plan:*** which actions including milestones have you defined to meet the set targets? Please describe. Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.	
Cfr TCFD report, Global Sustainability Investment Policy (on bank level) as well as the different PAI reportings. *It should be noted that next to our policies, engagement strategy is core. This is valid both for companies & funds our clients invest in (see our NFR page….) but also towards our clients. The latter can only be achieved through well educated staff, reason why we have launched an extensive Sustainability Learning Program*	*DPAM_TransparencyofadverseSustainabilityimpacts.pdf (cloudinary.com)* *pai.pdf (degroofpetercam.com)*

Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your…

[8] Operational targets (relating to for example water consumption in office buildings, gender equality on the bank's management board or business-trip related greenhouse gas emissions) are not in scope of the PRB.
[9] Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.
[10] Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

	Net Zero	Managing Negative Impacts	*(If you are setting targets in more impact areas)* …your third (and subsequent) area(s) of impact: … *(please name it)*
Alignment	☒ Yes ☐ In progress ☐ No	☒ Yes ☐ In progress ☐ No	☐ Yes ☐ In progress ☐ No
Baseline	☒ Yes ☐ In progress ☐ No	☒ Yes ☐ In progress ☐ No	☐ Yes ☐ In progress ☐ No
SMART targets	☒ Yes ☐ In progress ☐ No	☐ Yes ☒ In progress ☐ No	☐ Yes ☐ In progress ☐ No
Action plan	☒ Yes ☐ In progress ☐ No	☒ Yes ☐ In progress ☐ No	☐ Yes ☐ In progress ☐ No

2.3 Target implementation and monitoring (Key Step 2)

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target.

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only): describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

Implementation update will be published in the TCFD annual report over 2023. The update on managing PAI will be published through our CSRD report in 2025	*Links and references*

Principle 3:
Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Client engagement

Does your bank have a policy or engagement process with clients and customers[11] in place to encourage sustainable practices?

☒ Yes ☐ In progress ☐ No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

☒ Yes ☐ In progress ☐ No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities[12]). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).

• *Linked to Europes' Green deal, Degroof Petercam has put considerable efforts in explaining, training, organizing… its operations in order to ensure and support a deployment in line with regulation. In this respect, capturing sustainability preferences of both institutional and private customers is key.* • *Additionnaly, Degroof Petercam also positions itself as a thought leader and reliable partner in order to continue to inspire companies and entrepreneurs.* • *As data, systems, preferences, insights further evolve, Degroof Petercam will take up KPI's linked to its sustainable investments within the SFDR framework.* • *First client reporting linked to sustainability will be shared with clients in 1H2024. Set-up of a more comprehensive & easy accessible reporting is being studied. As for our funds, sustainable reporting is included in the standard documentation available on the website*	*NFR page 127* *Funds (dpaminvestments.com)*

3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services , information on sustainable products developed in terms of value (USD or local currency) and/or as a % of

your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).	
Business opportunities do arise especially in the area of 'impact investing'. This is the area where besides financial returns also non-financial results are sought for. We also see a notable pick up on interest for Philanthrophy. *The combination of a DP Foundation with an estate planning service within Private Banking proves to be another relevant offer.* *Lastly, DPs positioning in terms of sustainability based on its long history & its pioneering role supports our business going forward.*	*Links and references*

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

4.1 Stakeholder identification and consultation

Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups[13]) you have identified as relevant in relation to the impact analysis and target setting process?

☐ Yes ☐ In progress ☐ No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Cfr disclosure in our NFR 2023. *A Double Materiality Analysis in line with EU requirements & supported by an external consultant has been realized.*	*Cfr non-financial report. 96 DP_AR2023_EN_5_NONFINANCIAL.pdf*

[11] A client engagement process is a process of supporting clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.
[12] Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.
[13] Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations

	(degroofpetercam.com)

Principle 5:
Governance & Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking

5.1 Governance Structure for Implementation of the Principles

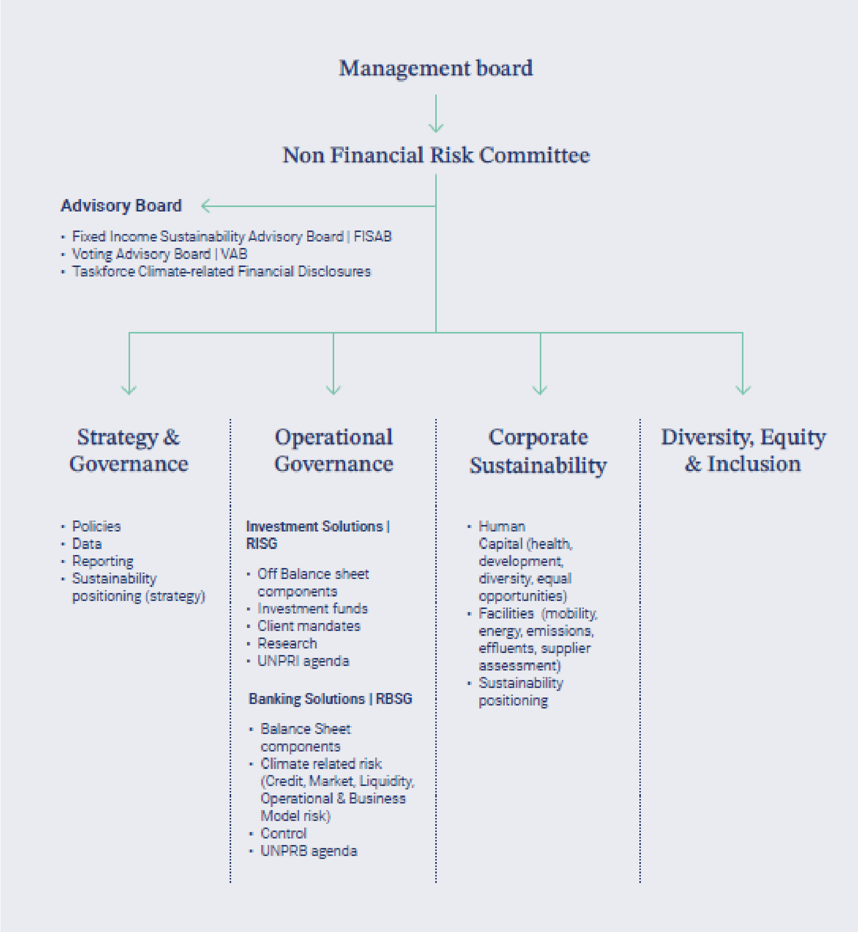
Does your bank have a governance system in place that incorporates the PRB?

☐ Yes ☐ In progress ☐ No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

No new developments *Reference is made to last year & NFR2023.* *This is the overall structure:*	*Cfr non-financial report. Page 86* *DP_AR2023_EN_5_NONFINANCIAL.pdf (degroofpetercam.com)*



The UN PRB implementation is discussed and followed at the Responsible Banking Group (RBSG). This Steering group is headed by the Head of Regulatory Coordination at Group level. It consists of 14 senior profiles covering the Group's activities and includes the Group Sustainability Manager and Group CEO.

Two updates took place at Board level with a focus on ao Net Zero Commitment, TCFD & results DMA)

In terms of linking remuneration to sustainability, reference can be made to NFR 2023: "Our remuneration policy is a good example of tangible improvements resulting from our Double Materiality Assessment. Next to our commitment to a gender-neutral compensation scheme,Degroof Petercam has also decided to further increase non-financial KPIs in all assessments for overall performance. These KPIs now account for more than 40% of the scorecard, covering elements such as governance, client centricity or sustainable finance."

5.2 Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Several elements should be listed here – for more info please refer to the Non Financial Report 2023 • *As expertise is core in DPs' business, DP has worked out a Risk Awareness & Control Excellence (RACE) program which is obligatory for all staff, this iniative exists already since 2019. Moreover this is also the prime condition to ensure variable pay. In 2023, a specific topic on Sustainable Finance including test was included.* • *As part of our program 'Be Employer of Choice', learning and promoting a culture of responsibe banking will be further strengthened. In that respect, we have launched a Transversal Sustainability Learning Offer, available for all employees & for some functions obligatory. Each month (starting in December 2023) a new learning on sustainability is launched.* • *For all clientfacing staff, several trainings took place including small video's … to support explanation on sustainable finance.* • *As part of the to-be-further-worked-out employer of choice program, leadership, engagement and sustainability are clear cornerstones. An engagement score of > 80% is a KPI set for 2026.*	

5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio?[14] Please describe.

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.

• *A comprehensive starting point is reflected in BDPs' risk report which englobes a separate chapter on ESG Risk.* • *In terms of policies several important policies impacting our activities as well as our business acumen are available on the different websites. It ranges from Global Sustainable Investment policies, to Controversial activities policies, to AML policies.*	*Home - Degroof Petercam Asset Services (dpas.lu) – investor information* *General terms & conditions I Documentation (degroofpetercam.com)*

Self-assessment summary

[14] Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; zero-tolerance policies; gender-related policies; social due diligence policies; stakeholder engagement policies; whistle-blower policies etc., or any applicable national guidelines related to social risks.

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system? ☒ Yes ☐ No Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)? ☒ Yes ☐ No Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)? ☒ Yes ☐ In progress ☐ No

Principle 6:
Transparency & Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

☐ Yes ☐ Partially ☒ No

If applicable, please include the link or description of the assurance statement.

Response	*Links and references*

6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

☐ GRI

☐ SASB

☐ CDP

☐ IFRS Sustainability Disclosure Standards (to be published)

☐ TCFD

☐ Other: ….

DPAM discloses on TCFD.	*Links and references*

6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis[15], target setting[16] and governance structure for implementing the PRB)? Please describe briefly.

DP is gearing up towards reporting under CSRD. The latter requires as well guaranteeing external assurance. DP welcomes implementation of CSRD as it will support further transparency within overall economy.	

[15] For example outlining plans for increasing the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement

[16] For example outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans etc.

This will also drive better investment decisions having a better grip on potential negative impacts.	

6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).

If desired, you can elaborate on challenges and how you are tackling these:

☐ Embedding PRB oversight into governance

☐ Gaining or maintaining momentum in the bank

☐ Getting started: where to start and what to focus on in the beginning

☐ Conducting an impact analysis

☐ Assessing negative environmental and social impacts

☐ Choosing the right performance measurement methodology/ies

☐ Setting targets

☐ Other: …

☒ Customer engagement

☐ Stakeholder engagement

☒ Data availability

☒ Data quality

☐ Access to resources

☐ Reporting

☐ Assurance

☐ Prioritizing actions internally

If desired, you can elaborate on challenges and how you are tackling these:

Annex

A set of indicators has been produced for the impact areas of climate mitigation and financial health & inclusion. These indicators will support you in your reporting and in showing progress against PRB implementation. Banks are expected to set targets that address minimum two areas of most significant impact within the first four years after signing the PRB. That means that Banks should ultimately set targets using impact indicators. Acknowledging the fact that banks are in different stages of implementation and on different levels of maturity and therefore might not be able to report on impact from the beginning, a Theory of Change approach has been used to develop the set of indicators below.[17] The Theory of Change shows the **pathway to impact** and considers the relationship between inputs, actions, outputs, and outcomes in order to achieve impact. The Theory of Change for climate mitigation can be found here, the Theory of Change for financial health & inclusion can be found here.

How to use: Both practice (action, outcome and output) and impact performance need to be understood because practice is the conduit for achieving desired impacts (including targets). The Theory of Change allows to identify metrics and set targets which align with a bank's maturity. The indicators below are all connected to a bank's impact and can be considered as steps towards measuring impact. Some of the practice indicators (on the action, output, and outcome levels respectively) are connected to portfolio composition and financial targets[18] (highlighted in green) or to client engagement[19] targets (highlighted in blue), which enable your overall target. If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex to measure your performance and baseline.[20] Once you have set the target, you can use the indicators as guidance for your action plan as well as defining Key Performance Indicators (KPIs) which you can then use to measure progress against the set targets.

[17] It is not required from banks to work with the Theory of Change concept internally. In fact, the Theory of Change has been used to structure the requirements of setting SMART targets using relevant indicators.

[18] Financial targets also aim for real economy outcomes but are not directly expressed as such. Instead, they are expressed with financial indicators and metrics, e.g., to redirect flows of lending and investments to sectors, activities or projects aligned with SDGs and/or related to the selected impact area. Banks can also set financial targets related to specific types of customers e.g., low-income customers or female entrepreneurs.

[19] Client engagement targets involve engaging relevant clients and customers to enable your overall target. The purpose of client engagement is to support clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

[20] You might not be able to report on all indicators and/or or levels of practice (i.e. from left to right), in which case you should report on all applicable indicators on the respective level of practice no matter if it is an action, output or outcome indicator.

➔ **For Signatories of the Net-Zero Banking Alliance**: please report on the climate targets set as required in the Guidelines for Climate Target Setting. As a member of the Alliance, you are required to publish first 2030 targets for priority sectors within 18 months and further sectoral targets within 36 months after signing. You can use the PRB template to disclose the required climate target information if its publication date is in line with the committed NZBA timeframe.

➔ **For Signatories of the Collective Commitment to Financial Health & Inclusion**: please report on financial health and/or financial inclusion targets set as required in the Financial Health and Inclusion Commitment Statement. As a signatory to the Commitment, you have agreed to set a SMART ambitious target within 18 months after signing. To facilitate your process, please refer to the Guidance on Target Setting for Financial Health and Inclusion and the Core Indicators to measure financial health and inclusion. Keep in mind that signatories of the Commitment are encouraged to measure as many indicators as possible from the Core Set or their equivalent to be able to set a SMART impact driven target.

Impact area	Practice[21] (pathway to impact)									Impact[22]		
	1. Action indicators			2. Output indicators			3. Outcome indicators			4. Impact indicators		
	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics
A. Climate change mitigation	A.1.1	**Climate strategy:** Does your bank have a climate strategy in place?	Yes / In progress / No	A.2.1	**Client engagement process:** Is your bank in an engagement process with clients regarding their strategy towards a low(er)-carbon business model (*for business clients*), or towards low(er)-carbon practices (*for retail clients*)?	Yes / Setting it up / No; *If yes:* Please specify for which clients (types of clients, sectors, geography, number of clients etc.)	A.3.1	**Financial volume of green assets/low-carbon technologies:** How much does your bank lend to/invest in green assets / loans and low-carbon activities and technologies?	bln/mn USD or local currency, and/or % of portfolio; *please specify* the definition of green assets and low-carbon technologies used	A.4.1	**Reduction of GHG emissions:** how much have the GHG emissions financed been reduced?	% over time; baseline and tracking GHG emissions in kg of CO_2e (or applicable metrics)[23]
	A.1.2	**Paris alignment target:** Has your bank set a long-term portfolio-wide Paris-alignment target? To become net zero by when?	Yes / In progress / No; *If yes*: - please specify: to become **net zero by when**? - **Emissions baseline / base year**: What is the emissions baseline / base	A.2.2	**Absolute financed emissions**: What are your absolute emissions (financed emissions = scope 3, category 15) in your lending and/or	Total GHG emissions or CO_2e (*please also disclose what is excluded for now and why*)	A.3.2	**Financial volume lent to / invested in carbon intensive sectors and activities and transition finance:** How much does your bank lend to / invest in carbon-intensive	bln/mn USD or local currency, and/or % of portfolio	A.4.2	**Portfolio alignment:** How much of your bank's portfolio is aligned with Paris (depending on the target set [A.1.2] either 1.5 or 2 degrees)?	% of portfolio (*please specify which portfolio; for corporate and business clients: % of sectors financed*)

[21] Practice: the bank's portfolio composition in terms of key sectors, its client engagement, and its relevant policies and processes, and, if applicable, its advocacy practices
[22] Impact: the actual impact of the bank's portfolio
[23] If possible and/or necessary, please contextualize the progress: Greenhouse gas emissions might even increase initially because the scope of measurements is extended and financed emissions from a growing proportion of the portfolio are measured, emission factors are updated etc. Emission reductions made by the clients should over time lead to a decrease in GHG emissions financed.

			year for your target? - **Climate scenario used:** What climate scenario(s) aligned with the Paris climate goals has your bank used?		investment portfolio?			sectors and activities[24]? How much does your bank invest in transition finance[25]?				
	A.1.3	**Policy and process for client relationships:** has your bank put in place rules and processes for client relationships (both new clients and existing clients), to work together towards the goal of transitioning the clients' activities and business model?	Yes / In progress / No	A.2.3	**Sector-specific emission intensity** (per clients' physical outputs or per financial performance): What is the emission intensity within the relevant sector?	Please specify which sector (*depending on the sector and/or chosen metric*): kg of CO_2e/ kWh, CO_2e / m2; kg of CO_2e/USD invested, or kg of CO_2e/revenue or profit						
	A.1.4	**Portfolio analysis:** Has your bank analyzed (parts of) its lending and/or investment portfolio in terms of financed emissions (Scope 3, category 15); technology mix or carbon-intensive sectors in the portfolio?	Yes / In progress / No; *If yes:* please specify which parts of the lending and investment portfolio you have analyzed	A.2.4	**Proportion of financed emissions covered by a decar-bonization target:** What proportion of your bank's financed emissions is covered by a decar-bonization target, i.e. stem from clients with	% *(denominator: financed emissions in scope of the target set)*						

[24] A list of carbon-intensive sectors can be found in the Guidelines for Climate Target Setting.
[25] Transition finance is defined as financing the transition towards a low-carbon future in alignment with the Paris climate goals. It entails any form of financial support for non-pure play green activities to become greener and reduce emissions.

	A.1.5	**Business opportunities and financial products:** Has your bank developed financial products tailored to support clients' and customers' reduction in GHG emissions (such as energy efficient mortgages, green loans, green bonds, green securitisations etc.)?	Yes / In progress / No; Please specify which ones, and what financial volume and/or % of the portfolio they account for		a transition plan in place?							
B. Financial health	B.1.1 *	# of products and services in the portfolio with a focus on financial health	Internal data based. Measures how many of the products and services in the portfolio have a financial health focus. We deem a product or service to have this focus when it facilitates decision making and supports financial health increase based on our definition of financial health. This covers products and services embedded with nudges to simplify decision making, round-up, high yield savings accounts, easy investment tools, etc.	B.2.1 *	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective	B.3.1 *	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	B.4.1	% of customers with a high level of financial health	Survey and/or transactional data based. Measures the percentage of customers with a high level of financial health according to the score chosen by the financial institution.

						means that the bank has measured if the initiative is successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.						
	B.1.2 *	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of	B.2.2 *	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including	B.3.2	% of customers who use the bank's services to create a financial action plan with the bank	Transactional and/or survey data based. Measures the percentage of customers who create a financial action plan with the bank using the bank's services. A financial action plan is anything that helps the customer build financial resilience. It is done "with the bank" if the bank can visualize,	B.4.2	% of customers for which spending exceeded 90% of inflows for more than 6 months last year	Survey and/or transactional data based. Measures the percentage of customers with a transaction account and/or savings/investment accounts for which spending exceeded 90% of inflows for more than 6 months in the year within the reporting period compared to the total of customers within PRB scope. Focus on main

			stronger skills, and thus, any individual that is supported with the initiative will achieve the desired results. Relevant employees are those the bank prioritizes in the training program due to their direct impact on the customers' financial health			financial health tools)			through the transactions of the customer, the results of the plan.			financial institution customers.
	B.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.				B.3.3	% of customers using overdraft regularly	Transactional data based. Measures the percentage of customers using the overdraft option in their accounts or credit cards, regularly. Overdraft can be used to handle unexpected emergencies but more than 1/3 of the year (banks may deviate if proper reasons are provided) denotes regularity and a precursor to lower financial health	B.4.3	% of customers that feel confident about their financial situation in the next 12 months	Survey based data. Measures the percentage of customers that answered positively to feeling confident about their financial situation in the next 12 months compared to the total number of customers surveyed. By confident we mean not feeling worried about their financial situation.
							B.3.4	% of customers with a non-performing loan	Transactional data based. Measures the percentage of customers with past-due loans ("past due"	B.4.4	% of customers with products connected to long-term saving and investment plans	Transactional and/or survey data based. Measures the percentage of customers with products

									defined by policies at each bank) compared to the total amount of customers with loans in the bank's lending portfolio.			connected to long-term saving and investment plans. "Long-term" will depend on each bank's definition.
							B.3.5	% of customers showing an increase or stable amounts in savings, deposit and/or investment account balances, quarter on quarter.	Transactional data based. Measures the percentage of customers showing an increase or stable amounts in savings and/or deposit AND/OR invest ment accounts balances, quarter on quarter.	B.4.5	% of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense	Survey based data. Measures the percentage of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense. We consider a major unexpected expense, one that the customer hadn't planned for and would require them to spend more than what they have available for secondary expenses in their monthly budget or 1/20th of the country's Gross National Income (banks may deviate if proper reasons are provided). A good example is: unforeseen medical bills, large appliance malfunctioning, car repair, etc. Survey based

												using the question: "If a major unexpected expense arises, how can you cover it right now?" and give the multiple choice options of insurance, emergency funds, loan, credit card, family/friends, etc.
C. Financial Inclusion	C.1.1 *	# of products and services in the portfolio with a focus on financial inclusion	Internal data based. Measures how many of the products and services in the portfolio have a financial inclusion focus. We deem a product or service to have this focus when its design facilitates the access and usage by the prioritized customer. For example, no-fee savings account, low interest microloan, offline access or sim-based banking apps, etc	C.2.1	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective means that the bank has measured if the initiative is	C.3.1 *	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	C.4.1	% of customers with 2 or more active financial products, from different categories, with the bank	Transactional data based. Measures the percentage of customers with 2 or more active financial products, from different categories, with the bank. By active we mean there's at least one usage per month. By category we mean credit/debt, savings/deposit/payment, insurance, investment, etc. Once a target has been set for this indicator, we encourage banks to ensure responsible selling policies or other initiatives so that the target doesn't become a toxic incentive.

						successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.						
	C.1.2 *	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of stronger skills, and thus, any individual that is supported with the initiative	C.2.2	% of customers with effective access to a basic banking product	Transactional data based. Measures the percentage of customers with effective access to a basic banking product. By effective we mean the usage beyond first access. Basic banking products vary by bank. Good examples are: checking accounts, payment accounts, credit cards, saving accounts, deposit accounts, e-	C.3.2	% of customers supported with dedicated customer journey/advisory services	"Transactional data based. Where dedicated customer journey/advisory services are in place for prioritized groups , this indicator measures the percentage of customers using such services. Depending on size of bank, either number or percentage can be the unit of measure.			

			will achieve the desired results. Relevant employees are those the bank prioritizes in the training program due to their direct impact on the customers' financial health			money accounts, etc.						
	C.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.	C.2.3	# of new customers per month	Transactional data based. Measures the number of new customers per month. Once the bank sets a target, this indicator can become a KPI to measure the percentage of new customers from the prioritized groups, per month.	C.3.3 *	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including financial health tools, if applicable)			