

# *Corporate Responsibility Fact Book 2017*

Supplementary information about corporate responsibility  
(Unaudited)

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1. Overview



## 1.1. Introduction and reporting principles

### 1.1.1. Introduction to Corporate Responsibility Fact Book 2017

- Corporate Responsibility Fact Book 2017 covers business information and corporate responsibility activities of Danske Bank Group. It is a supplement to CR Report 2017, which can be downloaded from the Danske Bank Group website at [www.danskebank.com/responsibility](http://www.danskebank.com/responsibility).

### 1.1.2. Reporting principles

- To ensure data consistency and completeness, data has been defined and described in business procedures. Internal control procedures have been established to ensure that data is reported according to the definitions.
- A full description of the reporting principles covering environmental and employee data is available on the Group website at [www.danskebank.com/responsibility](http://www.danskebank.com/responsibility).
- Environmental data included on the Group's Statement of Carbon Neutrality have been verified by Deloitte. The statement can be downloaded from the Danske Bank Group website at [www.danskebank.com/responsibility](http://www.danskebank.com/responsibility).

## 1.2. Corporate Responsibility organisation

### 1.2.1. Danske Bank's Business Integrity Board and Corporate Responsibility department

- Danske Bank's Business Integrity Board consists of the Executive Board members, Head of HR, Head of MarCom, Head of Asset Management and Head of Danica. The purpose of the Board is to set the direction for and develop our Corporate Responsibility Strategy and related policies and to oversee their implementation.
- The Board of Directors receives annual updates on corporate responsibility performance and activities and has final ownership of the Corporate Responsibility Policy.
- Danske Bank's Corporate Responsibility department acts as secretariat to the Business Integrity Board. Other responsibilities include:
  - Coordination of the implementation of the Corporate Responsibility Strategy and business integration throughout the business
  - Preparation of progress reports
  - Implementation of selected corporate responsibility initiatives





*2.1. Focus area — Society*



## 2. Focus areas

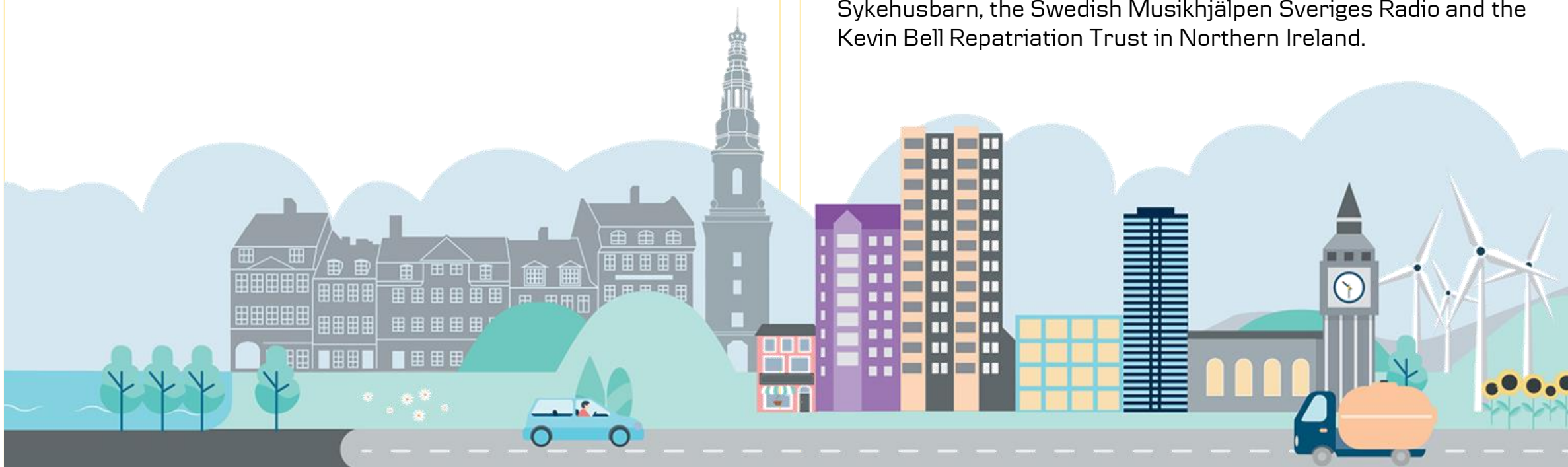
## 2.1. Society

### 2.1.1. Corporate volunteering

- We support local communities by participating in charitable work and corporate volunteering.
- In 2017, our employees spent a total of 8,552 hours on volunteer activities.

### 2.1.2. Charity

- In Denmark, Finland, Norway, Sweden and Northern Ireland, our employees voted for charities that would receive an annual Christmas donation.
- In 2017, they selected the Danish Børnecancerfonden, the Finnish Hyvä Joulumieli campaign, the Norwegian Stiftelsen Sykehusbarn, the Swedish Musikhjälpen Sveriges Radio and the Kevin Bell Repatriation Trust in Northern Ireland.





## 2. Focus areas

## 2.1. Society

### 2.1.3. Financial confidence

- We believe that children should be encouraged to learn about personal finance at an early age. It not only benefits the individual later in life but it also contributes to sound economic developments in society. That is why we support children and young people in becoming financially confident.
- Amongst others, we offer the free online universes Moneyville and Control Your Money where children and young people can gain financial knowledge through games and exercises. We have also developed Introducing Money where parents can find age-specific information about how children and young people develop an understanding of money and personal finance.



## 2. Focus areas

## 2.1. Society

### 2.1.3.1. Introducing Money

- Parents can find age-specific information about how children and young people develop an understanding of money and personal finance at the Introducing Money website.
- With expert articles and targeted advice, the site supports parents in the dialogue with their children about money and finances. Since its launch at the end of 2014, the website has had 11,582 visits in Denmark.



### 2.1.3.2. Control Your Money

- Control Your Money is an educational website that teachers can use to teach 10 to 15 year olds about personal finances. The pupils can carry out missions, such as arranging and financing a trip abroad and moving away from home.
- Control Your Money has been launched in Denmark, Finland, Sweden, Norway, Lithuania and Northern Ireland. Since its launch in 2010, 77,562 missions have been completed.



### 2.1.3.3. Moneyville

- Moneyville is a game that gives 5 to 9 year-olds a basic understanding of money. Children can earn imaginary money and decide whether to spend or save it.
- Moneyville is available in Denmark, Ireland, Northern Ireland, Norway, Sweden, Lithuania, Estonia and Finland. Since its launch in 2008, the Moneyville website has had over 7 million users.





*2.2. Focus area — Customers*





2. Focus areas

## 2.2. Customers

### 2.2.1. Number of customers<sup>1</sup>



Customers; end of period	2015	2016	2017
Personal Banking (000s)	2,730	2,700	2,682
Business Banking (000s)	245	238	231
Corporates & Institutions	1,832	1,796	1,907
Wealth Management (000s)	62	63	64

### 2.2.2. Number of branches



Branches; end of period	2015	2016	2017
Denmark	128	113	100
Finland	43	42	38
Sweden	36	35	34
Norway	31	27	25
Northern Ireland	46	46	44
Baltics	16	9	9

<sup>1</sup> For further information see Danske Bank's financial Fact Book Q4 2017 at [www.danskebank.com](http://www.danskebank.com)



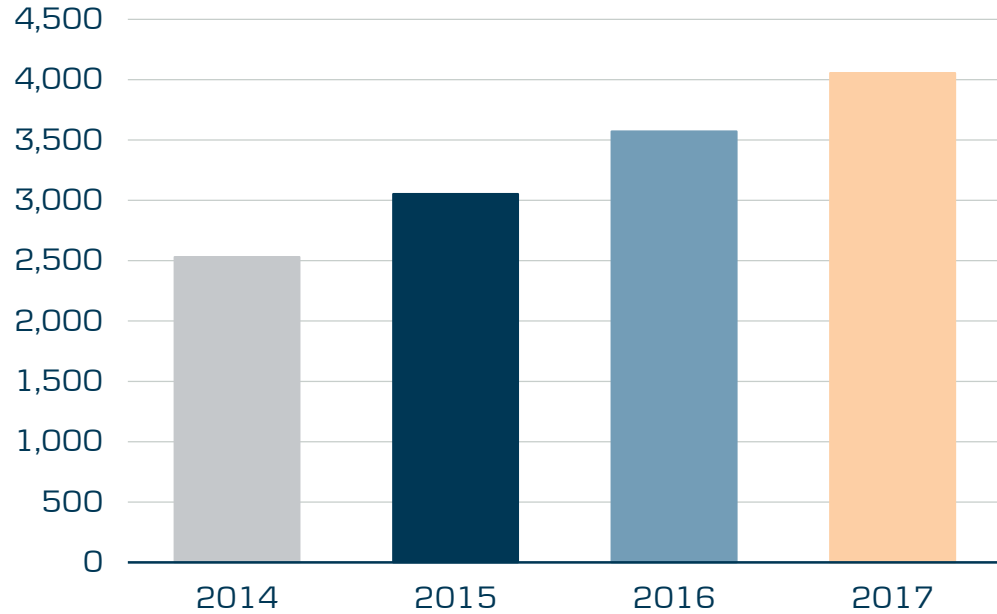
2. Focus areas

# 2.2. Customers

## 2.2.3. Online banking<sup>1</sup>



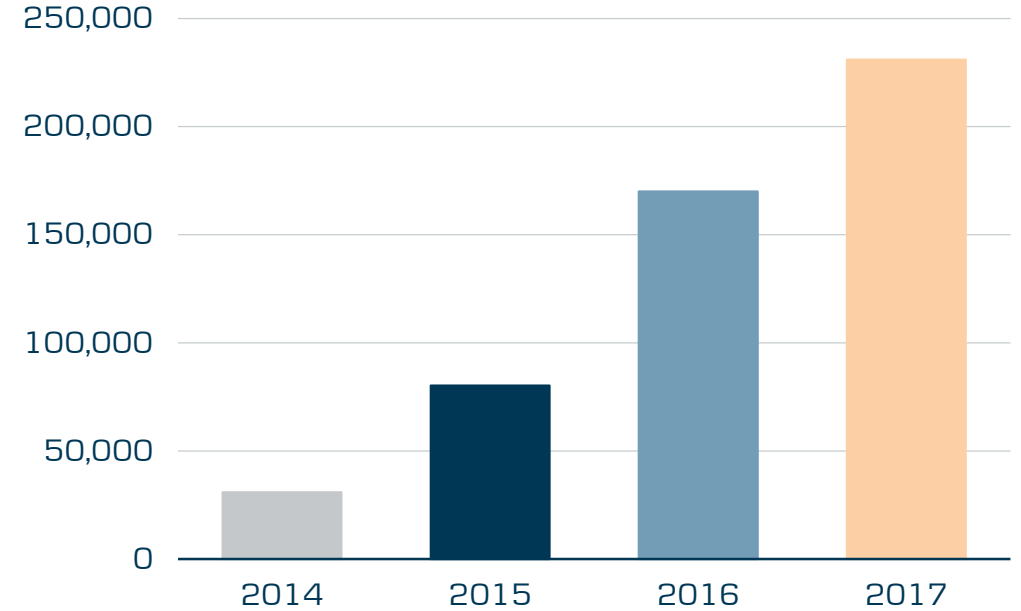
Number of app downloads aggregated; end of period (000s)



## 2.2.4. MobilePay<sup>2</sup>



Number of transactions; end of period (000s)



<sup>1</sup> The number of app downloads aggregated at the end of the year covers Danske Bank in Denmark, Sweden, Norway, Finland, Northern Ireland and the Republic of Ireland

<sup>2</sup> The number of MobilePay transactions covers transactions made in Denmark

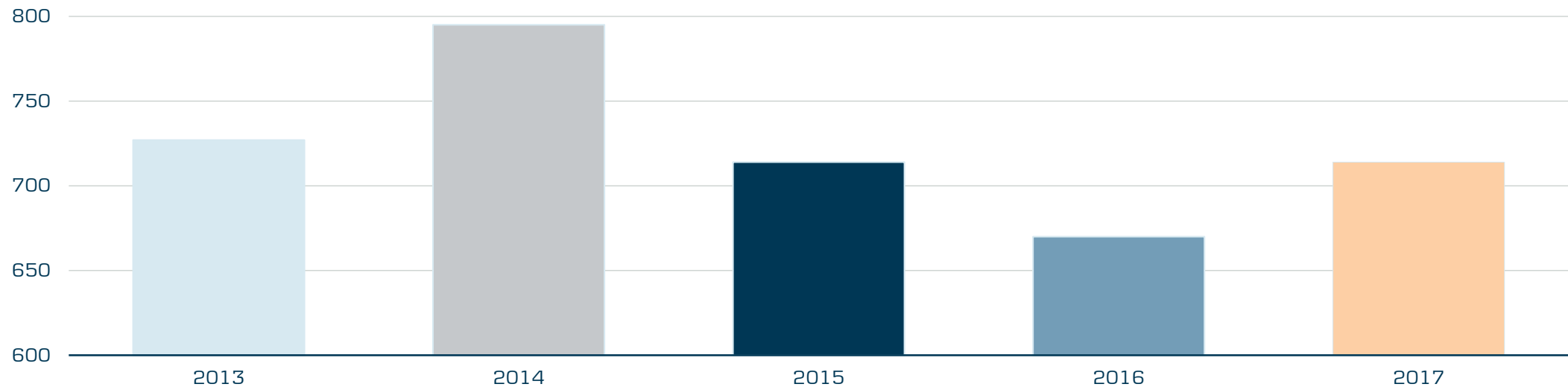
2. Focus areas

## 2.2. Customers

### 2.2.5. Responsible Investments under Danske Invest

- Danske Invest is the brand name for mutual funds managed by fund management companies in the Danske Bank Group. In 2017, Danske Invest had DKK 714 billion assets under management (AuM) that were subject to the Danske Bank Group’s Responsible Investment (RI) Guidelines.
- Besides the assets subjected to the Group’s RI Guidelines, Danske Invest offers investment products that take additional standards towards responsibility into account. A selection of these investment products can be found on the following pages.

AuM subject to the Group's RI Guidelines<sup>1,2</sup>; DKKbn



1 AuM is reported in EUR and is converted at a rate of 7,44 DKK/EUR

2 AuM covers assets under Danske Invest as of 30/11/2017



2. Focus areas

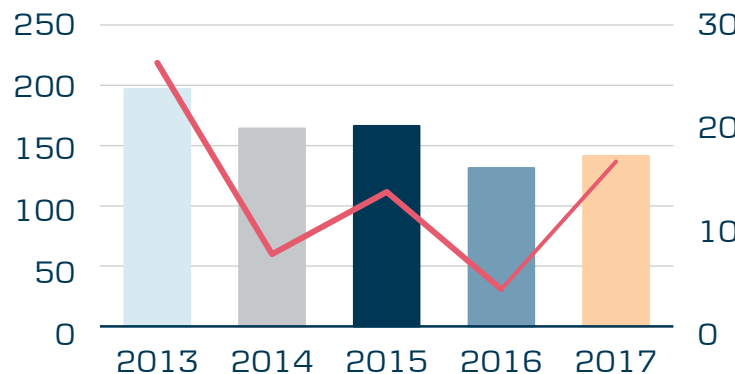
## 2.2. Customers

### 2.2.6. Selected investment products with additional responsibility standards<sup>1,2</sup>

■ AuM; EOY; DKKm  
— Return [%]

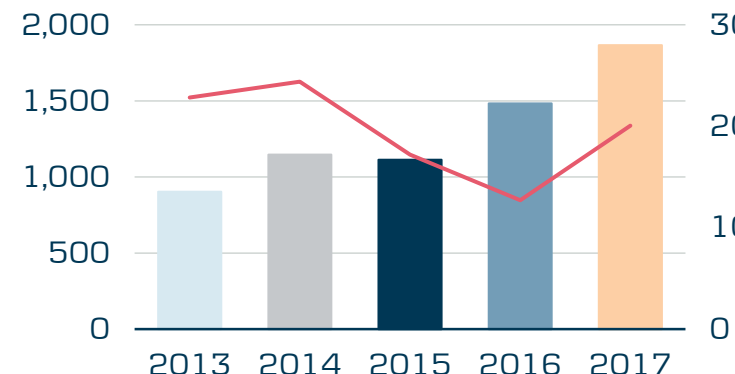
#### Assets in ClimateTrends Fund

In Denmark, Danske Invest has a mutual fund called KlimaTrends (ClimateTrends) ClimateTrends focuses on companies that are expected to be well equipped for climate change challenges. The fund aims to achieve attractive long-term returns – not only from “green” companies but also from companies that are well-prepared for meeting climate related challenges.



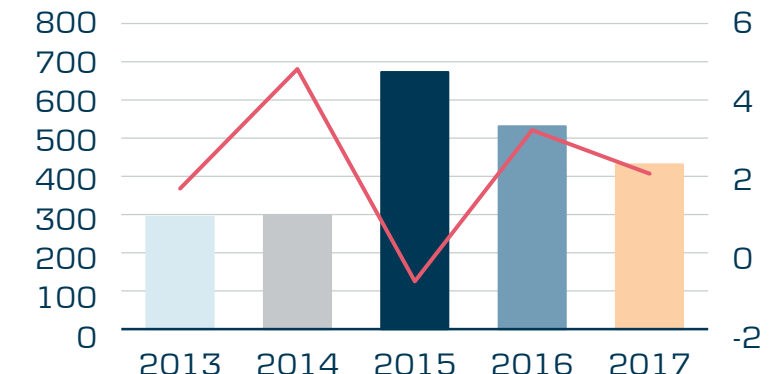
#### Assets in Sustainability Equity Fund

In Finland, Danske Invest has an equity fund called Sustainability Equity Fund. The assets are invested globally in publicly traded equities and equity-linked securities that comply with sustainability principles. The assets are not invested in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments.



#### Assets in Sustainability Bond Fund

In Finland, Danske Invest has a bond fund called Sustainability Bond Fund. The assets are invested in euro-denominated corporate bonds according to sustainability principles. The assets are invested in companies who are included in the Dow Jones Sustainability World ex All Index.



<sup>1</sup>AuM is reported in local currencies and converted to DKK

<sup>2</sup>Please note that the amounts invested in the funds are based on information registered at the end of the year and that past performance is not necessarily indicative of future performance. There can be no certainty concerning the future performance of the investment return

2. Focus areas

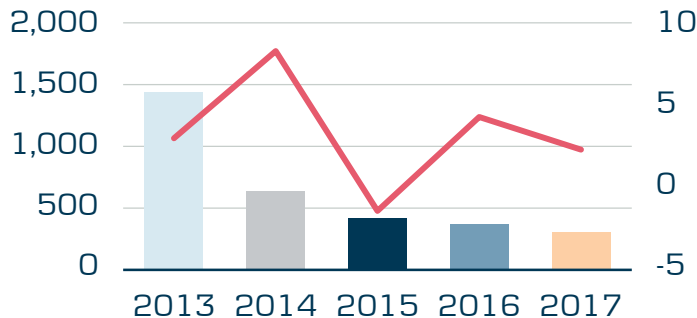
## 2.2. Customers

### 2.2.6. Selected investment products with additional responsibility standards<sup>1,2</sup>

AuM; EOY; DKKm  
Return [%]

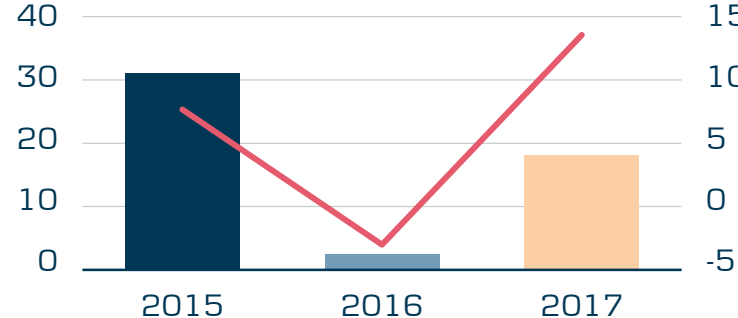
#### Euro Investment Grade Corporate Bonds

In Denmark, Danske Invest has a bond fund called Euro Investment Grade Corporate Bonds. The companies issued for investment must have a high bond credit rating of at least Baa3/BBB according to official credit rating agencies. The assets are not invested in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Additionally, the fund has added restrictions with regards to oil and coal.



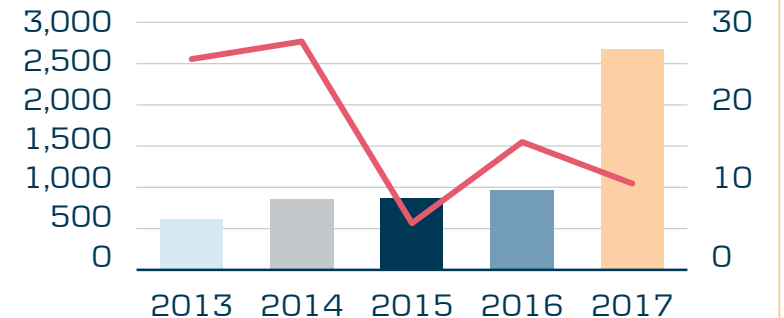
#### Europe High Dividend

In Norway, Danske Invest has an equity fund called Europe High Dividend. The assets are invested in companies who reside or have their main activities within Europe. The assets are not invested in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments.



#### SRI Global

In Sweden, Danske Invest has a fund called SRI Global consisting of globally investments in equities. The fund does not invest in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Additionally, the fund has added restrictions with regards to oil and coal.



<sup>1</sup>AuM is reported in local currencies and is converted to DKK

<sup>2</sup>Please note that the amounts invested in the funds are based on information registered at the end of the year and that past performance is not necessarily indicative of future performance. There can be no certainty concerning the future performance of the investment return

2. Focus areas

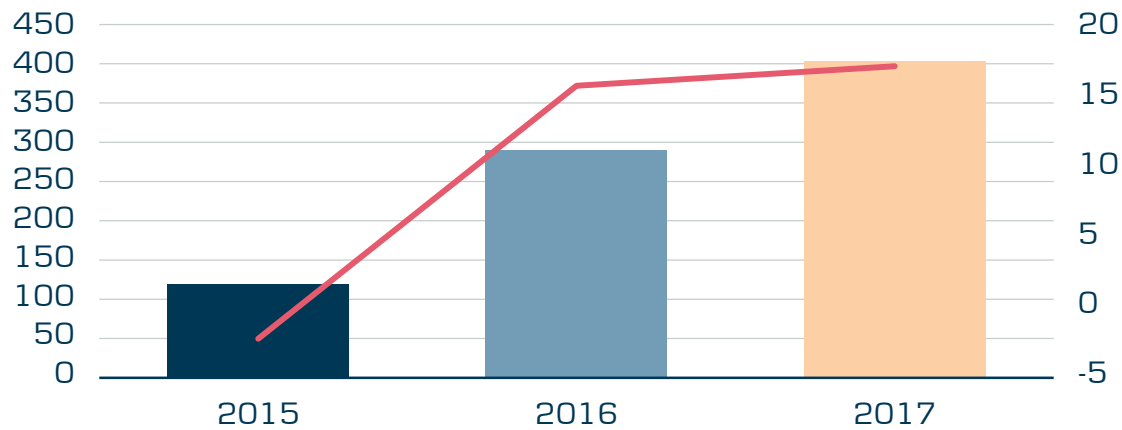
## 2.2. Customers

### 2.2.6. Selected investment products with additional responsibility standards<sup>1,2</sup>

■ AuM; EOY; DKKm  
— Return [%]

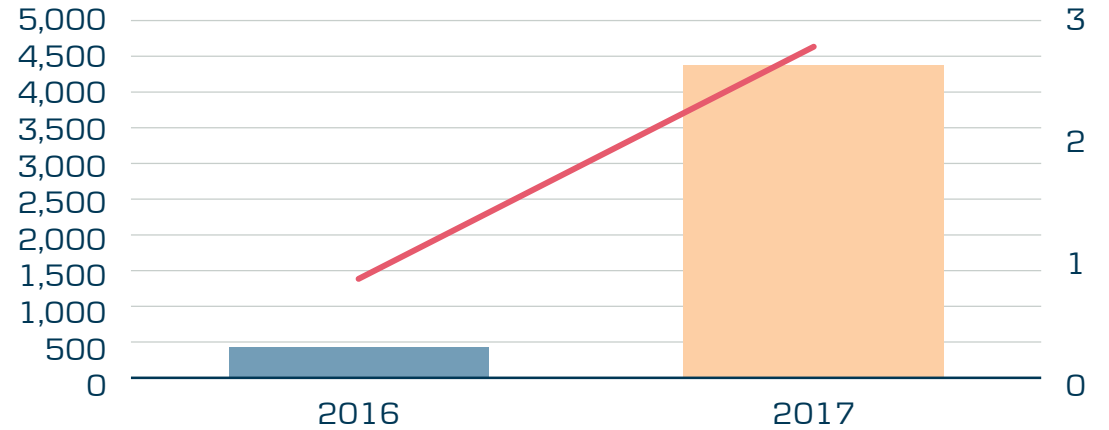
#### Norske Aksjer Institusjon Restricted

In Norway, Danske Invest has an equity fund called Norske Aksjer Institusjon. The assets are invested in Norwegian equities, where various ESG measures are a fundamental part of the investment decision. The assets are not invested in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Nor does the fund invest in utility companies for which more than 50% of production capacity is based on coal.



#### European Corporate Sustainable Bonds

In Denmark, Danske Invest has a fund called European Corporate Sustainable Bonds. The assets are invested in euro-denominated corporate bonds and must have a strong ESG-profile and comply with sustainability principles. The fund does not invest in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Additionally, the fund has added restrictions with regards to oil and coal.



<sup>1</sup>AuM is reported in local currencies and is converted to DKK

<sup>2</sup>Please note that the amounts invested in the funds are based on information registered at the end of the year and that past performance is not necessarily indicative of future performance. There can be no certainty concerning the future performance of the investment return



2. Focus areas

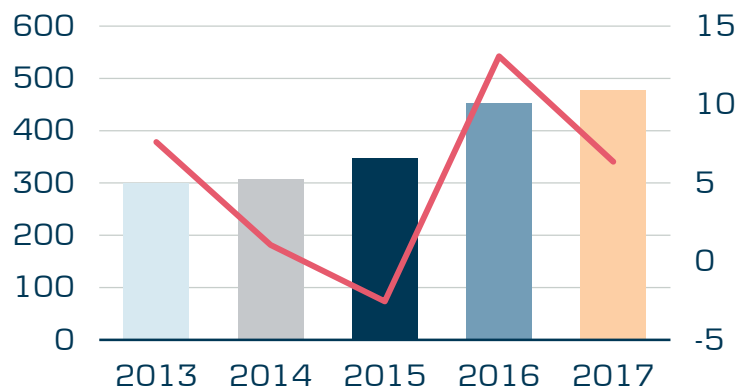
## 2.2. Customers

### 2.2.6. Selected investment products with additional responsibility standards<sup>1,2</sup>

AuM; EOY; DKKm  
Return [%]

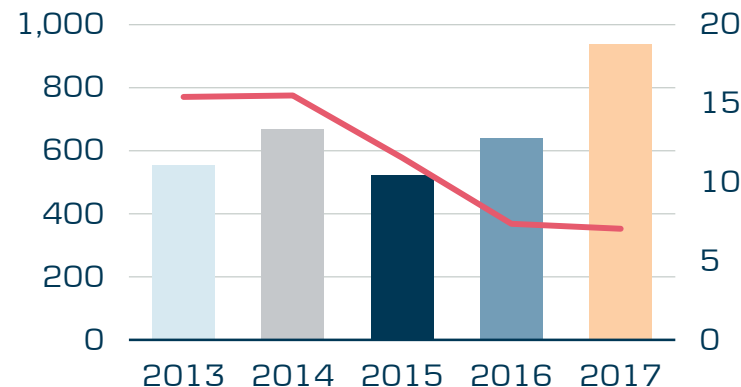
#### Global Stockpicking Restricted<sup>3</sup>

In Denmark and Norway, Danske Invest has an equity fund called Global Stockpicking Restricted. The assets are not invested in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Nor does the fund invest in utility companies for which more than 50% of production capacity is based on coal.



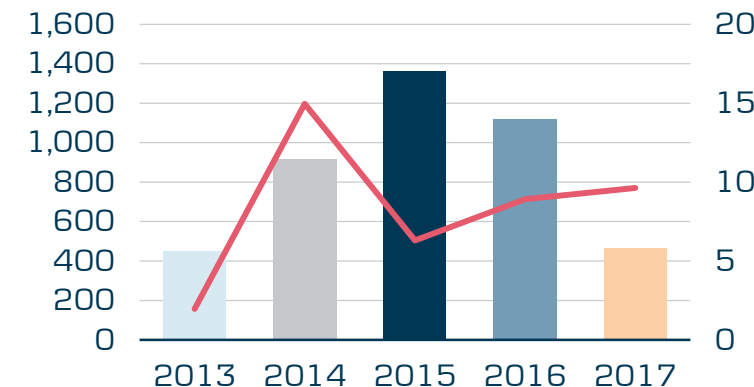
#### Global Restricted<sup>3</sup>

In Denmark, Danske Invest has an equity fund called Global Restricted. The assets are not invested in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Additionally, the fund has added restrictions with regards to oil and coal.



#### Sverige Beta

In Sweden, Danske Invest has an equity fund called Sverige Beta. The fund does not invest in companies whose principal line of business is alcohol, tobacco, gambling, pornography or armaments. Additionally, the fund has added restrictions with regards to oil and coal.



<sup>1</sup>AuM is reported in local currencies and is converted to DKK

<sup>2</sup>Please note that the amounts invested in the funds are based on information registered at the end of the year and that past performance is not necessarily indicative of future performance. There can be no certainty concerning the future performance of the investment return

<sup>3</sup>These funds are customer specific funds and are not open for trade to the general public

A woman with blonde hair, wearing a dark business suit and a patterned scarf, is seated at a wooden conference table. She is looking down and writing in a notebook with a blue pen. In the background, another woman in a grey suit is seated at the table, looking towards the camera. The room is well-lit with several lamps and large windows. A white coffee cup and a plastic water bottle are on the table in the foreground.

*2.3. Focus area — Employees*



2. Focus areas

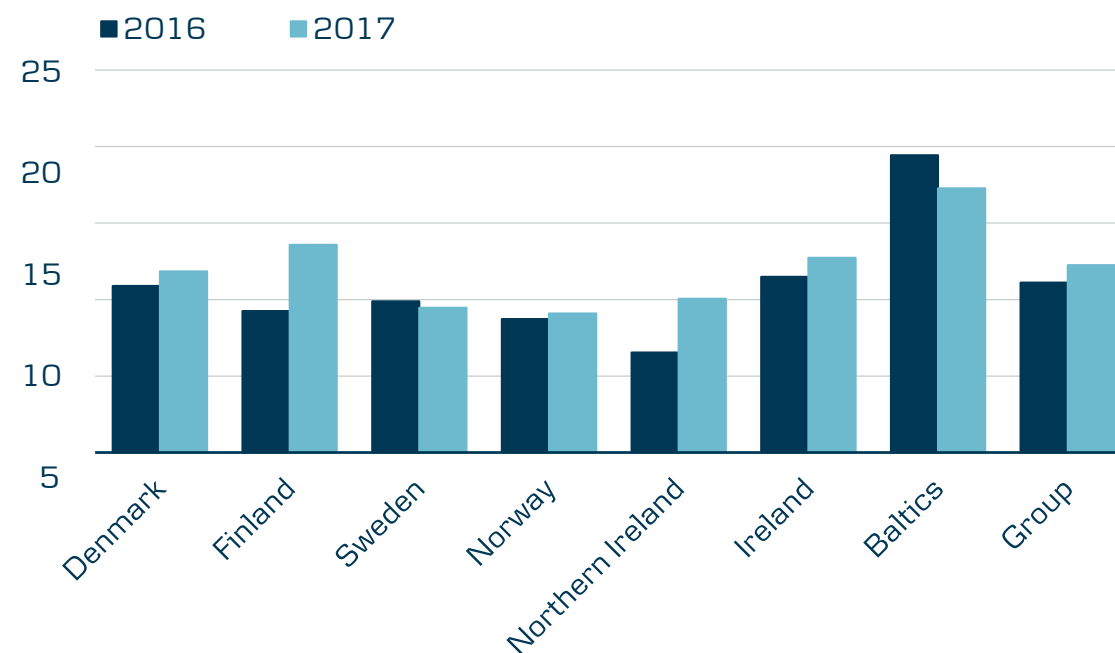
## 2.3. Employees

### 2.3.1. Number of full-time employees and employee turnover

The number of full-time employees (FTEs) is based on information from Annual Report 2017. Employee turnover is defined as the number of employees who are retired or resigned divided by the number of full-time employees (converted to a percentage rate). The information covers the entire Group. The turnover rates are based on information registered for four quarters (from Q4 2016 to Q3 2017).

Employees – FTEs; end of period	2016	2017
Personal Banking	4,623	4,517
Business Banking	2,662	2,625
Corporates & Institutions	1,796	1,808
Wealth Management	1,948	1,851
Northern Ireland	1,289	1,260
Other activities	6,831	7,586
<b>Total core</b>	<b>19,149</b>	<b>19,646</b>
Non-core	153	122
<b>Group total</b>	<b>19,303</b>	<b>19,768</b>

### Employee turnover; %





2. Focus areas

# 2.3. Employees

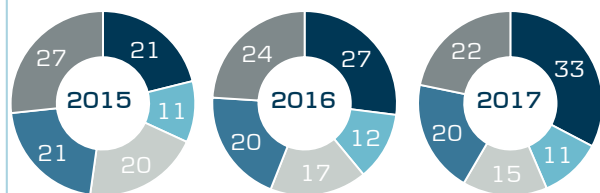
## 2.3.2. Staff diversity

The number of full-time employees (FTEs) is based on information registered in Danske Bank's accounting system at the end of Q4 2017. Data on the average years of service, average age and gender breakdown were retrieved from the Group's HR system at the end of Q3 2017. Managers and executives are defined as persons with staff responsibility.

Employees – FTEs; end of period	2015	2016	2017
No. of full-time employees, EOY	19,049	19,303	19,768
% of women in workforce (%)	51	50	49
% of women in management (%)	35	35	35
Average age	42	42	42
Average years of service	14	13	12

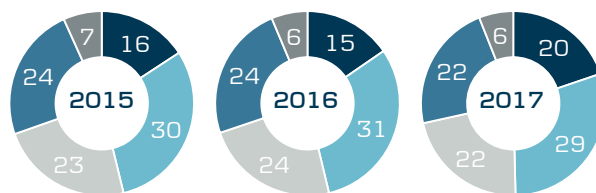
Years of service breakdown 2015-2017; %

0-2 years    6-10 years    Above 20 years  
 3-5 years    11-20 years

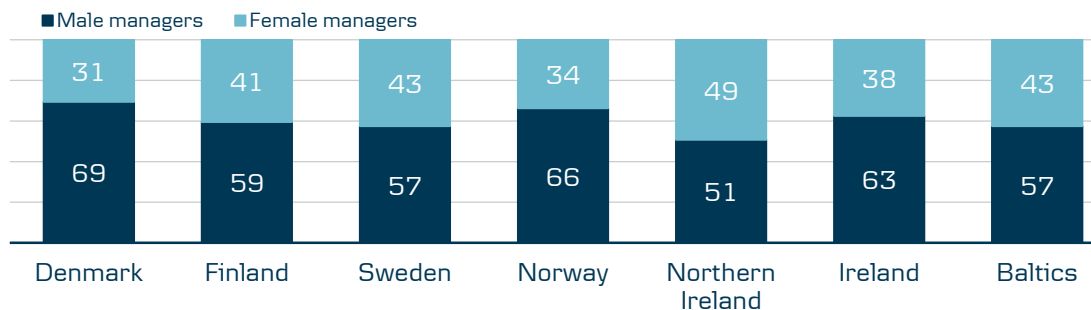


Employee age breakdown 2015-2017; %

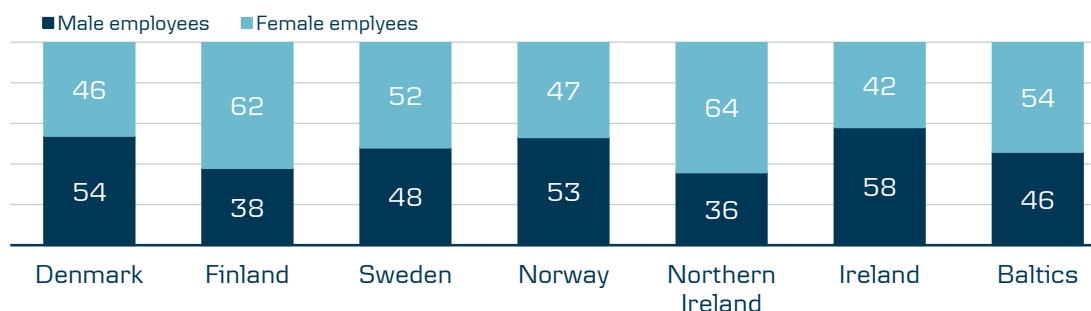
Below 30 years    40-49 years    Above 60 years  
 30-39 years    50-59 years



Gender breakdown 2017; managers; %



Gender breakdown 2017; employees; %

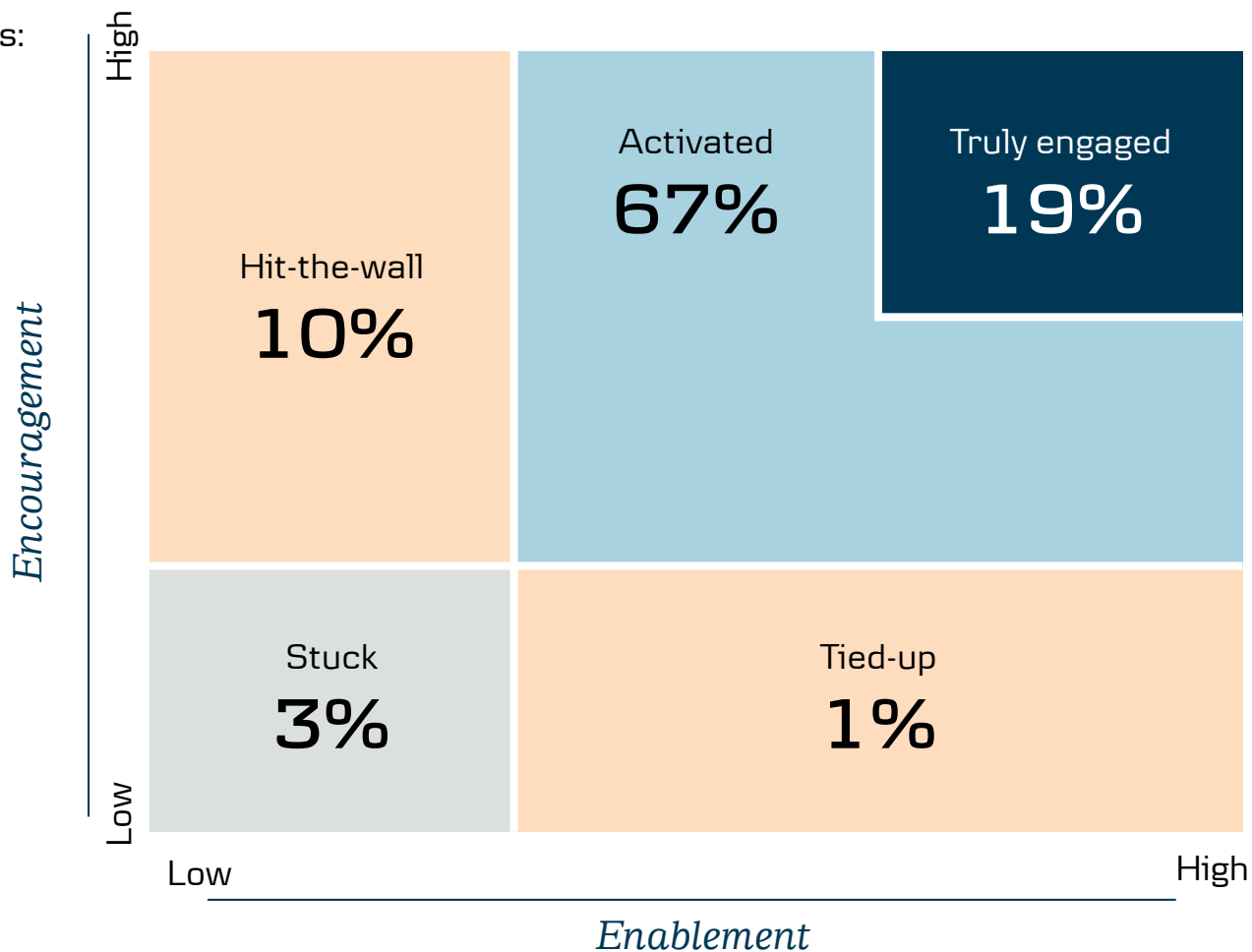


2. Focus areas

## 2.3. Employees

### 2.3.3. Opinion survey

- In 2016, we introduced two new employee engagement tools:
  - A Team Talk tool, which engages managers and employees in dialogue at a local level
  - A monthly PULSE survey, which provides management insights on themes such as empowerment, collaboration and our core values
- This year we achieved an employee engagement index of 85.4%<sup>1</sup>. The Group aims for increasing the employee engagement index to 90% in 2020.



<sup>1</sup> The employee engagement index is based on replies to five questions in the PULSE survey: three on “Encouragement” and two on “Enablement”. The scale of the employee engagement index has been changed in year 2017. Therefore, it is not possible to compare the engagement index from 2016 with the index from 2017

2. Focus areas

## 2.3. Employees

### 2.3.4. Work-life balance

- The number of part-time employees covers the entire Group and is reported as registered at the end of Q3 2017. Part-time employees are defined as persons with working hours equivalent to less than 100% of the standard working hours determined by collective wage agreement.
- The number of flex jobs covers activities in Denmark only and is based on information registered at the end of Q3 2017.



	2015	2016	2017
Women working part-time	1,958	1,864	1,778
Men working part-time	297	341	389
Leaves of absence granted for other reasons (No. of employees granted leave of absence during the year) <sup>1</sup>	371	376	333
Part-time schemes	2,255	2,205	2,171
No. of employees on leave during the year <sup>1</sup>	1,400	1,402	1,241
No. of flex jobs <sup>2</sup>	31	38	33

<sup>1</sup> The figures cover the entire Group except for the Baltics

<sup>2</sup> A flex job is a Danish work arrangement for people with reduced ability to work



2. Focus areas

## 2.3. Employees

### 2.3.5. Health and safety

- Absence due to illness is defined as time lost due to the employee’s own illness, including pregnancy-related sick leave, occupational accidents and diseases. The rate of absence is calculated as the average number of registered days of absence per employee. Data on absence cover Denmark, Norway, Sweden and Finland in the period Q1 2017 to Q4 2017. The data may be underreported if employees do not register their illness.
- The number of injuries or incidents of potential post-traumatic stress related to robberies is defined as the number of injuries or employees reported to the authorities where an employee has been involved in a robbery, a violent situation or received a threat.
- The number of other physical or mental injuries is defined as the number of injuries reported to the authorities that is not related to a robbery or other criminal activity.
- The number of employees who filed claims under their medical expense policies is defined as the number of claims related to the Group’s agreement on medical insurance. Only employees in Denmark are covered by medical insurance.

	2015	2016	2017
Absence due to illness (avg. no. of days lost through illness per employee)	6	5	5
Injuries or post-traumatic stress related to robberies <sup>1</sup>	140	71	250
Other physical or mental injuries <sup>1</sup>	61	73	86
Employees who filed claims under medical insurance	4,189	4,030	4,346

<sup>1</sup> Due to changes in definition and calculation method of the KPI, the 2015 and 2016 numbers differ from the previous years' CR Fact Books

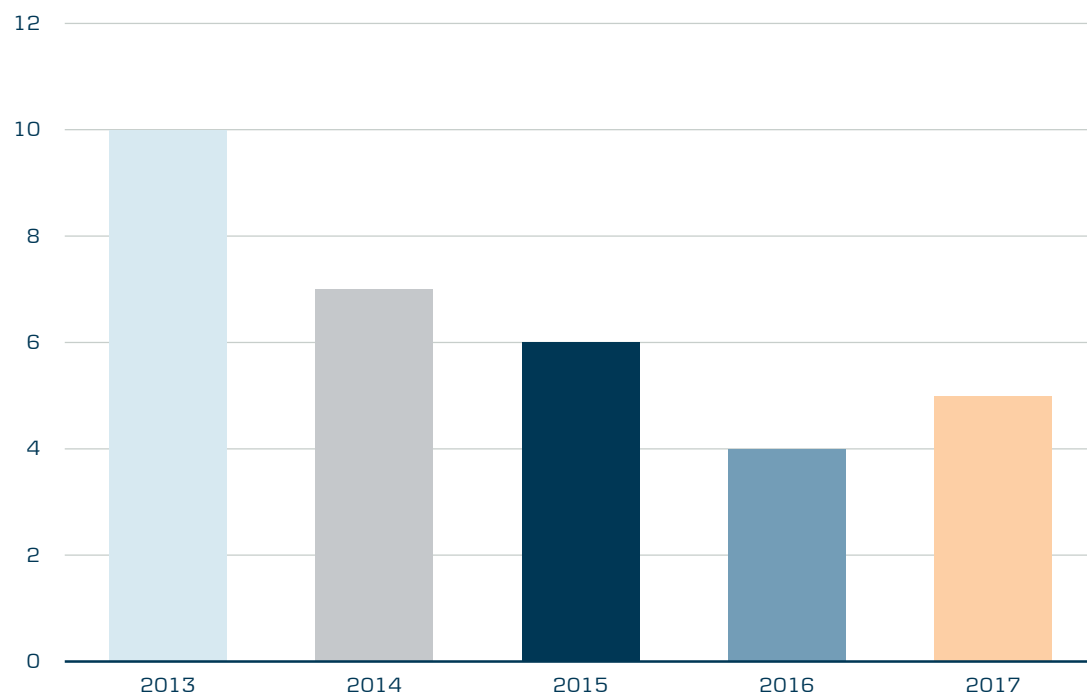
2. Focus areas

## 2.3. Employees

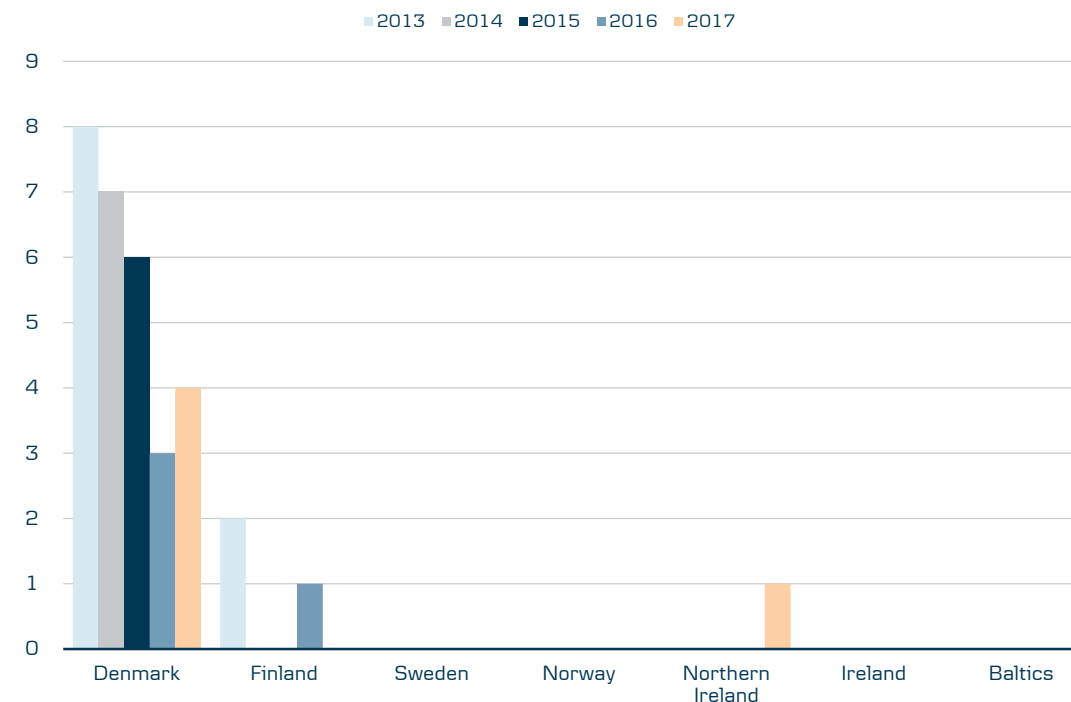
### 2.3.6. Robberies

A robbery causes a tremendous amount of mental stress for the employees involved. As a result, the Group has introduced a number of initiatives to reduce the risk of robbery, such as an enhancement of cash handling procedures and cash-free branches.

Trend in robberies and attempted robberies across Group; no.



Robberies and attempted robberies by region; no.



## *2.4. Focus area — Environment*





2. Focus areas

## 2.4. Environment

### 2.4.1. Resource consumption of Danske Bank Group

Resource consumption <sup>1</sup>	Total 2016	Total 2017	Change [%] 2016-2017	Resource consumption <sup>1</sup>	Total 2016	Total 2017	Change [%] 2016-2017
<b>Energy consumption in total (MWh)</b>	<b>113,441</b>	<b>113,416</b>	<b>-0.02%</b>	Floor area – square meters occupied (average)	564,036	563,644	-0.07%
Energy consumption per employee (MWh/FTE)	6.10	6.04	-1.06%	Full-time employees (FTEs) (average) <sup>2</sup>	18,593	18,792	1.07%
Energy consumption per square meter (kWh/m <sup>2</sup> )	201	201	0.11%	<b>Road transport – total (1,000 km)</b>	<b>13,883</b>	<b>12,485</b>	<b>-10.07%</b>
Direct energy consumption (MWh)	5,959	6,849	14.93%	Road transport per employee (km/FTE)	748	664	-11.18%
Indirect energy consumption (MWh)	107,482	106,567	-0.85%	Company vehicles (1,000 km)	1,751	1,631	-6.86%
<b>Electricity consumption – total (MWh)</b>	<b>60,311</b>	<b>57,203</b>	<b>-5.15%</b>	Employees' cars (1,000km)	12,132	10,854	-10.54%
Electricity consumption per employee (MWh/FTE)	3.20	3.04	-4.88%	<b>Air transport – total (1,000 km)</b>	<b>67,570</b>	<b>72,003</b>	<b>6.56%</b>
Electricity consumption per m <sup>2</sup> (kWh/m <sup>2</sup> )	107	101.5	-5.15%	Air transport per employee (km/FTE)	3,634	3,832	5.44%
Electricity consumption – head office (MWh)	36,137	36,154	0.05%	<b>Paper consumption – total (tonnes)</b>	<b>1,161</b>	<b>870</b>	<b>-25.06%</b>
Electricity consumption – branches (MWh)	24,174	21,049	-12.93%	Paper consumption per employee (kg/FTE)	62	46	-25.32%
<b>Heat consumption – total (MWh)</b>	<b>53,13</b>	<b>56,213</b>	<b>5.80%</b>	<b>Water consumption – total (m<sup>3</sup>)</b>	<b>85,639</b>	<b>84,991</b>	<b>-0.76%</b>
Heat consumption per employee (MWh/FTE)	2.9	2.9	3.15%				
Heat consumption per m <sup>2</sup> (kWh/m <sup>2</sup> )	94	99	6.10%				
Heat consumption – head office (MWh)	28,866	30,714	6.40%				
Heat consumption – branches (MWh)	24,264	25,499	5.09%				

<sup>1</sup>The total figures cover Ireland, Northern Ireland, Sweden, Norway, Denmark, Finland, India and Lithuania

<sup>2</sup>The number of full-time employees is provided by Group Finance and covers the average number of employees from Q4 2016 to Q3 2017

2. Focus areas

## 2.4. Environment

### 2.4.2. Breakdown of resource consumption

Resource consumption in 2017	Denmark	Finland	Sweden	Norway	Northern Ireland	Ireland	Lithuania	India
<b>Energy consumption in total (MWh)</b>	<b>69,122</b>	<b>16,163</b>	<b>7,060</b>	<b>6,498</b>	<b>6,350</b>	<b>247</b>	<b>6,640</b>	<b>1,336</b>
Energy consumption per employee (MWh/FTE)	7.08	8.83	5.07	4.58	4.50	4.43	3.22	1.56
Energy consumption per square meter (kWh/m <sup>2</sup> )	0.22	0.17	0.17	0.16	0.21	0.24	0.26	0.11
Direct energy consumption (MWh)	4,149	288	-	35	2,314	63	-	-
Indirect energy consumption (MWh)	64,973	15,875	7,060	6,463	4,036	184	6,640	1,336
<b>Electricity consumption – total (MWh)</b>	<b>31,101</b>	<b>7,846</b>	<b>3,523</b>	<b>5,032</b>	<b>4,036</b>	<b>184</b>	<b>4,145</b>	<b>1,336</b>
Electricity consumption per employee (MWh/FTE)	3.19	4.29	2.53	3.54	2.86	3.30	2.01	1.56
Electricity consumption per m <sup>2</sup> (kWh/m <sup>2</sup> )	0.10	0.08	0.08	0.13	0.14	0.18	0.16	0.11
Electricity consumption – head office (MWh)	20,428	4,468	2,008	1,659	2,055	173	4,027	1,336
Electricity consumption – branches (MWh)	10,673	3,378	1,515	3,373	1,981	11	118	-
<b>Heat consumption – total (MWh)</b>	<b>38,021</b>	<b>8,317</b>	<b>3,537</b>	<b>1,465</b>	<b>2,314</b>	<b>63</b>	<b>2,495</b>	<b>-</b>
Heat consumption per employee (MWh/FTE)	3.89	4.55	2.54	1.03	1.64	1.13	1.21	-
Heat consumption per m <sup>2</sup> (kWh/m <sup>2</sup> )	0.12	0.09	0.08	0.04	0.08	0.06	0.10	-
Heat consumption – head office (MWh)	19,682	4,840	1,464	1,043	1,297	-	2,387	-
Heat consumption – branches (MWh)	18,339	3,477	2,073	422	1,016	63	108	-

2. Focus areas

## 2.4. Environment

### 2.4.2. Breakdown of resource consumption

Resource consumption in 2017	Denmark	Finland	Sweden	Norway	Northern Ireland	Ireland	Lithuania	India
Floor area – square meters occupied (average)	315,933	95,958	42,570	39,768	29,799	1,047	25,852	12,717
Full-time employees (FTEs) (average) <sup>1</sup>	9,762	1,830	1,393	1,420	1,410	56	2,064	857
<b>Road transport – total (1,000 km)</b>	<b>6,613</b>	<b>1,603</b>	<b>1,660</b>	<b>509</b>	<b>949</b>	-	<b>985</b>	<b>165</b>
Road transport per employee (km/FTE)	677	876	1,191	359	673	-	477	193
Company vehicles (1,000 km)	5.5	61.4	1,204	-	-	-	195	165.1
Employees' cars (1,000km)	6,608	1,542	456	509	949	-	790	-
<b>Air transport – total (1,000 km)</b>	<b>36,034</b>	<b>7,108</b>	<b>5,578</b>	<b>8,547</b>	<b>3,244</b>	<b>146</b>	<b>11,347</b>	-
Air transport per employee (km/FTE)	3,691	3,885	4,004	6,019	2,301	2,611	5,497	-
<b>Paper consumption – total (tonnes)</b>	<b>514.06</b>	<b>82.41</b>	<b>53.73</b>	<b>36.94</b>	<b>152.77</b>	<b>10.24</b>	<b>18.09</b>	<b>1.86</b>
Paper consumption per employee (kg/FTE)	53	45	39	26	108	184	9	2
<b>Water consumption – total (m<sup>3</sup>)</b>	<b>59,127</b>	<b>7,101</b>	-	-	-	-	<b>18,763</b>	-

<sup>1</sup>The number of full-time employees is provided by Group Finance and covers the average number of employees from Q4 2016 to Q3 2017

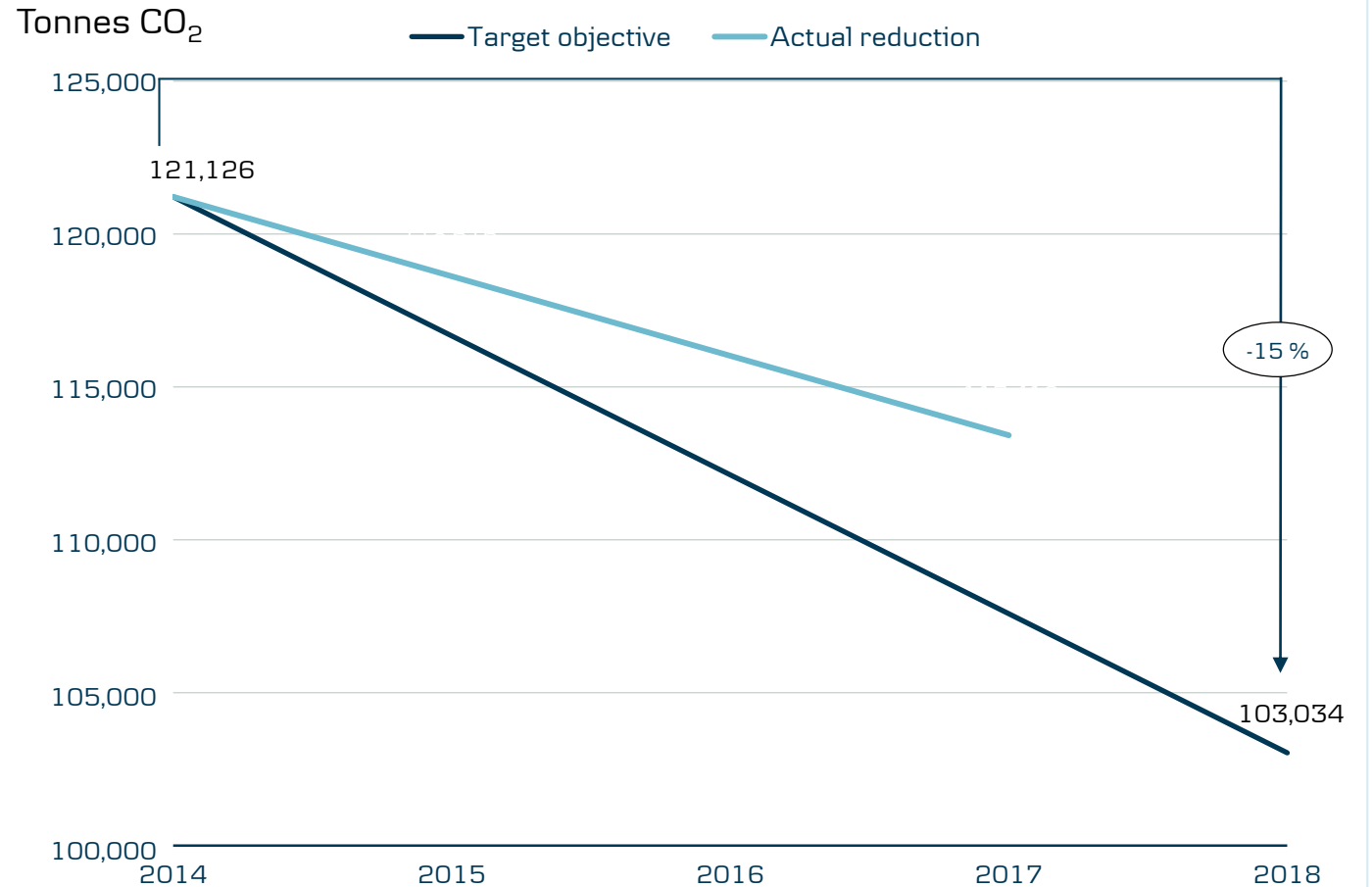


2. Focus areas

## 2.4. Environment

### 2.4.3. Energy target

Energy continues to be the main source of our environmental impact. The Group aims for a 15% reduction of energy consumption by the end of 2018 compared to 2014 figures. At the end of 2017, the total reduction amounted to a modest 6% as compared to 2014.



2. Focus areas

## 2.4. Environment

### 2.4.4. Carbon neutrality

Danske Bank Group has purchased renewable electricity through Guarantees of Origins and International Renewable Electricity Certificates. Hence, we have zero CO<sub>2</sub> emissions from our electricity consumption as according to the GHG Protocol Guidance’s market-based reporting method.

#### Total CO<sub>2</sub> emissions by the Danske Bank Group

CO <sub>2</sub> emissions	Total 2016	Total 2017	Change (%) 2016-2017
CO <sub>2</sub> from electricity (tonnes) <sup>1</sup>	0	0	
CO <sub>2</sub> from heat (tonnes)	6,701	6,359	-5%
CO <sub>2</sub> from road transport (tonnes)	2,595	2,277	-12%
CO <sub>2</sub> from air transport (tonnes)	7,605	8,041	6%
CO <sub>2</sub> from paper consumption (tonnes)	1,090	808	-26%
Total registered CO <sub>2</sub> emissions (tonnes)	17,992	17,485	-3%
Estimated CO <sub>2</sub> emissions from operations without registered data (tonnes)	671	604	-10%
Total CO <sub>2</sub> emissions for neutralisation (tonnes)	18,664	18,089	-3%
Neutralised by carbon credits from projects <sup>1</sup>	18,664	18,089	
Result	Neutral	Neutral	

#### Breakdown of CO<sub>2</sub> emissions across Danske Bank Group’s markets

CO <sub>2</sub> emissions in 2017	Denmark	Finland	Sweden	Norway	Northern Ireland	Ireland	Lithuania	India
CO <sub>2</sub> from electricity (tonnes) <sup>1</sup>	0	0	0	0	0	0	0	0
CO <sub>2</sub> from heat (tonnes)	3,815	1,477	260	31	501	12	262	0
CO <sub>2</sub> from road transport (tonnes)	1,206	292	303	93	173	-	180	30
CO <sub>2</sub> from air transport (tonnes)	3,895	778	649	1,128	354	18	1,220	-
CO <sub>2</sub> from paper consumption (tonnes)	477	77	50	34	142	10	17	2
<b>Total registered CO<sub>2</sub> emissions (tonnes)</b>	<b>9,394</b>	<b>2,624</b>	<b>1,261</b>	<b>1,287</b>	<b>1,170</b>	<b>39</b>	<b>1,679</b>	<b>32</b>

<sup>1</sup> We neutralise emissions by investing in certified carbon credit projects. Read more about the projects at [www.danskebank.com/responsibility](http://www.danskebank.com/responsibility)

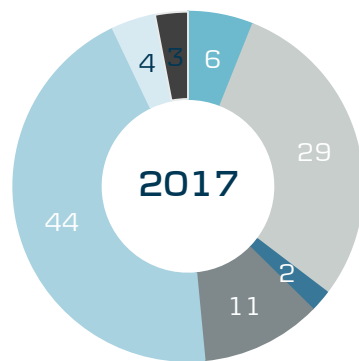
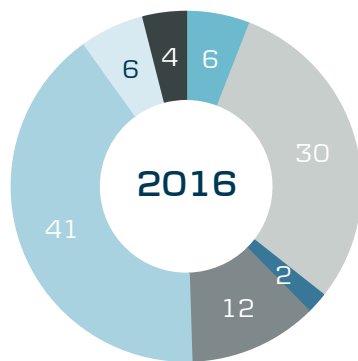
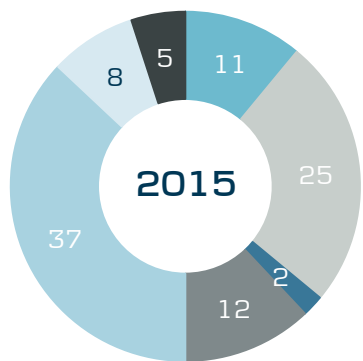
2. Focus areas

# 2.4. Environment

## 2.4.4. Carbon neutrality

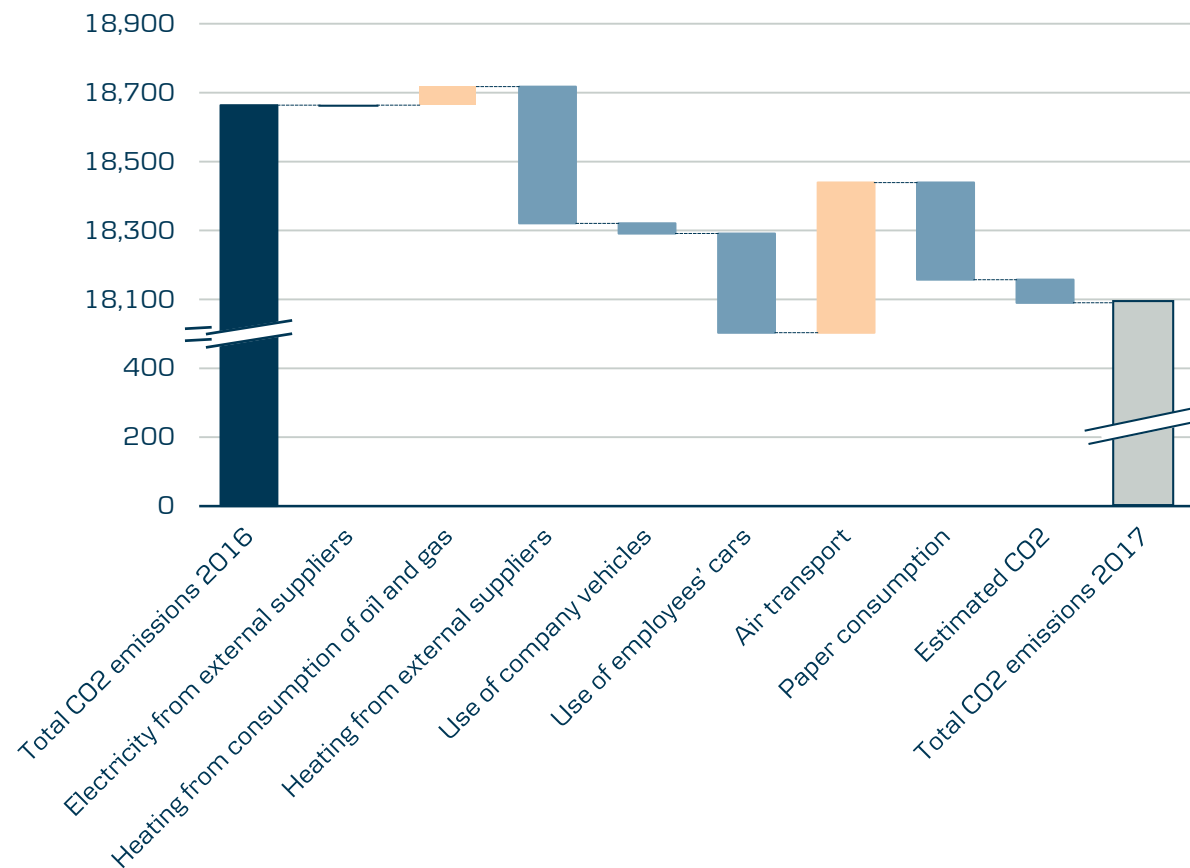
Breakdown of CO<sub>2</sub> emissions by source; %

- Heating from consumption of oil and gas
- Heating from external suppliers
- Use of employees' cars
- Use of company vehicles
- Air transport
- Estimated CO<sub>2</sub>
- Electricity from external suppliers
- Paper consumption



Change in CO<sub>2</sub> emissions 2016 to 2017; tonnes

- Increase
- Decrease



2. Focus areas

## 2.4. Environment

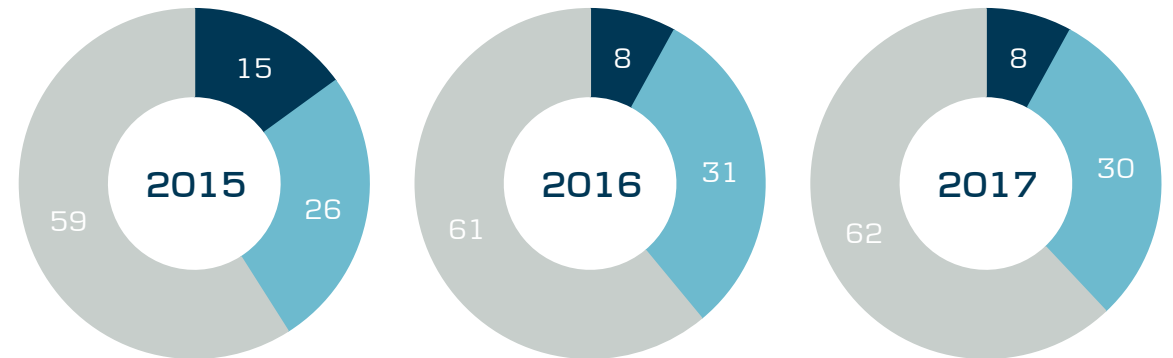
### 2.4.5. Direct and indirect CO<sub>2</sub> emissions of Danske Bank Group

Direct CO<sub>2</sub> emissions (scope 1) comprise emissions from electricity, heat and steam generated by the organisation (within the organisational boundaries). The Group uses fuels such as oil and gas for heating to only a very limited extent. Indirect CO<sub>2</sub> emissions (scope 2) comprise emissions from electricity, heat and steam consumed by the organisation (energy supplied from outside the organisational boundaries). Other indirect CO<sub>2</sub> emissions (scope 3) include emissions from purchased goods and services, paper and business travel by air and car.

Direct and indirect emissions	Total 2015	Total 2016	Total 2017
CO <sub>2</sub> direct (tonnes)	2,441	1,448	1,472
Heating from consumption of oil and gas (tonnes)	2,141	1,121	1,175
Use of company vehicles (tonnes)	299	327	298
CO <sub>2</sub> indirect (tonnes)	4,641	5,581	5,184
Electricity from external suppliers (tonnes)	0	0	0
Heating from external suppliers (tonnes)	4,641	5,581	5,184
Other CO <sub>2</sub> indirect (tonnes)	10,743	10,963	10,829
Air transport (tonnes)	6,938	7,605	8,041
Paper consumption (tonnes)	1,501	1,090	808
Use of employees' cars (tonnes)	2,304	2,268	1,980
Estimated CO <sub>2</sub> emissions, direct and indirect, from operations without registered data (tonnes)	1,012	671	604
<b>Total CO<sub>2</sub> emissions (tonnes)</b>	<b>18,836</b>	<b>18,664</b>	<b>18,089</b>

#### Breakdown of CO<sub>2</sub> emissions by scope; %

■ Scope 1 (direct CO<sub>2</sub> emissions)     ■ Scope 3 (other indirect CO<sub>2</sub> emissions)  
■ Scope 2 (indirect CO<sub>2</sub> emissions)





2. Focus areas

## 2.4. Environment

### 2.4.6. Breakdown of direct and indirect CO<sub>2</sub> emissions

CO <sub>2</sub> emissions in 2017	Denmark	Finland	Norway	Sweden	Northern Ireland	Republic Of Ireland	Lithuania	India
Scope 1 (direct CO <sub>2</sub> emissions)	580	82	12	220	501	12	36	30
Heating from consumption of oil and gas (tonnes)	579	71	12	0	501	12	0	0
Use of company vehicles (tonnes)	1	11	0	220	0	0	36	30
Scope 2 (indirect CO <sub>2</sub> emissions)	3,236	1,406	19	260	0	0	262	0
Electricity from external suppliers (tonnes)	0	0	0	0	0	0	0	0
Heating from external suppliers (tonnes)	3,236	1,406	19	260	0	0	262	0
Scope 3 (other indirect CO <sub>2</sub> emissions)	5,578	1,135	1,255	782	669	28	1,381	2
Air transport (tonnes)	3,895	778	1,128	649	354	18	1,220	0
Paper consumption (tonnes)	477	77	34	50	142	10	17	2
Use of employees' cars (tonnes)	1,205	281	93	83	173	0	144	0
<b>Total CO<sub>2</sub> emissions (tonnes)</b>	<b>9,394</b>	<b>2,624</b>	<b>1,287</b>	<b>1,261</b>	<b>1,170</b>	<b>39</b>	<b>1,679</b>	<b>32</b>

### 2.4.7. Scope 2 specification

- Based on GHG Protocol Guidance, emissions within Scope 2 can be specified according to two different methods:
  - The market based
  - The location specific reporting methods
- Danske Bank Group has purchased renewable electricity through Guarantees of Origins and International Renewable Electricity Certificates, which means there are no CO<sub>2</sub> emissions from our electricity consumption when following the market based methodology.

CO <sub>2</sub> emissions	Total 2015	Total 2016	Total 2017	Change; % 2015-2016	Change; % 2016-2017
CO <sub>2</sub> from electricity (tonnes) based on the market based methodology	0	0	0	0%	0%
<b>CO<sub>2</sub> from electricity (tonnes) based on the location specific methodology</b>	<b>15,423</b>	<b>12,281</b>	<b>13,160</b>	<b>-20%</b>	<b>7%</b>

2. Focus areas

## 2.4. Environment

### 2.4.8. Waste

In Denmark, data on waste covers all waste from the head office and paper from the branches. The data is divided into waste sent to landfill, incineration and recycling. Waste is calculated on the basis of weights registered in the waste management system. In Sweden, data on waste volumes cover the corporate offices in Stockholm and Linköping and paper to be recycled from the branches and financial offices. In Norway, the waste volume of paper for recycling covers the head offices in Trondheim and Oslo and all branches. Waste consumption in Northern Ireland and Ireland covers head offices and branches.

#### Danske Bank Group's total waste consumption

Waste	Total 2015	Total 2016	Total 2017
Waste total (tonnes)	1,760	1,956	1,862
% of waste to recycling	54%	50%	61%
Waste to landfill (tonnes)	47	3	3
Waste to incineration (tonnes)	771	965	721
Waste to recycling (tonnes)	942	987	1,139
• Segment from paper for recycling (tonnes)	661	708	848
• Segment from electronic waste (tonnes)	10	7	17
• Other (tonnes)	272	272	273

#### Breakdown of waste consumption across Danske Bank Group's markets

Waste	Denmark	Finland	Sweden	Norway	Northern Ireland	Ireland	Lithuania	India
Waste total (tonnes)	1,395	N/A	123	63	272	10	N/A	N/A
% of waste to recycling	51%	N/A	83%	72%	100%	100%	N/A	N/A
Waste to landfill (tonnes)	N/A	N/A	0.02	2.80	N/A	N/A	N/A	N/A
Waste to incineration (tonnes)	686	N/A	20	15	N/A	N/A	N/A	N/A
Waste to recycling (tonnes)	709	N/A	102	46	272	10	N/A	N/A
• Segment from paper for recycling (tonnes)	438	N/A	95	33	272	10	N/A	N/A
• Segment from electronic waste (tonnes)	12	N/A	4	1	N/A	N/A	N/A	N/A
• Other (tonnes)	258	N/A	3	12	N/A	N/A	N/A	N/A

2. Focus areas

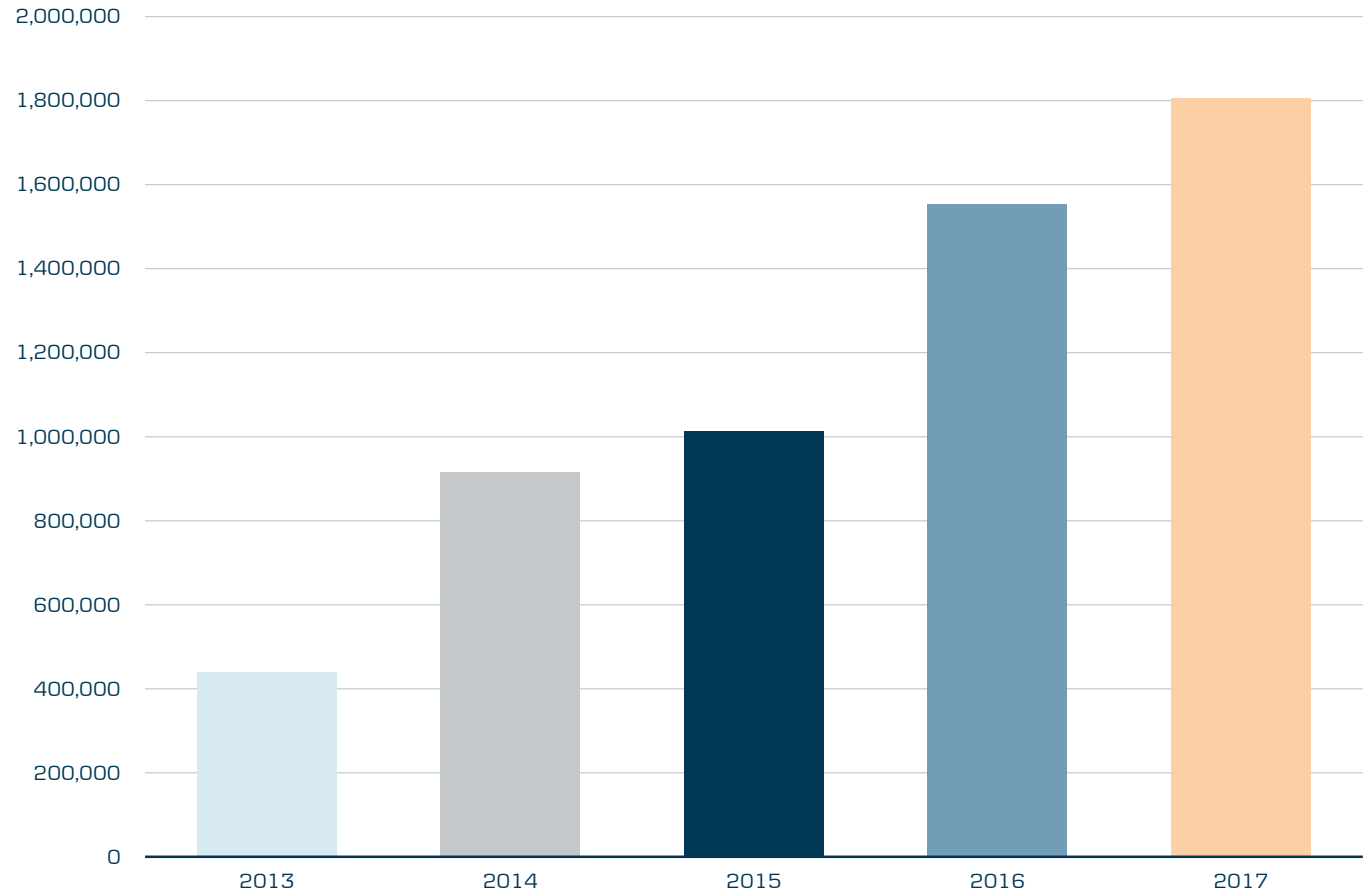
## 2.4. Environment

### 2.4.9. eMeetings

In 2006, the Group introduced the interactive communication and collaboration tool eMeeting in all of its branches and since then Skype for Business has been introduced to increase our use of eMeetings further. In comparison with telephone conference calls, eMeetings also provides sharing of content and video. Some examples of meetings that are held as eMeetings are regional meetings at the executive level, advisers' status meetings, meetings with large corporate customers and meetings across global teams in the Group.



Participants in eMeetings



2. Focus areas

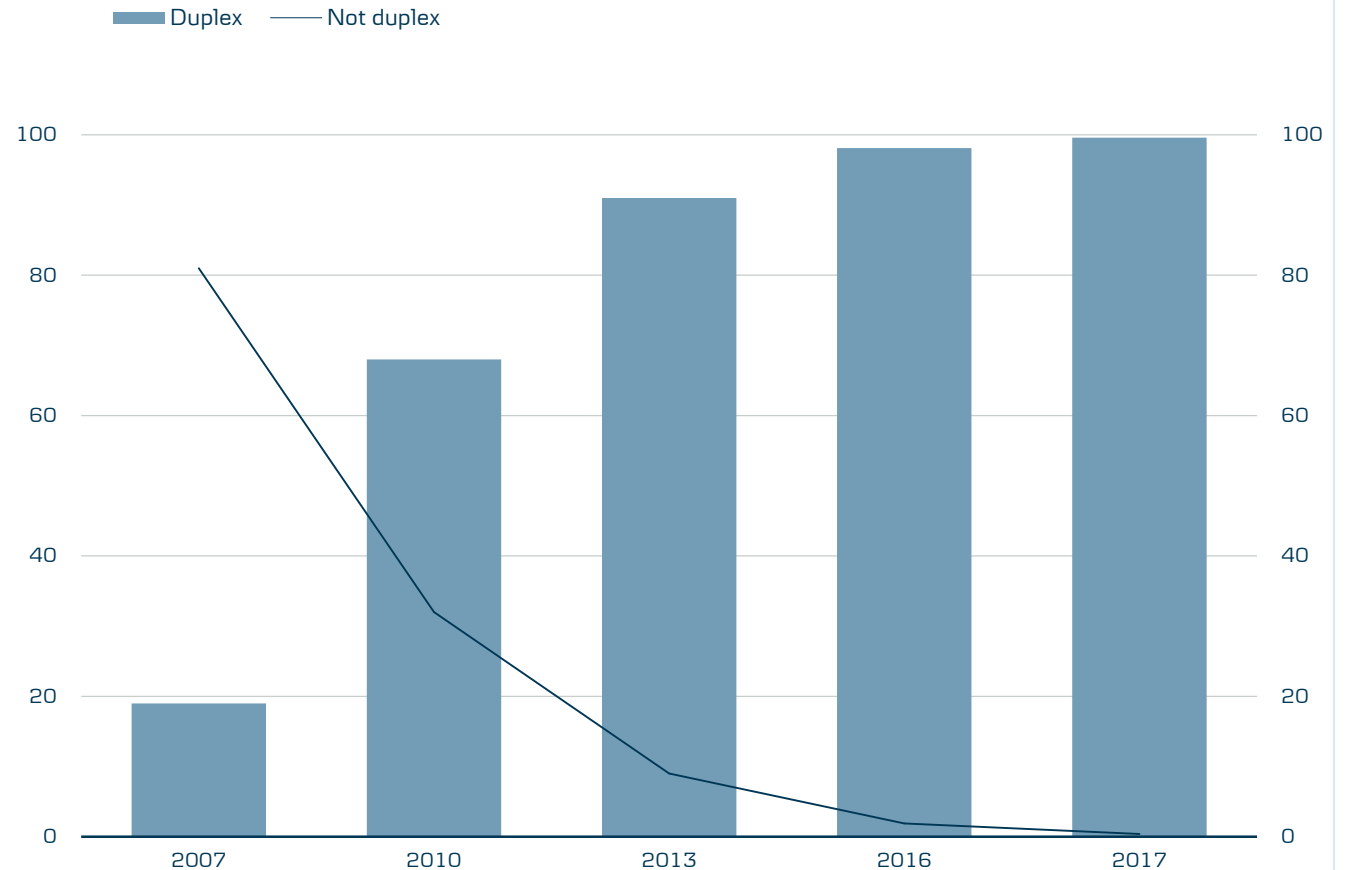
## 2.4. Environment

### 2.4.10. Duplex printing and toner

- In 2006, Danske Bank Group began replacing internal printers with duplex printers for the purpose of ensuring better paper usage by printing on both sides of the paper. As of 2017, 99.6% of our printers are duplex printers.
- In the coming years we will continue to strengthen our environmental efforts by implementing a new printing strategy.



Duplex printers in the Group; end of period; %





2. Focus areas

## 2.4. Environment

### 2.4.11. Carbon Disclosure Project (CDP) – Danske Bank Group rating overview

- Danske Bank is a signatory to the CDP, a not-for-profit organisation that collects and shares information on greenhouse gas emissions and climate change strategies to enable investors to mitigate risk and capitalise on opportunities related to climate change.
- In 2017, Danske Bank received a score of B in recognition of the actions, policies and strategies we have implemented to address environmental issues.



#### Danske Bank Group Score compared with industry average

