

Principles for Responsible Banking

Progress in Year One – First Steps to Change

Questionnaire

Using this questionnaire, please tell us about what you consider the most important change(s) and achievement(s) your bank has made over the last 12 months with regards to delivering on the Principles. Please tell us about your plans and aspirations for the coming year. We'd like you to share these stories, so that we can share them with the world.

In your submission, we would like to, for example, see information / stories relating to:

- the first steps towards implementation of the Principles, namely impact analysis and possibly target setting;
- examples of changes in internal processes, policies, culture, governance and strategic outlook;
- positive environmental or social impact your bank has generated or negative impact in a key area you were able to reduce;
- engagement with clients - maybe you have a compelling story to tell around the process and results of that;
- new products created and rolled out successfully;
- etc.

Ideally, your examples will include qualitative and quantitative data. We do however appreciate that this may not be easily available.

We will review all the entries submitted by Signatory Banks and make a selection that will be featured in the “First Steps to Change” publication marking the first anniversary of the Principles for Responsible Banking. We are looking for examples that tell interesting stories, or which lend themselves well to video or visual representation for example as images, charts or infographics.

The information provided in this questionnaire should be sufficient to enable us to make a selection, but does not need to be comprehensive. We will follow up with the banks selected, to develop the content in more detail and jointly put together the communications pieces.

Deadline

Please share your completed survey with alice.anders@un.org by **Friday, 17th July**.

Personal Details

Name	Karoline Bakka Hjertø
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Role	Head of Sustainability and Society

Your Institution

Bank	SpareBank 1 Østlandet
Country	Norway
Main Business Areas	Consumer banking and Business banking

Progress in Year One and Plans for Year Two

Please provide your examples below. No more than 200 words per example. We will follow up with the banks we have selected for more detailed content and for jointly producing the relevant communications piece(s). For each answer, please indicate if you have relevant visual assets, such as images or videos that you can share.

1.) Internal Change and Advancement

(changes your bank has made internally to deliver on its commitments)

Please outline the most significant changes your bank has made over the last year to implement the Principles (up to 200 words)

2) SpareBank 1 Østlandet has worked on the Impact analysis and are now working to see the results of the analysis in context with our other work on sustainability. We are especially interested in looking at the results of the analysis in the context of our materiality analysis from a few years ago to make updated targets for our sustainability work. The sustainability work is well integrated in our business and we aim for the impact analysis to help us get a fuller understanding, and thereby focusing our targets where we can have the most impact.

3 & 4) The past year we have had a strong focus in our business banking portfolio. Working with our stakeholders to increase knowledge so that we work responsibly with clients and customers. We have worked directly with stakeholders that are linked to the biggest sectors of our business banking portfolio. The work has been focused around training of our business banking advisors and making and implementing sustainability criteria into our client and customer dialog. Thereby preparing and helping customers for the changes needed to get aligned with the Paris agreement and the public legislations on sustainability.

Please specify which Principle(s) the changes relate to:

- | | |
|--|---|
| <input type="checkbox"/> Principle 1: Alignment | <input checked="" type="checkbox"/> Principle 4: Stakeholders |
| <input checked="" type="checkbox"/> Principle 2: Impact & Target Setting | <input type="checkbox"/> Principle 5: Governance & Culture |
| <input checked="" type="checkbox"/> Principle 3: Clients & Customers | <input type="checkbox"/> Principle 6: Transparency & Accountability |

Please indicate if you have relevant visual assets, such as images or videos that you can share regarding this example (up to 30 words):

This should be possible.

- We have some videos/photos. But would need consent for external use.

b) Please describe one or several significant changes your bank plans to make in the second year of implementation until September 2021 (up to 200 words).

2) We aim to continue our work with the impact analysis. The first analysis was of the Consumer banking and business banking. We are in the second year looking to build on our initial analysis. As mentioned in the previous section we are now starting to see the results of the initial impact analysis in a bigger context.

1 & 5) Further 2021 is the end of our current strategic period. Therefore, we will use the knowledge and insight gained through being a signatory of the principles of responsible banking to further developed the main sustainability strategy of SpareBank 1 Østlandet.

3 & 4) We are continuously working with our stakeholders to share knowledge and get a better foundation for the work we do with our customer and clients. This will only get more important.

6) Lastly, we plan to follow up on our pledge for transparency and accountability and will in Q1 of 2021 be reporting formally on our progress in our annual report.

Please specify which Principle(s) the changes relate to:

☐ Principle 1: Alignment

☒ Principle 4: Stakeholders

☒ Principle 2: Impact & Target Setting

☒ Principle 5: Governance & Culture

☒ Principle 3: Clients & Customers

☒ Principle 6: Transparency & Accountability

Please indicate if you have relevant visual assets, such as images or videos that you can share regarding this example (up to 30 words):

This should be possible.

2.) Impact

(significant improvements in social, economic and environmental impacts, contributing to society's goals for a sustainable future)

a) Please outline how your bank has achieved a reduction in negative and/or increase in positive impacts resulting from implementing the Principles since September 2019 (up to 200 words).

We are part of a project called "Sustainable edge" lead by CICERO (Center for International Climate Research). The sustainable edge project has developed a tool for investors and creditors to understand how well-aligned a company's business activities are with the transition to a low carbon economy. Our bank is currently working on how to use this knowledge in a good way and implementing it in our customer dialogue.

<https://cicero.oslo.no/en/posts/projects/sustainable-edge-climate-risk-assessment-for-companies>

SpareBank 1 Østland has also released information on emissions in our credit portfolio. Showing our indirect impact and setting a clear starting point for improvement. This seen together with the sustainability questions asked in dialog with our business customers makes it possible for us to have an impact.

Please indicate which of the following key impact areas (which relate to the Sustainable Development Goals or the Paris Agreement on Climate) your achievements correspond to:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Climate | <input type="checkbox"/> Decent employment |
| <input type="checkbox"/> Biodiversity | <input type="checkbox"/> Gender |
| <input type="checkbox"/> Resource efficiency & circular economy | <input type="checkbox"/> Financial inclusion |
| <input type="checkbox"/> Water | <input type="checkbox"/> Human rights |
| <input type="checkbox"/> Other: If applicable, click here to specify . | |

Please indicate if you have relevant visual assets, such as images or videos that you can share regarding this example (up to 30 words):

This should be possible.

b) Please describe a significant improvement in impact you aspire to achieve in the second year of implementation until September 2021 and how (up to 200 words).

We are continuing to work on the Sustainable edge project and implementing the results in our portfolio.

SpareBank 1 Østlandet is aiming for further work with the portfolio. By setting targets based on the impact analysis and other relevant information.

Please indicate which of the following key impact areas (which relate to the Sustainable Development Goals or the Paris Agreement on Climate) your plans/aspirations correspond to:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Climate | <input type="checkbox"/> Decent employment |
| <input type="checkbox"/> Biodiversity | <input type="checkbox"/> Gender |
| <input checked="" type="checkbox"/> Resource efficiency & circular economy | <input type="checkbox"/> Financial inclusion |
| <input type="checkbox"/> Water | <input type="checkbox"/> Human rights |
| <input type="checkbox"/> Other: If applicable, click here to specify . | |

Please indicate if you have relevant visual assets, such as images or videos that you can share regarding this example (up to 30 words):

This should be possible.