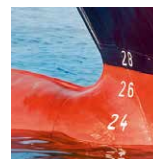

CORPORATE RESPONSIBILITY REPORT 2020



Key performance figures

	2020	2019	2018
Environmental matters			
SCOPE 1 (t) ^{1,2}	195.4	266.4	365.1
SCOPE 2 (t) ^{1,3}	389.9	763.0	814.5
SCOPE 3 (t) ^{1,4}	188.0	651.5	794.6
Total carbon emissions (t) ¹	773.3	1,680.9	1,974.2
Employee matters			
Staff members in active employment	329	373	553
– thereof: male	188	246	328
– thereof: female	141	185	225
Average relevant professional experience (years)	14.1	14.9	14.6
Nationalities within the Group	26	28	38
Part-time employees	12.2%	11.5%	10.8%
Staff loyalty (length of employment > five years)	68.4%	67.6%	59.9%
Fluctuation/rate of voluntary resignations	4.8%	9.2%	12.4%
Attendance rate at German offices	97.7%	95.9%	95.8%
Female executives at DVB Bank SE	30.3%	27.5%	26.1%
Social matters			
Number of clients in the core business	180	284	404
Donations volume (€)	13,850.0	14,630.0	9,850.0

¹ Calculation for 2018 and 2019 based on new V/U factors; comparison of annual figures thus only possible to a limited extent

² Emissions directly attributable to the company

³ Indirect emissions from purchased energy

⁴ Other indirect emissions occurring along the value chain

04 ABOUT US

- 04 DVB BANK GROUP
- 05 DVB'S GUIDING PRINCIPLES
- 05 DVB'S CORPORATE RESPONSIBILITY APPROACH

06 ENVIRONMENTAL MATTERS

- 06 MANAGING RESOURCES
- 08 REUSING IT EQUIPMENT
- 08 MOBILITY
- 09 COMMITMENT TO A LOWER-EMISSIONS SHIPPING INDUSTRY

10 EMPLOYEE MATTERS

- 10 RESPECTING WORKERS' RIGHTS
- 10 PROMOTING DIVERSITY AND EQUAL OPPORTUNITY
- 12 DEVELOPING AND RETAINING EMPLOYEES
- 14 RECONCILING FAMILY AND WORKING LIFE
- 15 HEALTH AND SAFETY AT THE WORKPLACE

16 SOCIAL MATTERS

- 16 TRUSTED COMMUNICATION WITH CLIENTS AND OTHER STAKEHOLDERS
 - 16 COMPLAINTS MANAGEMENT
 - 17 SUPPORT FOR CHARITIES
-

18 HUMAN RIGHTS

19 ANTI-CORRUPTION AND BRIBERY

- 19 FOSTERING FAIR AND TRANSPARENT COMPETITION
- 20 EFFECTIVE DATA PROTECTION AND DATA SECURITY
- 20 REGULAR COMPLIANCE AND LEGAL TRAINING
- 20 POLITICAL REPRESENTATION

21 IMPRINT

ABOUT US



This report presents the material developments of DVB Bank Group on the matter of corporate responsibility during the year under review, 2020. It draws on the Sustainability Reports of prior years (since 2015), and is addressed to all DVB stakeholders. The metrics in this report refer to the period starting 1 January and ending 31 December of the respective year shown. Events of particular relevance, however, were taken into account up to 25 March 2021, the day of the publishing deadline.

The CR Report is also available online at www.dvbbank.com > About us > Corporate responsibility.



For more information on the strategic changes at DVB, please visit our website www.dvbbank.com > About us > Profile.

To us, sustainability means combining economic operations with responsible action towards the environment and society.

DVB Bank Group (DVB) is well aware of its multiple roles in society: we are a global financial institution, a player in the financial markets, a partner to our clients all over the world, an international employer, a client to service providers, advisers and suppliers as well as a corporate citizen. This makes acting responsibly in economic, ecological and social terms a core element of our corporate culture.

DVB Bank Group

DVB is a financial services provider specialising in international transport finance. As at 31 December 2020, our 329 members of staff around the world managed a credit portfolio of €3.9 billion. As a wholly-owned subsidiary of DZ BANK AG Deutsche Zentral-Genossenschaftsbank, Frankfurt am Main, we are part of Germany's second-largest banking group.

After the sale of key business units in 2019, DVB resolved the amortisation of its residual portfolios at the beginning of 2020. As a result, the Bank continues its existing business as a fully operational bank, but has discontinued active marketing in Shipping Finance and, in principle, the origination of new business.

We are committed to remain a reliable partner to our clients, business partners and other relevant stakeholders by ensuring a close dialogue and by continuing to honour our obligations under the current agreements in a consistent and professional way.

Despite these business strategy changes, our value chain continues to comprise both roles – DVB as a global financial institution, and as a customer to service providers, advisers and suppliers. Within the boundaries of our own Bank is where we create most of our value; our supply chain consists of IT infrastructure as well as a wide range of advisory, information and other services.

DVB's guiding principles

Our corporate culture and corporate strategy are aligned with economic, ethical, social and environmental conduct. Our Code of Conduct has enshrined this approach in our company and outlines the core values we act and do business by, including the following:

- ✓ We offer our clients professional expertise on transport markets and transport assets.
- ✓ Our products meet all relevant legal and ethical standards.
- ✓ We create a working environment for all DVB staff that promotes expertise, creativity, dedication, teamwork and diversity.
- ✓ We are committed to the principle of sustainability, and assume environmental and social responsibility.

Our Code of Conduct deepens our employees' awareness of compliant and ethically faultless conduct. It also provides guidance for our everyday work.

DVB's corporate responsibility approach

Our corporate responsibility (CR) approach takes up the values defined in the Code of Conduct, striving to combine our economic operations with socially responsible action.

DVB Bank SE's Board of Managing Directors is entrusted with the Bank's corporate responsibility approach. On an operational level, it is Corporate Communications that has been managing all of the Bank's CR activities by strengthening existing measures and identifying potential for new action. We find our bearings for this effort in legal and regulatory requirements, but also in the German Sustainability Code.

Corporate Communications coordinates sustainability and related issues with competent departments, initiates a cross-departmental dialogue where necessary, is a point of contact for all stakeholders, and is in charge of internal and external communications such as the annual Corporate Responsibility Report. Progress is regularly reviewed and published in our CR Report. There are also continuous discussions with those colleagues responsible for sustainability issues at the parent company DZ BANK, and its subsidiaries.

There are many opportunities for our staff to shape the Bank's sustainability management. They can contact the relevant department with ideas and suggestions for sustainability-related subjects, suggest charities to benefit from our corporate citizenship programme, or develop measures for specific issues in cross-departmental task forces.



The Code of Conduct is available on our website www.dvbbank.com via the footer in the lower part of the page (in the "Compliance" section).



For more information on the German Sustainability Code, please visit www.deutscher-nachhaltigkeitskodex.de.

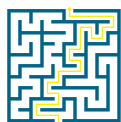


ENVIRONMENTAL MATTERS

As a financial services provider, i.e. a non-manufacturing business, our ecological footprint is largely shaped by office operations as well as business-related travel. Our use of resources is scant when compared to manufacturing companies. Still, we aim to contribute to climate protection and reduce the impact of our business activities on the environment.

This strong decline throughout all SCOPES was incurred by two extraordinary effects in the year under review: firstly, our employees increasingly worked from home due to the Covid-19 pandemic, which resulted in less business-related travel as well as in less electricity, heat and water consumption in the offices; secondly, the disposal of key business units and location closures in 2019 reduced the number of employees and the office space used, thereby also lowering the consumption of resources. The vehicle fleet (36.1%), electricity (29.8%) and heat (26.6%) accounted for the largest share of climate-relevant emissions.

CLIMATE STRATEGY



cooperation with
DZ BANK Group

In early 2018, DZ BANK and its subsidiaries, including DVB, adopted a joint climate strategy based on the Climate Action Plan of the German government and the Paris Agreement, aimed at a reduction of at least 80% in DZ BANK Group's aggregated carbon emissions by 2050. A cross-departmental team was mandated with implementing the climate strategy within DVB. The tasks include: building a systematic environmental management and continuously improving – as well as expanding – our environmental database, including regularly gathering metrics on electricity, heat, water and paper consumption, business-related travel and the resulting carbon emissions. The team also reviews measures that would allow us to optimise our environmental performance on an operational level.

In 2020, DVB's total carbon emissions amounted to 773.3 t (previous year: 1,680.9 t). SCOPE 1 emissions, as included in this figure, decreased by 26.7% to 195.4 t (previous year: 266.4 t), SCOPE 2 emissions were reduced by 48.9% to 389.9 t (previous year: 763.0 t), and SCOPE 3 emissions fell 71.1% to 188.0 t (previous year: 651.6 t). [TABLE 01](#)

Managing resources

For better exercising our responsibility of managing resources, DVB has been gathering data on electricity, heat, paper and water consumption at all locations since 2015. The data collected is used to assess the efficiency of initiatives launched to promote the sustainable use of resources. An energy audit yielded additional insights about energy consumption at our Frankfurt/Main premises and the implementation of an efficient management of resources. The audit is conducted every four years, in accordance with the German Energy Services Act (EDL-G). To this end, data on the total consumption of electricity, heat and fuel, as well as relevant metrics, are collected; this also applied to the re-audit for 2019. The auditors recognised general electricity saving potential that could be realised e.g. by replacing conventional fluorescent tubes with energy-efficient LEDs or by raising staff awareness. We will follow up on these suggestions, which will help us create an energy-saving culture.

DVB's carbon emissions

T 01

Tonnes (t)	2020	2019	2018
SCOPE 1 (direct) ^{1,2}	195.4	266.4	365.1
SCOPE 2 (indirect) ^{1,3}	389.9	763.0	814.5
SCOPE 3 (extended) ^{1,4}	188.0	651.5	794.6
Total¹	773.3	1,680.9	1,974.2

1 Calculation for 2018 and 2019 based on new VtU factors; comparison of annual figures thus only possible to a limited extent

2 Emissions directly attributable to the company

3 Indirect emissions from purchased energy

4 Other indirect emissions occurring along the value chain

In 2020, two extraordinary effects affected consumption levels at our locations: firstly, our employees increasingly worked from home due to the Covid-19 pandemic, and secondly, the disposal of key business units and location closures in 2019 reduced the number of employees and the office space used. Overall, both effects resulted in lower resources consumption in all areas in the year under review.

For example, **electricity consumption** in our office premises was down by a total of 44.6%, to 804,238 kWh (previous year: 1,451,938.0 kWh). At our offices in Frankfurt/Main, Amsterdam, and Oslo, as well as in one data centre, we solely use electricity generated from renewable energy sources. In total, the share of green electricity amounted to 47.0% during the year under review.

The above-mentioned figures include electricity consumption of our data centres. In the interest of business operations running smoothly and securely, DVB has been increasing the number of virtual servers for many years; today up to 95% of our servers are virtual servers. Most of the remaining hardware is run in two state-of-the-art and energy-efficient data centres in Germany.

Moreover, awareness for a mindful use of energy amongst our staff is being raised by corresponding indications in commonly used rooms.

In 2020, DVB's **heat consumption** decreased by 34.8% from 2019, to 615,631 kWh (previous year: 943,728.0 kWh). **Water consumption** was also down in the year under review, by 14.2% from 5,038.0 m³ in the previous year to 4,322.0 m³. **TABLE 02**

Paper consumption was also positively impacted by the extraordinary effects set out above: in total, it was down by 60.7%, to 5,218.9 kg (previous year: 13,273.5 kg). Our printer and copier paper consumption fell by nearly two-thirds in the year under review, to 2,889.0 kg (previous year: 6,908.0 kg). In the past years, various digitalisation initiatives and newly-established IT systems and structures were among the factors generally aiding this reduction. We mainly use paper certified by the Forest Stewardship Council (FSC) and recycled paper at all locations, i.e. paper that comes from sustainable forestry or is recycled. Other paper consumption, such as hygienic paper and printed materials, also dropped significantly, to 2,329.9 kg (previous year: 6,365.5 kg). Production and distribution of our financial publications have been mainly paperless for many years: all reports are published in digital form on our website. Only a small number of Group Annual Report copies have been produced since 2012. **TABLE 03**



The environmental data included in this report was calculated based on the VfU indicator system developed by the Association for Environmental Management and Sustainability in Financial Institutions (VfU). The VfU updated its calculation method in 2018 and 2020; all figures since 2018 have been calculated using the relevant updated method. Comparison of the annual figures is thus only possible to a limited extent. Unless stated otherwise, all data refers to DVB Bank Group.



In 2020, DVB participated in the WWF Earth Hour once again – and turned off the lights in its offices for one hour on 28 March 2020, at 8:30 pm. In 2021, it will again participate in the climate protection campaign. For further information on Earth Hour visit www.earthhour.org.



Electricity, heat and water consumption

T 02

	2020	2019	2018
Electricity consumption (kWh) ¹	804,238.0	1,451,938.0	1,240,239.0
thereof: from renewable sources	47.0%	27.5%	34.0%
Heat consumption (kWh)	615,631.0	943,728.0	790,506.0
Water consumption (m ³)	4,322.0	5,038.0	7,105.3

¹ Optimised data collection at international locations as of 2019

Paper consumption

T 03

Kilogrammes (kg)	2020	2019	2018
Printer and copier paper consumption	2,889.0	6,908.0	9,705.0
Other paper consumption ¹	2,329.9	6,365.5	6,620.7
Total consumption¹	5,218.9	13,273.5	16,325.7

¹ Since 2019, including hygienic paper



Reusing IT equipment

We are partners of AfB gemeinnützige GmbH, the first non-profit IT systems house specialising in collecting/compiling, wiping and remarketing used equipment. Through this cooperation, we managed to avoid creating around five tonnes of electronic scrap between 2014 and 2020, and saved considerable amounts of energy, gas and solid material at our offices in Germany. In total, AfB received approx. 890 IT devices from DVB. These devices were wiped (data destruction certificate) and 82% recycled.

By partnering with AfB, we assume responsibility – both environmentally and socially, since half of AfB's workforce have a disability. The number and quality of IT equipment pieces we hand over to AfB created another job for a disabled employee.

Mobility

Mobility is an important component of our international business activities. Our Travel Policy recommends to employees to preferably use public transit for business trips, and for getting to work every day. We support the purchase of transit cards to the extent possible.

In addition, travel management is centralised. We are cooperating with a global partner that has been distinguished for its corporate social responsibility

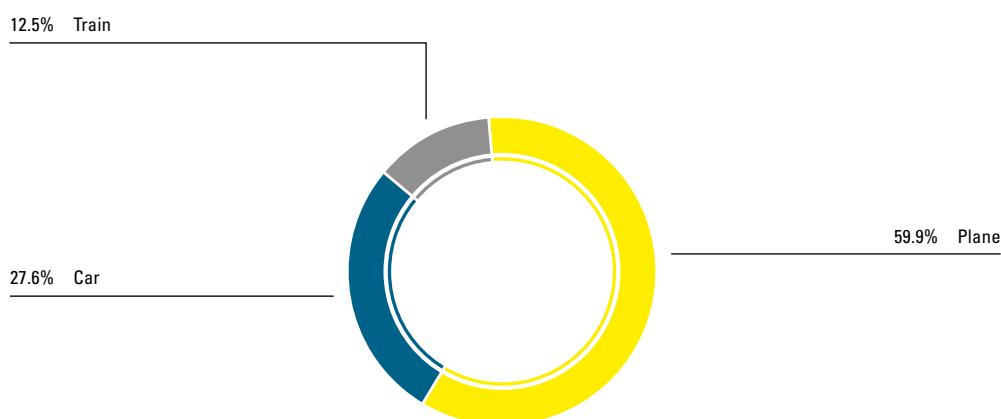
programme multiple times and systematically gathers environmental data related to travel. Thanks to tighter business travel management, we were able to materially reduce the carbon emissions associated with our employees' travel activities in the past years. A particular decline was registered in the share of air travel.

In the financial year 2020, travel-related carbon emissions amounted to 41.9 t (previous year: 303.4 t). This decline is predominantly due to generally limited travel activities as a result of the Covid-19 pandemic. In total, 59.9% of kilometres travelled on official business were by air; 27.6% were covered by car, and 12.5% by train (previous year: 89.2% by air travel, 6.0% by train and 4.9% by car). [CHART 01](#)

In addition, to further raise awareness for eco-friendly travel amongst our staff, the carbon emissions of every journey are included on the travel voucher. We also aim to limit air travel to a necessary minimum by holding conference calls and video conferences. These can be convened in dedicated video conference rooms at all office locations, using state-of-the-art technology. Furthermore, every employee is able to use the softphone integrated into their computer for video conferencing at their own desk.

Business travel by means of conveyance

C 01



Commitment to a lower-emissions shipping industry

The transport industry's efficient economic output is a key driver for global trade and global economic growth, but it also has negative ecological and social impacts. As the continuous performance of the transport industry is closely connected to the well-being and prosperity of society, all industry participants are bound to deal with this negative impact and to contribute in coping with it.

In June 2019, eleven major shipping banks (representing a joint loan portfolio to global shipping of approximately US\$100 billion) committed themselves to integrating climate considerations into lending decisions to incentivise maritime shipping's decarbonisation. As a shipping financier we were among the initial signatories of the so-called Poseidon Principles – and we continue to support this initiative despite our changed strategic focus.

The Poseidon Principles are common global guidelines designed to enable and support financial institutions to better align their portfolios with a responsible environmental impact. The Principles apply to all business activities that are credit products secured by vessel mortgages or finance leases secured by title over vessel and where vessels fall under the purview of the International Maritime Organization (IMO). The Poseidon Principles are consistent with IMO policies and ambitions, including its ambition to reduce shipping's total annual greenhouse gas emissions by at least 50% of 2008 levels by 2050.



For more information on the Poseidon Principles, please visit www.poseidonprinciples.org.



EMPLOYEE MATTERS



Qualitative and quantitative data on our employees is based on all locations of DVB Bank Group. Unless stated otherwise, employee data for 2018 includes staff employed at Aviation Finance, Land Transport Finance and LogPay Financial Services GmbH, all of which were sold in 2019.

329
EMPLOYEES
work at DVB

DVB's approach to business is based on our market and asset expertise, experience and diversity, making our employees a mainstay of the Bank. We regard it therefore as being of particular importance to create a working environment in which employees are treated with fairness and respect, where they feel motivated, and which offers them opportunities for personal career development.

Respecting workers' rights

One of the central goals of our human resources policy is to create a working environment for all DVB staff that promotes expertise, creativity, dedication, teamwork and diversity. This self-commitment is reflected in our Code of Conduct, and it includes respecting workers' rights.

Nearly 90% of our staff are employed in member states of the European Union, where human and workers' rights defined by the United Nations and the International Labour Organisation are enshrined in law. For our employees working in Oslo, Curaçao, Singapore and Tokyo, local laws and standards apply. In all other locations, DVB complies with the corresponding legal provisions and requirements.

Employees' participation rights are regulated by law in Germany and the Netherlands. DVB engages in a regular and trustful dialogue with employee representatives on co-determination issues. In 2020, this helped us to swiftly confront new challenges and develop pragmatic solutions. This was only possible thanks to the good cooperation that took place with the SE Works Council, as well as with local Works Councils in Germany and the Netherlands.

In accordance with the German General Equal Treatment Act, Equal Opportunities Officers at our location in Frankfurt have been in charge of promoting equality between women and men at DVB since 2006. They are contact persons for topics such as discrimination, reconciliation of family and working life, and protection from sexual harassment at work. In addition, a Group-wide policy to protect employees from discrimination and harassment is in place.

Promoting diversity and equal opportunity

Cultivating an appreciative corporate culture, where the rules state respect for every man and woman and their right to privacy, is indispensable. This helps us fostering engagement and creativity as well as recruiting and retaining qualified employees with different professional backgrounds. It also has a positive impact on our relationship with international clients, who not only appreciate our expertise and cooperation in seeking solutions, but also our language skills and understanding approach to different cultures.

As we apply this approach, we promote diversity and equal opportunity at all levels – and irrespective of the personal background of the individuals involved. At all our locations, our work teams and project teams are truly multicultural, and heterogeneous. In addition, a Group-wide policy to protect employees from discrimination and sexual harassment is in place. In 2007, we signed the German Diversity Charter.

Nationalities and work at international locations

DVB is international in every conceivable way, and diversity management has been a part of day-to-day life at the Bank for quite some time. This is especially evident in the structure of our team: DVB Bank Group's employees hailed from a total of 26 different countries in the year under review, and there are 15 different nationalities represented within our core Transport Finance business.

TABLE 04 (SEE PAGE 11)

153 staff members worked in our various international locations at the end of 2020; in other words, they are active in those international transport markets where the Bank's clients are located (previous year: 185 staff members). The number of staff at our office in Frankfurt/Main was 176 (previous year: 188). About 90% of our staff worked at a European location in 2020, slightly more than in the previous year (87.9%). In Transport Finance/Investment Management, 84.9% of staff were employed at European locations (previous year: 81.4%).

Demographic management

On average, the population and workforce are ageing. Changes in the age structure have a comparable impact throughout all the industrialised nations in which DVB is represented. The concept of demographic management means to recognise the ageing of the population as a long-term trend, to accept it as a challenge for the Bank, and to find constructive solutions for it.

At the end of 2020, the breakdown of our staff by age and gender was as follows: Of the total of 329 employees, 188 were men and 141 women (previous year: 373 employees comprising 216 men and 157 women). Also

- ✓ 42.3% of employees were 50 years or older (previous year: 37.3%);
- ✓ 31.0% of employees were between 40 and 49 years of age (previous year: 35.4%);
- ✓ 23.1% of employees were between 30 and 39 years of age (previous year: 22.8%); and
- ✓ 3.6% of employees were younger than 30 years (previous year: 4.5%).

Diversity at management levels

In accordance with the German Act on Equal Participation of Women and Men in Executive Positions in the Private and the Public Sector, DVB Bank SE – as a company subject to one-third participation as a form of co-determination – laid down the following targets, valid until 31 December 2021:

- ✓ Supervisory Board – female quota of 22%
- ✓ Board of Managing Directors – female quota of 0%
- ✓ First management level – female quota of 16.2%
- ✓ Second management level – female quota of 23.3%

Since DVB's shares were delisted from the Regulated Market at Frankfurt Stock Exchange on 17 August 2017, this law no longer applies to DVB. However, the Supervisory Board has declared itself in favour of pursuing these targets even after the delisting.

At the end of 2020, no women held mandates on the Supervisory Board or the Board of Managing Directors. While this is in fulfilment of the target quota for the Board of Managing Directors, it fails to meet the quota for the Supervisory Board. With effect from 1 January 2021, one woman now holds a position on the Supervisory Board, therefore increasing the quota to 16.6%.



We signed the Charter in 2007 and promote diversity at all levels.

Nationalities 2020

T 04

	Group		Transport Finance/ Investment Management	
	Number	%	Number	%
Employees				
German	161	48.9	22	18.5
British	53	16.1	35	29.4
Dutch	48	14.6	29	24.4
Singaporean	17	5.2	10	8.4
Norwegian	6	1.8	5	4.2
Greek	6	1.8	5	4.2
US-American	1	0.3	–	–
19 additional nationalities in the Group	37	11.3	–	–
8 additional nationalities (Transport Finance/Investment Management)	–	–	13	10.9
Total	329	100.0	119	100.0

14.1 YEARS



is the average relevant professional experience in our core business

Board members – both for the Board of Managing Directors and the Supervisory Board – are appointed without regard to nationality, sex or religion. It is whether candidates – male or female – have the knowledge, skills and expertise necessary to duly attend to their tasks and whether they comply with the principles enshrined in the company's Memorandum and Articles of Association, that decides on their appointment.

At 31 December 2020, the two top management levels of DVB Bank SE below the Board of Managing Directors comprised 66 executives, who either reported directly to the Board of Managing Directors or who worked as team leaders. Women held 20, or 30.3%, of these executive positions (previous year: 19, or 27.5%). The share of female executives increased both on the first and on the second management level, to 15.0% (previous year: 9.5%) and 37.0% (previous year: 35.4%), respectively. When filling executive positions, assuming the same level of qualifications, the Bank is committed to giving preference to internal applicants and does not take criteria such as nationality, sex or religion into account during its decision-making process. [CHART 02](#)

Developing and retaining employees

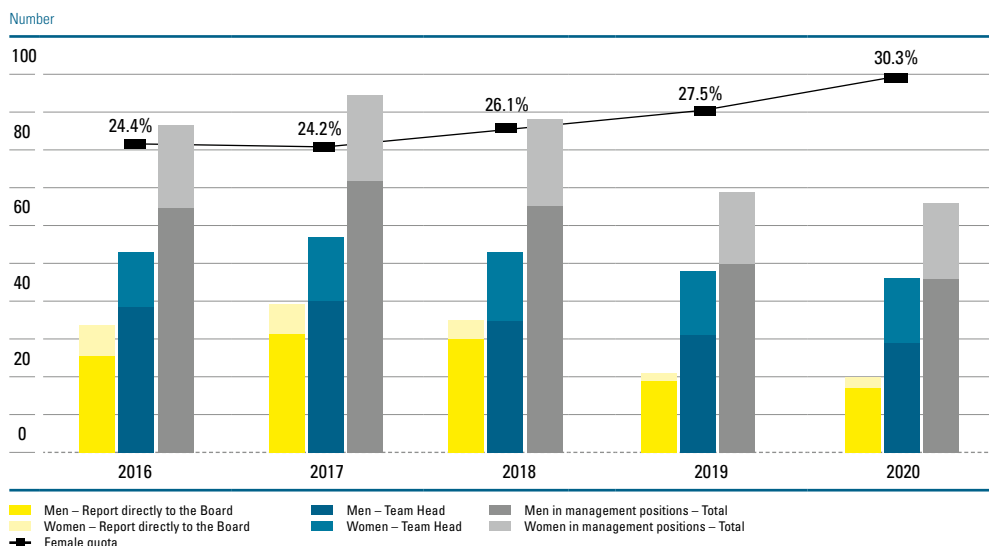
As our approach to business is specialised, employee expertise and qualification are important core competencies that allow us to adequately respond to the complex issues in our corporate environment, and to satisfy clients' requirements. As our professionals are confronted with a high workload and perennial new challenges, it is crucial that DVB motivates, develops and retains them.

Professional experience of our staff

Experience in Transport Finance – or in the global transport industry in general – is one of the key indicators that characterises the vast expertise of our employees. In DVB's core business, the relevant industry-specific experience of our employees remained at a high average of 14.1 years in 2020 (previous year: 14.9 years). Of our employees, 41.9% had more than 15 years of relevant experience, and 29.0% had more than 20 years (previous year: 49.0% and 29.8%).

Development of female quota 2016–2020

C 02



Personnel development

DVB's business environment constantly gives rise to new and complex issues that our organisation has to deal with. The goal of human resources development is to equip managers and staff with the skills to deal with these challenges.

For many years now DVB has supported and promoted all employees in their individual professional development. Neither gender nor the contractual specifications of weekly working hours (part-time or full-time work) are criteria determining personnel development measures. We encourage all members of staff having the requisite qualifications to apply for management positions. Flexible working hours, home-office arrangements and part-time options allow all employees to submit such an application – this also includes managers as well as employees who might be facing limitations due to their family situation, for example.

Annual employee reviews are one of the key instruments for professional development. These mandatory reviews are separated from the bonus payment determination and provide a platform for open dialogue between manager and employee regarding the employee's skills, expertise and potential for development. The range of development measures resulting from these reviews is wide – including, for instance, learning from colleagues, learning from feedback, or participation in internal and external training courses. We have been offering in-house trainings on presentation skills, negotiation techniques, work efficiency, MS Office and project management, amongst others, in order to provide staff and managers with targeted tools and techniques, to help them in their day-to-day work. It is important for us to offer development measures that are made-to-measure: they must fit both the individual employee's needs as well as the Bank's.

Performance-based remuneration

The Group has uniform guidelines and rules regarding the remuneration strategy, remuneration systems and annual target-setting.

The Bank's remuneration structure is gender-neutral and designed

- ✓ to motivate each member of staff to sustainably implement the targets derived from company strategy (and, therefore, individual targets pertaining to divisions, departments and teams), thus making a personal contribution towards achieving the company's strategic objectives;
- ✓ to reward staff performance without giving incentives for taking on undesired risk; and
- ✓ to attract, motivate and retain talented employees for the Bank.

Remuneration is determined on the basis of the employee's qualification for a vacant position.

Staff loyalty

Staff loyalty at DVB is strong: as at 31 December 2020, 225 employees (68.4% of the overall workforce) had been working at the Bank for more than five years (previous year: 252 employees, or 67.6%). [TABLE 05 \(SEE PAGE 14\)](#)

Staff fluctuation due to voluntary resignations was at 4.7% in 2020 (previous year: 9.2%).



More information on our remuneration system can be found on our website www.dvbbank.com under Investors > Publications > Financial reports > Annual Report or under Investors > Publications > Disclosure reports.



Reconciling family and working life

To retain employee satisfaction and dedication, we have created an environment that makes it possible to reconcile professional and personal responsibilities. We promote flexible working hours and work-from-home options as well as part-time arrangements; the latter being tailored to meet the needs of the individual employee, wherever possible and viable. We have not established a formal part-time work scheme for DVB: as a medium-sized company, we focus on customised solutions tailored to each individual case. For instance, our staff

may reduce their working hours for a limited period – whether they wish to pursue a work-study course, or need to look after their children, or care for relatives. Other options, such as parental leave or semi-retirement, are regulated through in-house agreements.

At the end of the year under review, the number of part-time workers rose slightly to 12.2% (2019: 11.5%). In other words, 33 women and 7 men were employed on a part-time basis (previous year: 38 women and five men). [TABLE 06](#)

Staff loyalty

T 05

	2020		2019		2018	
	Number	%	Number	%	Number	%
< 5 years	104	31.7	121	32.5	222	40.2
5 ≤ 9 years	71	21.6	78	20.9	93	16.8
10 ≤ 19 years	98	29.8	112	30.0	184	33.3
20 ≤ 29 years	37	11.2	44	11.8	40	7.2
≥ 30 years	19	5.8	18	4.8	14	2.5
Total	329	100.0	373	100.0	553	100.0

Part-time and full-time employment

T 06

	2020		2019		2018	
	Number	%	Number	%	Number	%
Employees with flexible working hours						
Part-time employees	40	12.2	43	11.5	60	10.8
Full-time employees	289	87.8	330	88.5	493	89.2
Total	329	100.0	373	100.0	553	100.0

Health and safety at the workplace

Health is paramount when it comes to creating an effective working environment. That is why it is of particular importance to us to make sure we promote employee health. In 2020, the health attendance rate in Germany remained at a high level (97.7%, previous year: 95.9%). This rate also includes members of staff on long-term sick leave, i.e. those who have been absent for health reasons for more than 42 days.

The Committee for Occupational Health and Safety is responsible for the creation, maintenance and development of safe and ergonomic workplaces, as well as for hazard analyses and the prevention of accidents and work-related health problems. We contribute to a comfortable working environment with modern and high-quality office facilities that foster effective work.

Occupational health consulting is carried out by an external provider in Frankfurt/Main. This company supports the Bank in occupational safety, accident prevention and all other health and safety issues. At a local level, Health and Safety Officers are responsible for risk assessment and management as part of occupational safety, and for enacting measures to prevent work-related health problems.

We offer most employees globally a thorough health check-up, and provide assistance with vaccinations when necessary. To protect our employees in the event of illness, disability or accident, we make an extensive insurance programme available at each of our offices, further supplemented by global policies.

A healthy diet is also an essential topic: DVB has handed over the operation of its employee restaurants in Frankfurt/Main and Amsterdam to external service providers. In all locations we provide employees with free coffee, tea, water and fresh fruit. There is also a charity component to

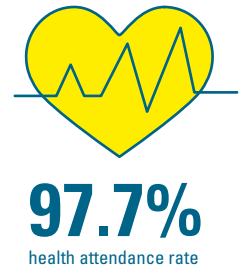
these fruit deliveries: in Frankfurt/Main and London, we have entrusted them to a provider who, for every fruit basket ordered, plants one fruit tree in Malawi. With this, we are indirectly supporting an African charity dedicated to improving the lives of Malawian farmers.

The Covid-19 pandemic turned occupational health and safety into a focal topic during 2020. To protect our employees against the virus, we have taken extensive measures and precautions at all our locations, consistently embedding them in the local provisions of the respective governments and relevant institutions, such as the World Health Organisation and the Robert Koch Institute. The measures taken were brought together in the Global Committee for Business Continuity Management (BCM), and subsequently coordinated and implemented by the respective local BCM committees.

This included, for each location:

- ✓ rules for reporting suspected infections;
- ✓ quarantine arrangements when returning from areas with significant infection risk;
- ✓ rules governing behaviour in DVB's office buildings and offices;
- ✓ rules on mandatory presence, and rules for working from home; and
- ✓ flexible arrangements for taking care of children or family members in need of care

Especially the rules on mandatory presence required a well-balanced weighing of maximum possible flexibility for employees and their health and safety, whilst simultaneously safeguarding operational stability. Depending on the location, employee representatives' co-determination rights also had to be protected.



SOCIAL MATTERS

We maintain a regular dialogue with key stakeholder groups so as to learn about their expectations and requirements. We appreciate this dialogue as a valuable chance to improve our service quality, build trust in our Bank and assume social responsibility.

As at year-end 2020, we managed 180 clients/client groups, supporting their mainly medium- and long-term financing projects. Most of these clients are domiciled in Europe (50.3%), followed by North America (16.2%) and Asia (14.0%). [CHART 03](#)

Trusted communication with clients and other stakeholders

Over the past years, DVB has proved itself a competent partner to its clients and other stakeholders, providing financing and advice. A direct and intensive dialogue, maintained during regular and ad-hoc events, is important to us (also with regard to the current state of our business, i.e. the amortisation of our portfolios); it allows us to maintain trust and the intensity of our client and stakeholder relationships as well as to remain a reliable partner for them.

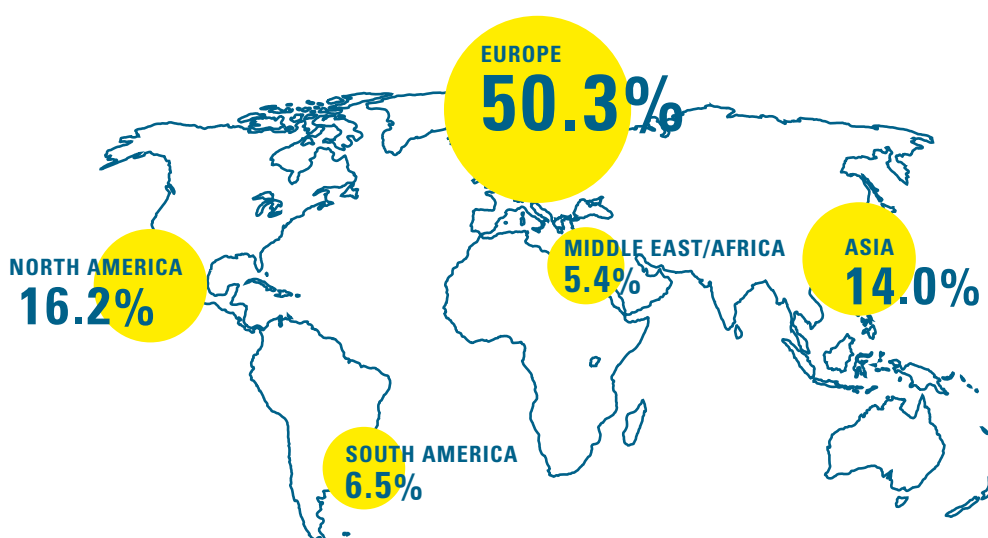
Complaints management

DVB gives utmost priority to its clients' interests. This includes managing client complaints: we see them as an opportunity to improve service quality and strengthen customer loyalty. Therefore, we have established an internal complaints management function; corresponding regulations on how to handle complaints are defined in writing in an internal guideline. We define client complaints as being any comment made by a client that reflects dissatisfaction with the Bank's performance, the Bank's employees and/or the Bank's service providers.

Client complaints may be logged directly with the competent Relationship Manager or sent by e-mail to our Complaints Office, which is part of our Group Compliance Office. Once we receive a complaint, we deal with

Clients by region

C 03



it at once. Our clients will receive an acknowledgement of receipt immediately, along with a description of the complaints procedure. In general, a complaint can be treated – and the problem solved – within ten working days. In any case, the client will receive a response from the Bank.

Client complaints are documented and reported to the Board of Managing Directors on a regular basis. They also trigger a root cause analysis.

Support for charities

Social responsibility matters to us. Therefore we regularly support charities through donations – be it money, time, or resources. We developed a corporate citizenship plan, to assume more social responsibility, to build team spirit and motivation amongst our staff. This means for example, that employees are welcome to bring forward suggestions for projects that they feel should be supported. With this open approach, we include all colleagues and foster their community engagement.

Members of staff can submit their ideas using an online tool. The tool also explains our corporate citizenship guidelines and criteria. The input fields are designed to make it easy for employees to describe their idea, and easy for the evaluation team to assess incoming suggestions promptly. Compliance with internal guidelines and

self-regulatory codes adopted on a voluntary basis must be observed. This means that we will not support organisations whose main interests are political or religious in nature, nor shall we support any organisations that discriminate or are perceived as discriminatory. On a quarterly basis, the Board of Managing Directors receives reports on all ideas submitted and initiatives supported.

In 2020, we donated a total of €13,850.00 (previous year: €14,630.00) to charities suggested by our employees although the Bank posted a negative result. Overall, we supported ten charities with a particular focus on society, as well as on music and the arts, with one initiative receiving regular support. Donations in kind increased disproportionately in 2020 in the form of used IT hardware, for example to schools, due to accelerated digitalisation as a result of the Covid-19 pandemic. [CHART 04](#)

From a geographical point of view, 56.7% of donations were made in support of initiatives proposed by our colleagues in Europe and 43.3% were made in Asian locations.

The Board of Managing Directors continues to back our corporate citizenship activities, even though we are operating in a challenging market environment. This will engender further aid for charities in 2021.



More information on our complaints management procedure can be found on our website www.dvbbank.com > Compliance > Complaints management, via the footer in the lower part of the website.



Areas of activity

C 04



HUMAN RIGHTS



The Code of Conduct and the Modern Slavery Statement are available in the "Compliance" section of our website www.dvbbank.com, accessible via the footer in the lower part of the page.



As a global company that manages its clients with an international team, we both acknowledge and adhere to human rights principles. Showing appreciation for each individual, safeguarding human dignity and respecting different cultures comes first – whether in dealing with clients, employees or business partners.

The principles of our working together and the values of our governance are enshrined in the Bank's Code of Conduct. They form the basis of all guidelines relating to business processes. Our employees receive regular training on the Code of Conduct and are obliged to align their conduct with the Code. We address the issue of human rights both with clients and suppliers, as we have firm interest in the principles that we stand for being satisfied in the supply chain as a whole.

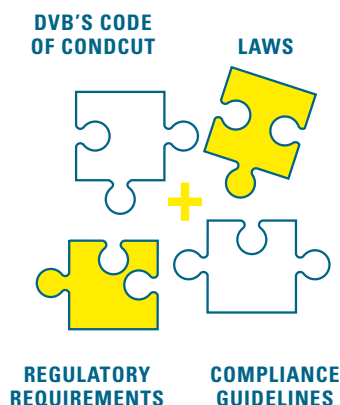
Once a year, we publish a Modern Slavery Statement that stands in accordance with the British Modern Slavery Act. Legal requirements are addressed; the Group Compliance Office is responsible for developing corresponding company policies, governance structures and a supportive leadership programme. These Bank-wide measures are taken to ensure that management at all of DVB's offices as well as divisional heads and employees are bound by these goals of honouring human rights.

ANTI-CORRUPTION AND BRIBERY

For financial institutions, compliance with legal requirements and internal policies is a central issue. At DVB, it is the Group Compliance Office that monitors adherence to legal, regulatory and internal provisions.

The responsibilities of the Group Compliance Office include creating an environment to prevent money laundering, financing of terrorism and other criminal acts, as well as for implementing the requirements for investment services enterprises as set out in the German Securities Trading Act and the Minimum Requirements for Risk Management in Banks (MaRisk). Moreover, the Group Compliance Office ensures that structures are in place to ensure compliance with legal requirements for data protection.

Compliance staff have been appointed in each of the Bank's locations, reporting in this capacity to the Head of the Group Compliance Office, who in turn reports to the Chairman of the Board of Managing Directors and submits an annual Compliance Report to the Board of Managing Directors and the Supervisory Board. Where possible, automated monitoring systems have been implemented which ensure that alerts concerning any potential breaches are automatically communicated to the central function in Frankfurt/Main. The local compliance officers additionally escalate any potential breach of internal policies/procedures, as well as any potential breach of external rules and regulations.



Fostering fair and transparent competition

Fostering fair and transparent competition is a cornerstone of our business philosophy. Above and beyond any legal requirements, there is our Code of Conduct as well as strict and clear Compliance policies to be adhered to:

- ✓ Rules to promote fair and transparent competition (Conflict of Interest Policy) – this policy defines the fields of conflicts in our business, the roles of each department and their responsibilities to adequately manage confidential information. At the same time, it defines how to mitigate conflicts, communicate potential conflicts to clients, and document and track these processes internally.
- ✓ Rules to fight corruption (Anti-Corruption and Bribery Policy) – this Group-wide policy focuses on dealings with clients and advisers, specifications on awarding licences or contracts, as well as business partner hospitality. Every member of staff receives training on warning signals and how to deal with potential cases of corruption as part of the annual compliance programme. In 2020, no cases of corruption were reported to DVB.
- ✓ Guidelines related to accepting gifts and benefits (Gifts and Gratuities Policy) – this policy includes clear-cut limits, warning signals, escalation processes and documentation obligations. As an example, our employees are prohibited from accepting cash as a present.
- ✓ Procedure for reporting any irregularities (Whistleblowing Policy) – DVB does not tolerate disregard to business standards and laws and we have established a whistleblowing process that allows employees to report concerns about possible irregularities, using various channels.



Further information on compliance at DVB can be found in the "Compliance" section of our website www.dvbbank.com, accessible via the footer in the lower part of the page.



Effective data protection and data security

Data protection and data security is a key issue at DVB. The Information Security Officer ensures that the Bank is up to date in all computer-related matters, and that the data of clients, business partners, employees as well as that of the Bank itself, is protected as can be. Every computer system or technical tool is analysed, classified pertinent to the data it processes, secured according to said classification and backed up. Whether the classification and the technical details of the backup are still up-to-date is reviewed and recertified on an annual basis.

The Group Compliance Office, an entity present at all of DVB's offices, is responsible for creating the prerequisites for data protection and ensures that DVB can act in compliance with all legal requirements set for that field. 2020 saw a training for all employees on the Provisions of the European General Data Protection Regulation (GDPR).

staff to their legal duties and explain the expectations held by the Board of Managing Directors. This is how we ensure a high level of service for our clients.

A new training platform has been implemented which meets all current regulatory requirements. The platform's contents are updated on an ongoing basis, i.e. training course contents are adjusted in the event of regulatory changes; our employees will then attend the training once again.

The Bank also offers voluntary legal and documentation training for its staff. These training sessions are aimed at fostering the Bank's in-house expertise and cover general topics relevant to all business divisions as well as industry-specific subjects. They are developed by Group Legal in consultation with experts across the business divisions, approved law firms, or the Loan Market Association, with whom DVB has a membership. The training materials are available via the intranet. New material is added regularly.

Regular compliance and legal training

All staff attend regular trainings on compliance-related topics. DVB has partnered with external providers to conduct web-based training sessions. Mandatory trainings cover, for example, the following issues:



MANDATORY TRAININGS

on conflicts of interest, data protection, operational risks as well as prevention of fraud and money laundering

- ✓ Compliance in general
- ✓ Conflicts of interest
- ✓ Anti-corruption
- ✓ Antitrust and competition law
- ✓ Handling confidential information
- ✓ Information security and data protection
- ✓ Operational risk
- ✓ Prevention of money laundering and fraud

In addition, the Bank conducts regional follow-up group trainings on anti-money laundering and anti-corruption measures upon demand, where it provides information concerning special regional requirements, and offers the opportunity to discuss the key learnings.

Some of these trainings are required by law, others by our Code of Conduct. They are one way of raising employee awareness for issues that are important in our day-to-day operations and dealing with clients. They also alert all

Political representation

As a "Societas Europaea" registered in Germany, and as a credit institution, DVB is subject to various European and German rules and regulations. In addition, given the internationality of our scope of business and global locations, numerous local legislations apply. This legal framework is in constant flux.

DVB does not exert direct political influence. We are, however, an active member of various banking associations, holding committee representation at the National Association of German Cooperative Banks (BVR) and the Association of German Pfandbrief Banks (vdp), amongst others.

Banking associations regularly invite their members to provide input for legislative processes, and where the legislative process in question affects us, we will respond.

As donations to organisations with a political background are specifically excluded from the supportive funding we provide within our corporate citizenship, we made no political contributions in 2020.

IMPRINT

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This Corporate Responsibility Report 2020 is available in German
and in English on our website: www.dvbbank.com > About us >
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