

# Materiality analysis 2018

Since 2015, DNB has practised integrated reporting, which means that information about the bank's corporate responsibility efforts is presented as part of the regular annual report, not as a stand-alone report. This is in line with the bank's strategy to integrate corporate responsibility in all processes and as a part of the Group's daily operations.

DNB is in a key position to and thus also has a particular responsibility to assert a positive influence in the areas that are most closely related to the bank's core business. To assess which topics that are strategically important for the bank's long-term value creation, seen in the context of the expectations from our various stakeholders within the different topics, DNB has prepared an updated materiality analysis, which is summarised in a materiality matrix. This analysis is a tool that helps us identify the areas where we can make the greatest difference in society and that support our long-term value creation. Including the 2018 analysis, DNB has now carried out a materiality analysis three years in a row.

The methodology behind the materiality analysis is based on the GRI Standards and the framework for integrated reporting established by the International Integrated Reporting Council (IIRC). The framework has helped clarify which input factors and associated challenges that are essential to ensure long-term value creation for DNB and for DNB's stakeholders. The ongoing dialogue with all stakeholders in 2018 is described in the sustainability library.

DNB's challenges have been defined based on the following input factors (types of capital):

- Financial assets and values
- Systems and processes which enable effective management
- Employees and their skills and motivation
- Customers' loyalty and perception of DNB
- The status of the community in which DNB operates, and relations to key players

Based on the input factors, we carried out an analysis to identify the challenges that we must resolve to ensure long-term value creation. The following factors formed the basis for the analysis:

- Regulatory requirements
- DNB's strategic platform
- Feedback from external and internal stakeholders
- Global and national challenges
- DNB's support to global initiatives
- Specialist literature and best practice analyses

## UPDATE OF THE MATERIALITY ANALYSIS FOR 2018

The stakeholders were initially given a survey where they were asked to rate various sustainability topics that may be relevant for companies within the financial and technological sectors (technology was included as it is increasingly becoming a key part of the bank's core business). The starting point was 47 topics, which were intended to say something about what our various stakeholders expect of us. In addition to the survey, our stakeholders' expectations of us were identified through in-depth interviews, insight reports and media analyses. Based on the scores within the various topics, the list was reduced to 28 topics. The topics were subsequently ranked in order of priority, internally as well as externally, based on their relative importance to long-term value creation for DNB and for society. The internal review was performed by key persons in the Group, based on the bank's strategy. Contributions from the stakeholders were weighted differently. Customers and shareholders were given the highest weight, then the authorities, employees and society at large. On the basis of the internal and external analyses, fifteen topics were singled out as the most material.

The complete analysis and the most important challenges have been considered and approved by the group management team and the Board of Directors and provide the basis for the work on and reporting of the Group's responsible operations and DNB's corporate responsibility in general. The analysis also forms the basis for the Group's ambitions for corporate responsibility, which will be further developed in 2019.

The figure below presents the results of the stakeholder dialogue and the Group's internal materiality analysis.

