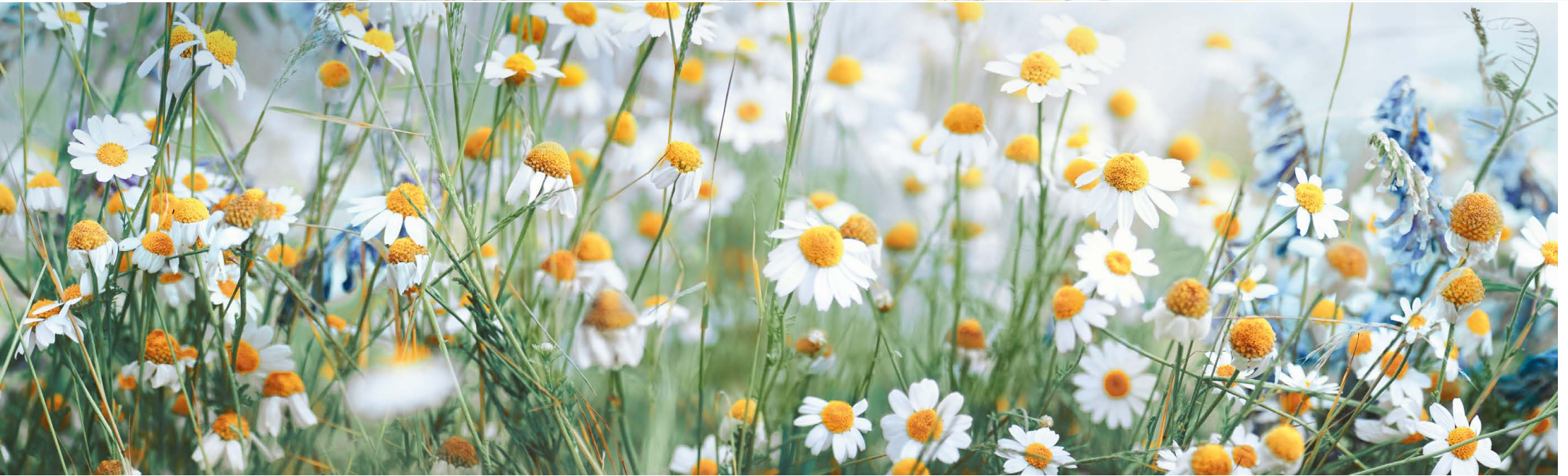


Transformative

Sustainability Report 2022





About this report

About Helaba

Helaba Landesbank Hessen-Thüringen Girozentrale is a credit institution organised under public law. As a full-service bank, Helaba is characterised by its regional focus, a presence in carefully selected international markets and a close relationship with the Sparkassen-Finanzgruppe. The Bank's registered offices are situated in Frankfurt am Main and Erfurt, and it also has representative and sales offices in other German cities as well as abroad.

GRI 2-1

Reporting period

The present Helaba Sustainability Report relates to the 2022 financial year in the period from 1 January 2022 to 31 December 2022. The press date was 16 June 2023. Series of data are generally presented for three consecutive calendar years. The Helaba Sustainability Report will be published annually going forward.

GRI 2-3

Reporting scope and content

The report addresses the activities of all key subsidiaries: Frankfurter Bankgesellschaft (FBG), Frankfurter Sparkasse, GWH Wohnungsgesellschaft mbH Hessen (GWH), Helaba Invest and OFB Projektentwicklung GmbH (OFB). The activities of both legally dependent units Landesbausparkasse Hessen-Thüringen (LBS) and Wirtschafts- und Infrastrukturbank Hessen (WIBank) are included as well.

GRI 2-2

The report was prepared pursuant to the Universal Standards for 2021 of the Global Reporting Initiative (GRI).

As a supplement to the Sustainability Report, Helaba issues an annual progress report as part of its membership in the UN Global Compact. Helaba has published a Non-Financial Statement since 2017. The Non-Financial Statement is reviewed by the auditors and presented to the Executive Board and Supervisory Board of Helaba for approval.

GRI 2-14

Editorial comments

Helaba sets great store by a corporate culture free from prejudice and discrimination and which is characterised by mutual respect and appreciation. The equal treatment of all genders is a matter of particular importance to us. Texts formulated in a gender-equitable way make a key contribution in this regard. In the present report, we therefore use gender terms that refer to individuals as well as use double or gender-neutral forms.

Disclaimer

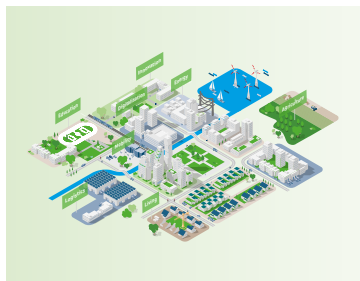
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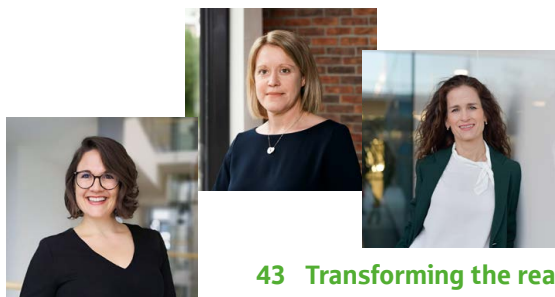


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Helaba: Sustainability in figures 2022 at a glance



6,300

employees from 50 countries



22

locations in Germany
and around the world



**€ 211.5
bn**

in consolidated total assets



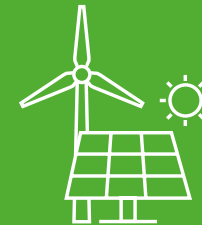
47%

female employees



46%

proportion of sustainable
financing in
total business volume



100%

electricity from renewable
energy sources *

* In Helaba's own real estate



Having an impact – the perspectives and positions of Helaba

In the 2022 reporting year, the world was confronted by a number of familiar as well as unexpected challenges. How did Helaba manage to stay on course and exercise its responsibility as a Landesbank – for an economy that protects our natural resources and fosters the well-being of society as a whole? What have our divisions and internal bank departments done and what are they doing to live up to their responsibility? Answers to this question from members of the Executive Board and from Petra Sandner, the Chief Sustainability Officer at Helaba.

Photos: Matthias Haslauer, Stefan Krutsch



“From our Sustainable Lending Framework to our social volunteering programme: 2022 demonstrated yet again just how we bring all facets of sustainability to life at Helaba and reach more and more colleagues in the process. We will remain true to this holistic philosophy. The reason is obvious: this is the only way that we can have a credible impact on real transformation.”

Petra Sandner, Chief Sustainability Officer (CSO)



“The transformation to a renewable economy that protects our planet’s climate, finite resources and biodiversity is already under way – and will continue to require enormous investments. No matter whether you are talking about decarbonisation, a circular economy or biodiversity: Helaba is helping its customers to create a sustainable future, with its experience and conviction.”

Thomas Groß, CEO

Group Steering, Human Resources and Legal Services, Accounting and Taxes, Group Audit, Frankfurter Sparkasse, Frankfurter Bankgesellschaft

“The risks associated with climate change will be some of the biggest faced in future years by the financial industry as well. Our goal must be to systematically integrate these risks into our business and risk strategies, improve the base of data we will need for this work and develop expertise.”

Dr Detlef Hosemann, CRO

Risk Control, Credit Risk Management, Restructuring/Workout, Compliance





“Forward-looking technologies alone won’t be enough to decarbonise the economy. We also need to establish sustainable finance as a new standard. Helaba provides its customers with focused sustainable finance advisory services and a wide range of products containing ESG components – and this includes the segment of sustainability promissory notes, an area where we are a leader.”

Hans-Dieter Kemler

Corporate Banking, Capital Markets, Treasury, Sales
Controlling Corporates and Markets, Helaba Invest



“The challenge of sustainability: We accompany the transformation of savings banks and public companies by engaging in intensive dialogue with them. This results in innovative solutions based on partnership and cooperation – solutions that pay off.”

Frank Nickel

Savings Banks and SME, Public Sector, WIBank,
LBS, Sales Controlling S-Group



“An efficient digital infrastructure is the key to managing companies sustainably. We are currently restructuring Helaba’s IT infrastructure and IT processes in a three-stage project that is scheduled to be completed by 2027 – and are optimizing the quality and inventories of our ESG data in order to further sharpen our sustainable finance profile.”

Christian Rhino, CIO/COO

Information Technology, Operations, Organisation

“The buildings sector is responsible for more than 35 % of global CO₂ emissions. In its role as a major real estate financier, Helaba has developed a clear social contract to address this issue: by offering sustainable financing that taps the tremendous savings potential of the real estate industry.”

Christian Schmid

Real Estate Finance, Asset Finance, Portfolio and Real Estate
Management, GWH, OFB, Branch Management London, Branch
Management New York





A portrait of the Helaba Group

Hand in hand: our business areas

As one of the leading banks in the German financial capital of Frankfurt am Main, Helaba employs approximately 6,300 people and has total assets of 211.5 billion euros. It serves its clients in three functions:

- As a commercial bank, Helaba operates in Germany and abroad. Helaba maintains stable, long-term relationships with companies, institutional customers and the public sector. Helaba is also the regional market leader in retail banking through its subsidiary **Frankfurter Sparkasse** and has a presence in the field of direct banking in the form of **1822direkt**. **Landesbausparkasse Hessen-Thüringen (LBS)**, Helaba's home loans and savings division, uses the Savings Banks as sales partners and holds a leading market position in the two German states of Hesse and Thuringia.
- Helaba is a **savings bank central bank and S-Group bank** for the Savings Banks in Hesse, Thuringia, North Rhine-Westphalia and Brandenburg and, therefore, for about 40 % of all Savings Banks in Germany. As a partner, Helaba provides all Savings Banks throughout Germany with high-quality financial products and services.
- Helaba administers public-sector development programmes through **Wirtschafts- und Infrastrukturbank Hessen (WIBank)** in its capacity as the **central development institution** of the State of Hesse.

Additionally, the Helaba business model includes further strong, well-known brands that complement the Helaba Group's product portfolio:

- **Frankfurter Bankgesellschaft (FBG)** provides Helaba's products and services for Savings Banks in private banking and in the wealth and asset management businesses.






- The wholly owned subsidiary **Helaba Invest** is one of Germany's leading institutional asset management companies.
- The **GWH Group** manages around 53,000 residential units throughout Germany and is therefore one of the largest housing organisations in Hesse. In addition, it develops residential real estate and initiates and manages residential real estate funds.
- The **OFB Group** is a national full-service company in the fields of real estate project development and land development, with a particular focus on the Rhine-Main region.

Out of conviction: our sustainable services

In accordance with our public mandate, we support our customers in successfully doing business over the long term and protecting natural and social resources. Throughout the Helaba Group and in all areas of our business activities, we therefore offer sustainable products which address the aspects of the environment, social matters and governance (ESG). A selection:

- **Private customers:** With the biggest branch network in Frankfurt am Main and a range of basic accounts, Frankfurter Sparkasse also provides banking services for economically and socially disadvantaged sectors of the population. LBS makes it possible for broad sectors of the population to accumulate wealth and supports homeowners in the renovation of their homes to make them more energy-efficient.
- **Corporate loans:** With so-called ESG-linked products, we couple the conditions for all possible financing structures with a sustainability component, a rating or a performance indicator, for instance. Our customers therefore have a binding incentive to invest in a sustainable transformation. Our aim with this targeted portfolio is to reach small and medium-sized enterprises in particular. And we also offer the accompanying advice, structuring and syndication support.

Comprehensive and customised: the product portfolio of the Helaba Group

Real estate	Corporates and markets	Retail and asset management	Development business	Other
 <ul style="list-style-type: none"> ■ Commercial real estate finance 	 <ul style="list-style-type: none"> ■ Corporate banking ■ Asset finance ■ Savings Banks and SMEs ■ Capital market and treasury products ■ Cash management ■ Public finance ■ International business 	 <ul style="list-style-type: none"> ■ Retail banking ■ Private banking ■ Home loans and savings business ■ Asset management ■ Residential real estate portfolio 	 <ul style="list-style-type: none"> ■ Public development programmes on behalf of the State of Hesse 	 <ul style="list-style-type: none"> ■ Project development and coordination as well as real estate management for large-scale properties ■ Issuance of own debt instruments for institutional and retail customers



- **Capital markets:** We also offer tailored ESG-linked products on the capital market. As a leading provider of promissory note loans for companies and the public sector, we have also developed sustainable versions of this product. We draw on our experience and position in the capital market to perform our advisory and syndication work.

In addition to its financial activities, the Helaba Group engages in **many areas of public life** by sponsoring trailblazing educational, cultural, environmental, athletic and social projects.

Committed to the public interest: our impact

Sustainability transformation

Our business activities are tightly interconnected with the real economy; some 60 % of our total assets stem from business with customers. We are increasingly financing industries and sectors which are helping work towards an economy that is more climate-friendly, more resource-efficient and more socially just, for example in the areas of energy supply, mobility or education.

Provision of financial services and financial inclusion

With our subsidiaries' services in private customer business and our payment transaction infrastructure, we help people from all sectors of the population save their money, grow their assets and make cashless payments – a major aspect of our public mandate.

Quality and affordable housing

GWH provides affordable housing for broad sectors of the population and uses renovations to increase energy efficiency and green heating energy, for instance, to reduce the negative impact of its real estate on the environment. In addition, it makes spaces available for charitable purposes such as youth support and creates social advisory offices in housing developments.

Regional support

The support products offered by the various business areas of WIBank are designed to promote sustainable development in the State of Hesse. WIBank enables cities and communities in Hesse, amongst other states, to engage in environmental activities and climate action, for example by supporting environmentally friendly technologies and projects as well as expanding digitalisation. It assists housing associations and clinics with energy-efficient refurbishments and helps to create new jobs and apprenticeship places – or to preserve existing ones – by providing financing for start-ups, founders and SMEs. Moreover, WIBank supports the activities and goals of European and Hessian labour market policy by sponsoring projects aimed at promoting education and employment in Hesse as well as sustainable integration into the labour market. Another focal point is WIBank's work in the Hessian start-up eco-system and its dialogue with the start-up community. WIBank considers itself to be not only a financing partner, but also a knowledge sharer and network partner that defines framework conditions, fosters innovation and clears the way for future-focused and sustainable business models.

GRI 2-1 GRI 2-6

Helaba's Executive Board and corporate bodies

Helaba is a legal entity under public law. The bank is jointly owned by the State of Hesse, the Free State of Thuringia, the Sparkassen- und Giroverband Hessen-Thüringen, Rheinischer Sparkassen- und Giroverband and Sparkassenverband Westfalen-Lippe. FIDES Beta GmbH serves as a fiduciary for the German Savings Bank Association as the owner of the reserve fund of the Landesbanken and Girozentralen. FIDES Alpha GmbH serves as a fiduciary for regional savings bank associations as an owner. Sparkassen- und Giroverband Hessen-Thüringen owns 68.85 % of Helaba's share capital. The State of Hesse holds 8.1 %, Rheinischer Sparkassen- und Giroverband, Sparkassenverband Westfalen-Lippe as well as FIDES Alpha GmbH and FIDES Beta GmbH each hold 4.75 % and the Free State of Thuringia holds 4.05 % of Helaba's share capital.

Helaba's public ownership structure

Helaba has three executive bodies: the Board of Public Owners, the Supervisory Board and the Executive Board. In the spirit of Helaba's holistic success, the members of these bodies are in continuous intensive and personal contact.

The **Board of Public Owners** decides on matters of fundamental significance, including amendments to the Charter, changes to equity capital and fundamental changes of Helaba's business policy.

The **Supervisory Board** assumes the utmost control function and monitors the management of the Executive Board and can establish guidelines in this regard. The Supervisory Board is also responsible for monitoring the accounting process and the effectiveness of the internal control system, the internal audit system and the risk management system. Appointing members of the Executive Board, the chairperson and the deputy chairperson also falls under the purview of the Supervisory Board.

The **Executive Board** conducts the business of the bank and represents it both in and outside of court. The Executive Board regularly informs the Board of Public Owners and the Supervisory Board about the business activities and the economic situation of the bank.

A current list of the members of the corporate bodies can be found on our [website](#). More detailed information on Helaba corporate bodies can be found in our [Charter](#). GRI 2-9 GRI 2-10 GRI 2-11



Regionally anchored – globally active

Helaba's registered offices are situated in Frankfurt am Main and Erfurt, and it also has branches in Düsseldorf, Kassel, Paris, London, New York and Stockholm. The branches allow Helaba to strengthen its local presence close to customers and Savings Banks by offering intensive support in their international business as well. The foreign branches also provide Helaba with access to the funding markets based on the US dollar and pound sterling. The organisation also includes representative and sales offices, subsidiaries and affiliates. GRI 2-6

Our offices





Guiding principle: mission, vision and core values

Our legal form as a public-law institution and the corresponding mandate to operate in the public interest form the basis for our business objectives and the strategic orientation of Helaba. We aim to make a positive value contribution to society and to use our services to create a foundation for honest success. In times like these, this means one thing above all else: supporting the necessary transformation of the economy and accompanying our customers on their journey towards a low-carbon, circular economy.

We are convinced that we can get things moving with our value-based approach – now and for the future. In addition to our expertise, foresight and the combined efforts of all our employees, our corporate culture in particular plays a significant role in our success. Our core values – especially in times of change – continue to guide our actions:

Reliability. We keep our promise of quality even in challenging times. Our decisions are transparent and follow clear rules. Our values and our tried-and-tested business model create continuity and lay the foundation for partnerships built upon trust.

Customer focus. We stand out by being close to our customers as well as through our performance and innovative solutions. And we always keep our customers’ needs in focus and take the time to understand their individual requirements. Our goal is to achieve shared, long-term success with our customers.

Enthusiasm. We are motivated by the appreciation for our services and our pride in our values. Effectively supporting projects with our expertise is important to us. We are not satisfied until everyone says: This has moved us forward.

We at Helaba strive to embody a willingness to change with this intrinsic compass of values. This is the only way we can actively shape our future and strengthen our position as a leading bank for Savings Banks as well as for national and international customers.

At a glance:
Helaba’s economic contribution

Economic performance* <div>GRI 201-1</div> <div>GRI 2-4</div>	in € m	
	2022	2021
Economic value generated	2,447	2,291
Economic value distributed	1,722	1,558
Economic value retained	725	733

* The presentation has been adjusted compared to the previous year.

The disclosures on the various components of economic value illustrate how Helaba generates income for its stakeholders and creates added value for the economy. The direct economic value generated is comprised of various income items, in particular net interest and commission surpluses. The economic value distributed is comprised of operating costs, wages and benefits for employees, payments to investors in the form of dividends and compensation for AT1 capital, tax payments to the government as well as investments on a municipal level in the form of voluntary donations and sponsorships. The economic value retained is the difference between the direct economic value generated and the economic value distributed. This includes profit retention, loss allowances and depreciation and amortisation. More details on Helaba’s financial statements can be found in the [Annual Report 2022](#).



“The new way of thinking must still be international in orientation: the circular economy means working together, not isolating ourselves.”

Dr Gertrud R. Traud

has been Helaba's chief economist since 2005 and is one of the few women to hold this position in Germany. Among the many texts she and her team publish is an annual Economic and Capital Market Outlook every autumn. This looks at various scenarios for the global economy in the year ahead and offers predictions that have proven close to the mark.

→ [Markets and Trends – Helaba's Annual Economic and Capital Market Outlook](#)

Questions for Dr Gertrud R. Traud, Chief Economist of Helaba

Photo: Steffen Buchert

What business models do you see as viable in a circular economy?

In recent years, sustainability has become a focal point of political, economic and social discussion. So far, much of the attention has been on what are known as ESG criteria. But this is not the full picture. The UN Sustainable Development Goals, for example, cover 17 different criteria, from ending poverty and hunger, to health and education, to sustainable cities and communities. The EU recently adopted a circular economy package for its future economic and social model. But for me as an economist, such an approach is not a new





“Everything we do has an effect – it pays to learn that early on.”

Dr Gertrud R. Traud

Chief Economist/Head of Research & Advisory at Helaba

innovation but a matter of course. Just like economics, it's all about how to use scarce resources efficiently. As well as using resources sparingly, this also implies avoiding waste by returning materials back into the circle for reuse whenever possible.

Business models that boost efficiency, save resources, enable reuse, minimise waste and protect the environment have the best prospects in this context. That also applies to businesses whose main input factors are people. Because demographic developments mean that this resource is becoming increasingly scarce in many countries.

Are there other areas where the circular economy principle should apply?

The principle of the circular economy should not be confined to the production of goods. Not only companies should think about the consequences of their decisions from the outset – politicians should do the same. And economic approaches can be helpful in this respect. Ex-

pansionary monetary and fiscal policy lead sooner or later to ballooning debt and inflationary processes, as we have witnessed in recent years. People who are not used to thinking about money as a circular flow might tend to spend more than they have. Especially if these debts are then not used for investment but for consumption, the individual will end up being over-indebted. So financial education is an important aspect of sustainability and the circular economy.

In the context of the current political uncertainty, supply chain problems and looming conflicts with China, how important are saving resources, recycling and regional value chains?

Everyone should be conserving resources as a matter of course. But that alone is not enough, because as long as the world population continues to grow, we must develop concepts that take into account not only the efficient use of resources but also the global supply of goods and services. Otherwise, there is the risk that conflicts over resource distribution will escalate.



You can find in-depth analysis of the economy, financial markets and sustainable finance in the [→ Helaba Research and Advisory newsletter](#) – and on our [→ YouTube channel](#).

Or to put it more pointedly: doesn't the circular economy mean the end of globalisation?

Not at all. In a world in which the economy is based on the division of labour but resources are distributed unevenly, prosperity can neither be created nor maintained without increasing our efficiency. The new way of thinking must still be international in orientation: the circular economy means working together, not isolating ourselves.



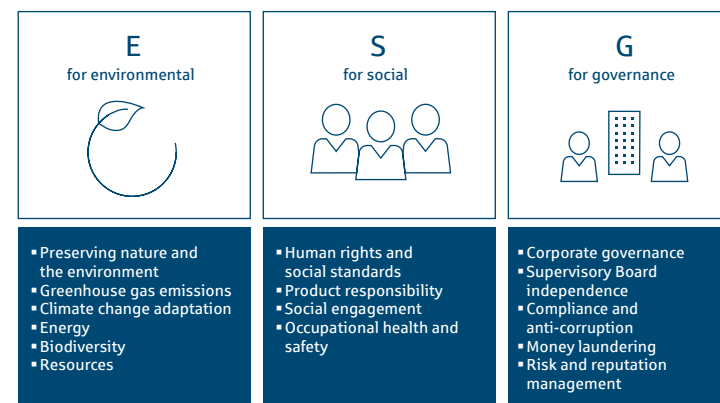
Sustainability strategy and management

Helaba is committed to fulfilling its economic, environmental and social responsibilities. Specifically, this means that we take measures, both in operations and in our core business, to reduce our environmental impact and to create added value. With our sustainability strategy, we have built a strategic framework within which we manage our sustainability impact and risks.

We define our mission as providing products and services that will effectively help the economy to complete its much-needed transformation. We intend to protect the right of today's and future generations to a life lived in freedom and in an intact environment. Our efforts in this regard focus in particular on supporting our customers in reshaping their business models to create a climate-neutral and circular economy. By becoming a signatory of the UN Principles for Responsible Banking in 2022, we underscored our strategic commitment to basing our business model on the UN sustainability goals. Additionally, by joining the UN Global Compact, we also emphasise the social aspect of sustainability: we do not want to encourage the violation of human rights, neither in our own business activities nor in our work with other companies.

We want to promote a way of doing business that ensures long-term economic success while respecting the planetary boundaries and the interests of the people. Our understanding of sustainability is therefore in accordance with the so-called ESG criteria, which define standards regarding environmental, social and governance aspects. In our sustainability guidelines, we have defined corresponding standards of conduct for our business activities, operations, treatment of employees and our social engagement.

What does ESG actually mean?

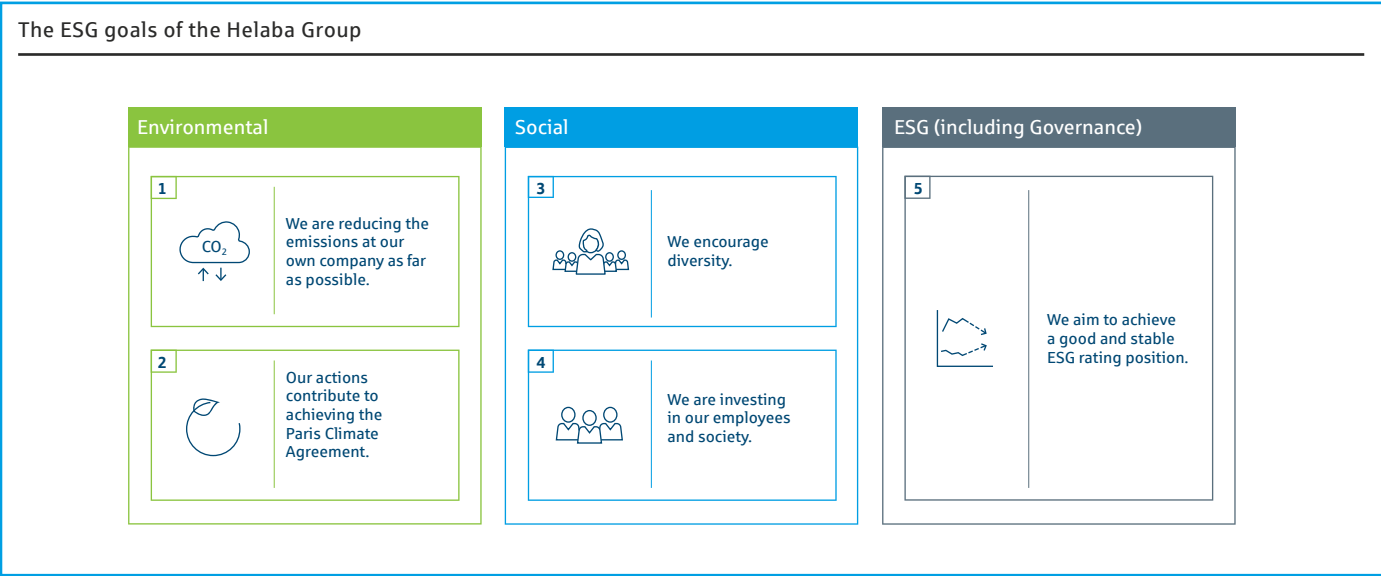


Sustainability strategy

Our expectation is to manage our company fairly and sustainably. In our strategic structure, we are guided by internationally recognised sustainability standards, and we take part in cross-sector initiatives for the sustainability transformation of the financial sector. In accordance with our mandate to operate in the public interest, sustainability has long been an integral part of our Group-wide binding business strategy and thus embedded in the corresponding management processes. As a part of the Group-wide business strategy, our sustainability strategy is approved by the Executive Board, the Supervisory Board and the Board of

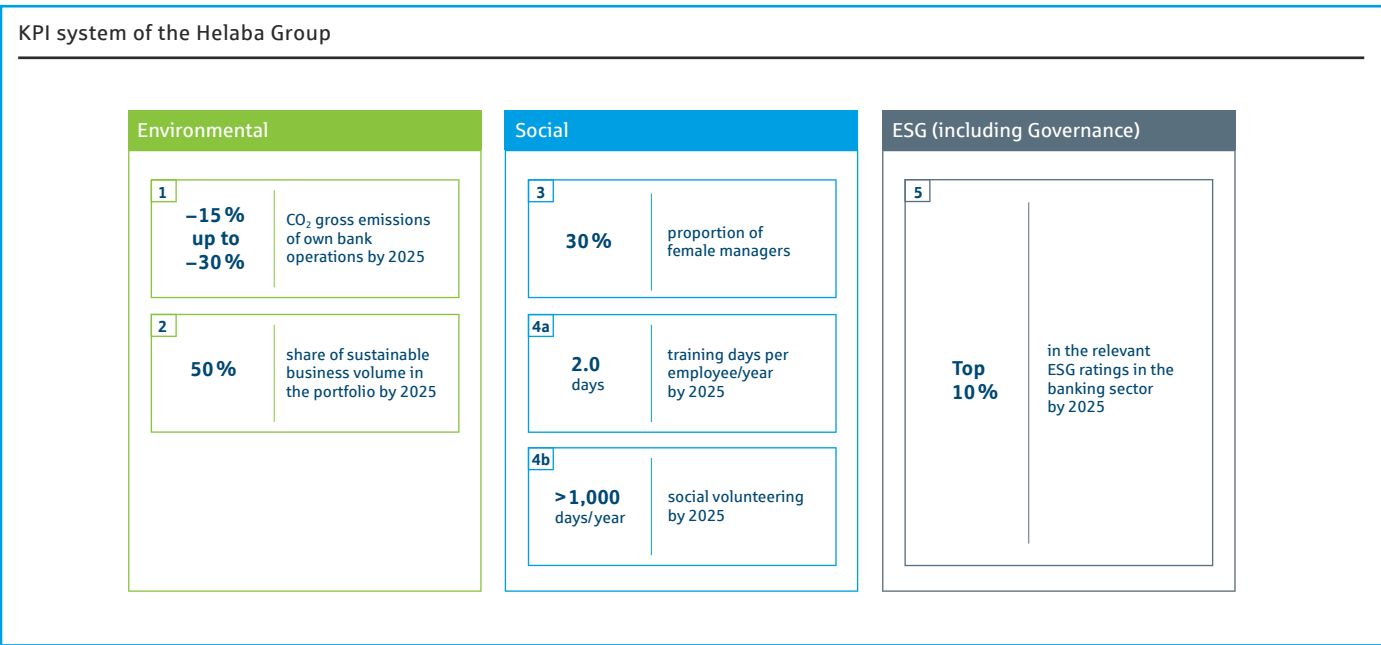
Public Owners. The sustainability strategy is thus binding for the entire Group, is reviewed annually and is updated when necessary. Since 2021, we have published our [sustainability strategy](#) on our website. GRI 2-22

For Helaba, sustainability means focusing on the big picture. Be it in our core business, in operations or in dealing with employees and customers – our dedication to one of the three aspects of sustainability must not come at the detriment of others. For this reason, we were guided by the holistic approach of the UN Sustainable Development Goals (SDGs) when formulating and



structuring our sustainability goals. This road map for a livable future, also referred to as Agenda 2030, presents the ways in which policymakers, civil society, the private economy and the scientific community can work together to create the prerequisites for a quality life while preserving the natural resources of our planet at the same time. The SDGs include economic, ecological and social aspects. Accordingly, we have also assigned our five strategic sustainability goals to the categories of E, S and G (see graphic “ESG goals”).

The five sustainability goals are equal in terms of priority and are pursued simultaneously. They are decisive for bank management and an integral component of our goal systems. In addition to sustainable economic business development, the achievement of individual performance targets is decisive for the variable remuneration of our employees and the Executive Board. Since 2021, the achievement of these ESG goals has been a part of our target agreements for employees and thus a component of their variable remuneration. In accordance with the European Central Bank’s guidelines on climate-related and environmental risks, Helaba’s remuneration policy and practices contribute to a long-term approach to managing environmental and climate-related risks in line with our risk strategy. [GRI 2-18](#) [GRI 2-19](#) [GRI 2-20](#) In this way, we want to ensure that our internal incentive systems support our ESG goals. We regularly review the adequacy of the goals and refine them.



Headed to the future with clear objectives

You can only manage what you are aware of – we plan to use this principle to track progress with regard to target achievement. We have developed an effective management system for this purpose using key performance indicators (KPIs) derived from our five sustainability objectives. The KPIs apply to all Helaba Group companies, and these companies implement them step-by-step in concrete management processes. Specifically, this means that the companies of the Helaba Group also align their business activities with these sustainability goals, thereby strengthening the performance of the Group as a whole. We are expanding our



current method for recording environmental and HR indicators to a comprehensive sustainability database which allows us to internally review the effectiveness of individual measures and to document them for dialogue with our stakeholders.



KPI 1 – We will reduce our emissions from banking operations as much as possible.

To protect nature and the environment, we organise our operations to conserve resources and to be climate-neutral by 2035. As we strive to achieve this objective, we will reduce our emissions by 15 % to 30 % by 2025 compared to the average of the years 2015 to 2019 – for example by applying recognised sustainability standards in building technology or through the introduction of new concepts for the climate-friendly mobility of our employees. There are some emissions that cannot be avoided at present. Since the 2021 financial year, we have therefore been providing financial support for climate protection projects on a voluntary basis, and we will continue making an additional contribution to climate protection in this way in the future. For example, Helaba supports a project run by the reputable provider atmosfair to build household biogas systems in rural Nepal. These biogas systems provide energy for cooking, save CO₂, help protect local forests and increase the quality of life for families.



KPI 2 – We will contribute to achieving the targets of the Paris Agreement.

Helaba is committed to the targets of the Paris Agreement and makes an effective contribution to achieving these targets in its core business, namely lending. Together, Helaba's front office units have set ambitious goals for themselves: by 2025, the proportion of sustainable business in the portfolio is to increase to 50 %. In our Sustainable Lending Framework, we clearly and understandably define which businesses we consider to be sustainable and which positive impacts they have. We intend to include our investment activities in their own framework starting in 2023. In addition to our core business, we also want to support meaningful initiatives for protecting the environment and the climate and invest in corresponding projects.



KPI 3 – We will promote diversity.

Diversity management at Helaba is designed to make use of the diversity of the organisation's workforce to improve our culture of innovation and risk, thereby ensuring the continuation of Helaba's success. Supporting women in their careers is a matter of particular importance to us. We aim to increase the proportion of women in management positions to more than 30 %. To this end, we start at the beginning of their careers and, when filling positions in programmes for young talents and professional development, we make sure that the proportion of men and women is balanced.



KPI 4a and 4b – We will invest in our workforce and in society.

Our employees are the most important factor in our success and crucial for the long-term stability of Helaba. So that they remain motivated and continue to deliver high performance, we want to enable all employees to undergo two days of training and professional development per year. Moreover, we create a specific portfolio of training and professional development options on ESG topics to allow the Helaba workforce to come with us on the sustainability transformation journey. The social engagement of Helaba is strategically embedded in our corporate citizenship concept. In addition to the donation and sponsorship activities of the bank itself, this concept includes above all social volunteering elements: Employees may take up to two days off per year to participate in environmental and social projects. Our aim is for this social volunteering to amount to at least 1,000 days per year by 2025.



KPI 5 – We will achieve and stabilise a good position in the ESG rating.

We want to position ourselves as a preferred provider of sustainable finance services on the market and be recognisable as such for our stakeholders, which is why we strive to achieve a stable, good position in the relevant ESG ratings. We have already achieved this goal in the ratings of the agencies ISS ESG and Sustainalytics.

Our path to a more sustainable future. Helaba has committed to carbon-neutral operations by the year 2035. To achieve this, we are pursuing a three-pronged approach: First and foremost, we are concentrating on avoiding or reducing emissions. Helaba also makes a voluntary additional contribution to climate protection by purchasing high-quality CO₂ certificates. To ensure that the measures do in fact make the promised contribution to climate protection, we have defined clear quality requirements. In addition to the central criterion of additionality, emissions reductions must be permanent and independently verified. Moreover, we set high standards regarding transparency for the projects and only use certificates for emissions which have already been reduced or bound at the time of issue. Beyond their contribution to just reducing emissions, the projects we support also should make a contribution to sustainable development.



Helaba is committed to applying the Principles for Responsible Banking

We became an official signatory of the UN Principles for Responsible Banking (PRB) in 2022 – a uniform framework for sustainable banking that was developed in a partnership between banks around the world and the United Nations Environment Programme Finance Initiative (UNEP FI). The PRB are designed to ensure that the strategy and business practices used by signatory banks comply with the UN Goals for Sustainable Development and the Paris Agreement. By signing the document, we committed ourselves to basing Helaba's core business and our interaction with ourselves in the bank as well as with customers and interest groups on these ambitious goals. The six principles of the initiative serve as our primary guidelines. In 2023, we began to transparently report on our progress. We will continue to do so in future.

Principle 1 – Alignment

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

→ Our Group-wide sustainability strategy is a component of our company business strategy and has the highest priority in all business processes. It is reviewed annually and refined where needed. We are members of the UN Global Compact and have committed ourselves to the Paris Agreement, as well as to the Universal Declaration of Human Rights and the fundamental conventions of the International Labour Organization (ILO). The bank's business strategy, lending policies and internal Code of Conduct are based on these international guidelines. We make our highest-impact contribution to increased sustainability in our core business operations. As a public-law institution that operates in the public interest, we support the economy in the process of decarbonisation and accompany our customers on their way to an ecologically and socially sustainable business model with our tailored financing solutions.

Principle 2 – Impact and target setting

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

→ In the sustainability criteria that we use in lending decisions – criteria that have been incorporated into Helaba's credit risk strategy – we have defined exclusionary criteria based on the UN Global Compact and OECD guidelines. In doing so, we have ensured that the negative impact on the environment and society created by the financing we provide will be minimised. We have set an ambitious goal in this regard: we intend to increase the share of sustainable business volume in the portfolio to 50 % by 2025. Our Sustainable Lending Framework transparently defines the criteria we use to define a financing package as sustainable. The rating agency ISS ESG wrote in its second-party opinion: "With this framework, Helaba has developed a plausible sustainability strategy and goals for all of its activities that are relevant to its business model in particular for its lending decisions." For the 2021 financial year, we determined the greenhouse gas emissions that result from our financing for the first time. We are now using this information to develop decarbonisation strategies for pilot sectors (see p. 34). In future, we will use our knowledge about the CO₂e intensity of individual business sectors to lower the emissions that we finance on the basis of the Paris Agreement and to limit potential risks that climate change poses to our loan portfolio.



Principle 3 – Clients & customers

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

→ As a Landesbank with special socio-political responsibility, we support our customers in the social and ecological realignment of their business models through our transformation financing. With more than 20 different ESG products, including green and social loans, ESG-linked loans and sustainable development loans, we create incentives for our customers to achieve more sustainability. We have also created a service called Sustainable Finance Advisory that helps our customers to develop solutions that satisfy their exact needs. The Helaba Green Bond Framework defines the criteria for the issuance of green bonds. The framework meets the very highest market standards: the ICMA Green Bond Principles and the EU Green Bond Standard. As a result, the issue proceeds from green bonds are used exclusively to finance renewable energy projects that are based on the EU taxonomy and contribute to the advancement of SDG 7 – Affordable and clean energy.

Principle 4 – Stakeholders

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

→ We conduct a continuous dialogue with the external and internal stakeholders of Helaba and incorporate their views about our positions and goals into the further development of our strategy and measures related to it. For instance, we conduct regular customer and employee surveys. We also regularly report about business performance to the Supervisory Board, which has the highest-ranking control function and is composed of employee, political and business representatives.

**Principle 5 – Governance and culture**

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

→ Our business success is built on a foundation of fast decision-making processes, goal-oriented use of risk information and a responsible compliance culture. As a way of fully integrating our sustainability philosophy into the organisation and of providing all employees with a binding set of orientation guidelines, we have approved the Helaba sustainability principles and a code of conduct. The Code of Conduct formulates fundamental principles for respectful and trustful interaction with each other and with stakeholders, for dealing with conflicts of interest, and for measures to prevent money laundering and the financing of terrorism.

Principle 6 – Transparency & accountability

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

→ We annually publicise the sustainability performance of the entire Helaba Group in a non-financial statement that is part of our Annual Report, in our Sustainability Report in accordance with GRI and on our website. Central guidelines, frameworks and policies on sustainability are also posted on our website. We pledge to maintain an open, transparent communication policy. We fully comply with our legal and regulatory reporting obligations with regard to issues such as sustainability impacts and risks.

Sustainability management

The Executive Board bears overall responsibility for all topics related to sustainability. **GRI 2-12** The board is supported in this endeavour by the Chief Sustainability Officer (CSO), who heads sustainability management and, since 2020, has been responsible for the sustainability programme HelabaSustained. The goal of this programme is to enhance the sustainability profile of the Helaba Group and to make it fit for the future – also in light of the regulatory requirements of the EU taxonomy and the German

Supply Chain Act, for example. Our focus in this regard is on our core business. We want to raise the profile of Helaba in the field of sustainable finance and accompany our customers in their sustainability transformation. The Group Sustainability Committee (GSC) is composed of Helaba's sustainability officers and their independent and dependent subsidiaries and coordinates Group-wide sustainability activities.

The Helaba Sustained programme has been divided into five pillars that cover all three ESG dimensions: environmental, social and governance. There are various initiatives and working groups within the pillars which deal with the planning and implementation of measures. Management of the programmes ensures that the programme work is a joint effort of all companies in the Helaba Group. All programme-related decisions are made by the steering committee, which is made up of representatives from the Executive Board, including CEO Thomas Groß, the department managers and the management teams of two subsidiaries. The results of the initiatives are successively integrated into the organisation of business lines. In one reflection of these efforts, the organisational requirements of the German Supply Chain Act were carried out on 1 January 2023 and the new position of human rights officer was created.

Structuring its business to be sustainable is a priority for Helaba. To more effectively manage the achievement of our sustainability goals and to continuously enhance Helaba's ESG profile, we comprehensively anchor the topic of sustainability in the governance structure of Helaba. **GRI 2-13** **GRI 2-17**

Materiality analysis and stakeholder dialogue

In order to develop our business strategy in a targeted manner, it is essential that we examine the sustainability opportunities and risks that arise from and for Helaba's business activities: How should we realign our lending and investment strategies in the face of climate and environmental risks? What opportunities result from Helaba's special position as a Landesbank for its role in the sustainability transformation? To answer these questions and identify focus areas for reporting, Helaba updated its materiality analysis in 2022.

As a first step, we identified potentially material topics by looking at relevant sustainability standards – in particular those of the Global Reporting Initiative (GRI) – and adding industry topics from the “Materiality Map” of the Sustainability Accounting Standards Board (SASB). Material topics of Helaba's competitors were also included in our analysis. Furthermore, we take into account political requirements such as those of the German Sustainability Strategy and the EU Commission's Sustainable Finance Action Plan.

Selected specialists and leaders then narrowed down the long list of material topics in an internal materiality workshop. In choosing the topics, they looked at opportunities and risks from an inside-out as well as an outside-in perspective in order to determine whether any topics were doubly material. The outcome of this selection process was a shortlist of 17 material topics, which were subsequently prioritised by the specialists and leaders in an online survey.

Including stakeholder perspectives

In the next step, external stakeholders were also asked to provide their input and prioritise the topics as part of an online survey. In doing so, we were also able to gather further topics and ideas from the stakeholders. **GRI 3-1** Due to the diversified business activities and the associated Group and ownership structure, Helaba is in ongoing exchange with numerous stakeholder groups, which



come with a wide range of expectations of the bank. Selected representatives of the following stakeholder groups took part in the stakeholder survey for the current materiality analysis.

GRI 2-29 G 4-FS5

Employees

Helaba maintains a dialogue with its employees both as part of regular HR discussions and surveys as well as conversation forums with the Executive Board which take place multiple times per year. The Human Resources Council is the institutionalised representation of Helaba’s employees’ interests. In 2022, a mood barometer was conducted under the motto “Make more possible together”. The results will be reviewed in 2023 for the purpose of determining whether changes need to be made. GRI 2-16

Customers

Regular customer surveys help us develop our business areas in line with current sector and industry trends as well as individual customer needs. In everyday work, our customer representatives in particular are the ones who shape and maintain this dialogue.

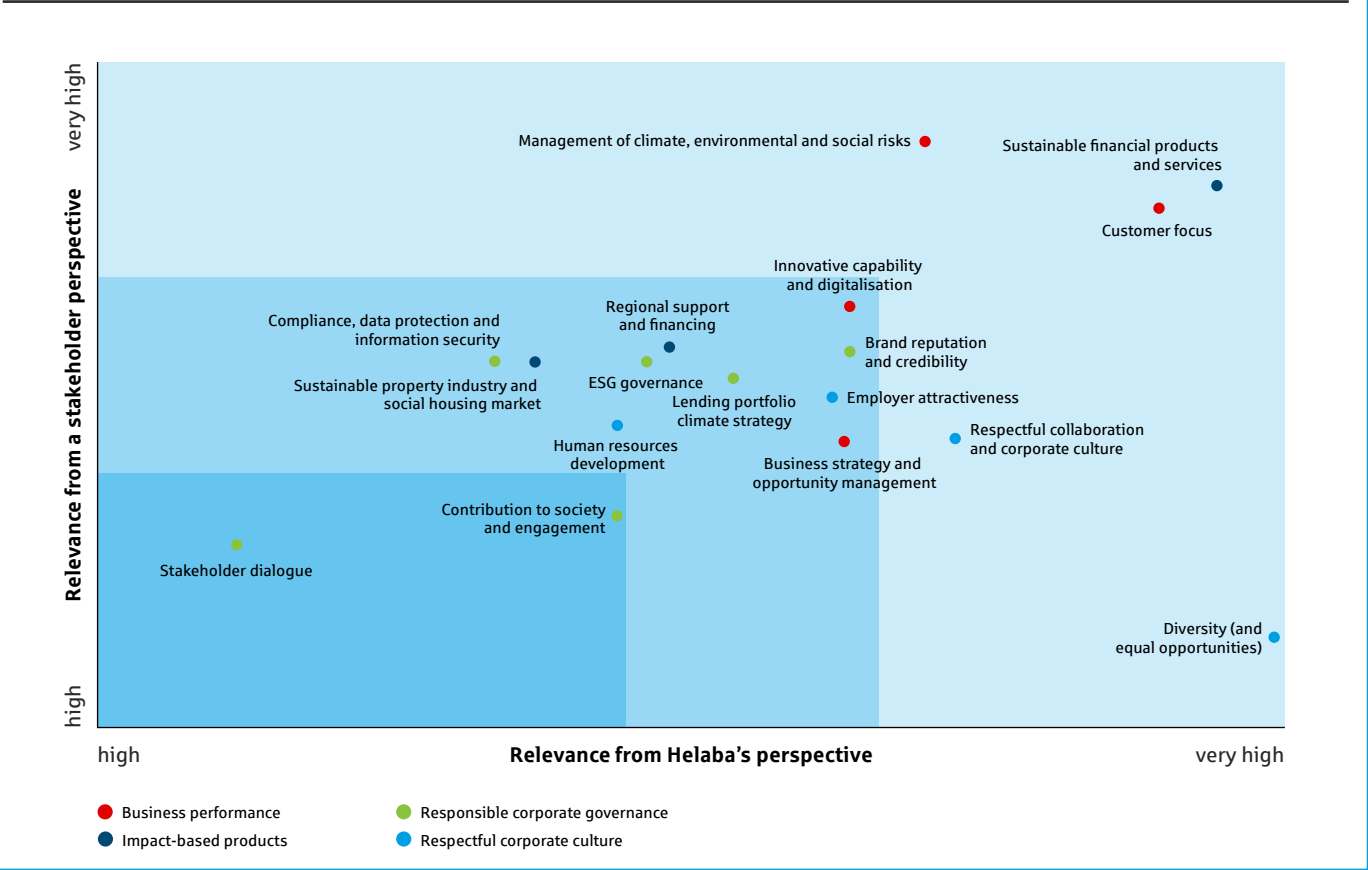
Rating agencies

Helaba is regularly assessed by sustainability rating agencies (in particular MSCI, Sustainalytics and ISS ESG) and uses their written assessments to continuously improve itself.

Owners

Helaba engages in constant, in-depth and – if possible – personal dialogue with its owners, on various levels and in various committees. The Board of Public Owners and the Supervisory Board are amongst the most important committees.

The results of our materiality analysis



Regional and supra-regional associations, initiatives and organisations

Helaba incorporates the perspectives of (supra-)regional, sector-specific as well as cross-sector organisations and non-governmental organisations into its actions. It is a platinum sponsor of the Green and Sustainable Finance Cluster Germany and also supports it via WIBank as a founding member. Additionally, Helaba is a member of the German Association for Environmental Management and Sustainability in Financial Institutions (VfU) and many other initiatives.

We present the results of prioritisation in the form of a materiality matrix. In accordance with this matrix, the topics of “sustainable financial products and services”, “customer focus” and “management of climate, environmental and social risks” are central amongst internal as well as external stakeholders.



We have defined all material topics and allocated them to one of our four focus areas: “business performance”, “impact-based products”, “responsible corporate governance” and “respectful corporate culture”. The focus areas comprise all three ESG dimensions, but we expressly also include the economic aspect – our long-term business performance – as a fourth. In the chapters of this Sustainability Report, we address the focus areas and the topics allocated to them and, at the end of each chapter, present the corresponding management approach with a guiding principle, targets, measures and implementation status. These make clear how we are working towards the five goals of our sustainability strategy. **GRI 3-3** **GRI 3-2**

Focus area: business performance

Material topic	Definition
Management of climate, environmental and social risks	For us, the consideration of sustainability risks in lending and investing is an integral part of our comprehensive approach to risk management. We consider ESG factors to be drivers of the existing types of risk and, accordingly, subject them to systematic assessment.
Innovative capability and digitalisation	To us, innovative capability means the ability to flexibly adapt to changing framework conditions on the market or within society. In addition to investments in the digital infrastructure, we see a corporate culture of openness and willingness to adapt as a key prerequisite for our innovative capability.
Business strategy and opportunity management	Sustainability is firmly anchored in our business strategy so that we can take advantage of the resulting opportunities for the long-term success of Helaba.
Customer focus	We want to be a reliable and competent partner for our customers, in particular when it comes to services in the sustainable finance sector.

Focus area: impact-based products

Material topic	Definition
Regional support and financing	As a Landesbank of the states of Hesse and Thuringia and an S-Group bank in North Rhine-Westphalia and Brandenburg, our core responsibilities include supporting the regional economy and financing communities, the two states and the public infrastructure, as well as providing general services.
Sustainable financial products and services	With our portfolio of ESG financial products and services, we accompany the sustainability transformation of our customers and strengthen our sustainable finance profile.
Sustainable property industry and social housing market	Helaba is represented in the real estate sector by its subsidiaries GWH and OFB. We recognise the importance of the construction and real estate sector and the property market for the sustainability transformation and integrate sustainability criteria in the planning, financing and management of real estate projects.



Focus area: responsible corporate governance

Material topic	Definition
Compliance, data protection and information security	Constant compliance with the applicable provisions and laws forms the basis of Helaba's actions. We ensure this with effective compliance systems and direct our gaze on the prevention of criminal economic activity in particular.
Lending portfolio climate strategy	We recognise the potential risks to our lending business and to our projects which result from climate change. Accordingly, we take climate change into account for all pivotal decisions and monitor the carbon footprint of our lending portfolio as a performance indicator.
Brand reputation and credibility	With transparent and balanced reporting, we inform our stakeholders about Helaba's strategies, products and engagement. We protect our credibility and prevent greenwashing in particular.
ESG governance	With measures to reduce the CO ₂ emissions in our operations, sustainable procurement practices and the consideration of sustainability goals in remuneration, we ensure a conservative approach to natural resources and create incentives for effective management.
Contribution to society and engagement	Our mandate to operate in the public interest obligates us to take on social responsibility. We fulfil this obligation both in our core business as well as within the framework of our voluntary social engagement.
Stakeholder dialogue	The dialogue with our stakeholders provides impetus and incentives to enhance our business and sustainability strategy. We actively seek out this exchange as part of various formats and initiatives.

Focus area: respectful corporate culture

Material topic	Definition
Respectful collaboration and corporate culture	A respectful working environment and a positive culture with regard to mistakes are essential to the achievement of our business and recruiting goals.
Human resources development	For Helaba, as a specialised financial services provider, qualified employees are one of our most important resources. We constantly expand their capabilities and motivation with comprehensive training and professional development measures and support them in adapting to evolving conditions.
Diversity and equal opportunity	As a long-standing signatory of the Diversity Charter, we underscore our aspiration to promote diversity and equal opportunities. Supporting women and their careers is a matter of particular importance to us.
Employer attractiveness	Flexible working time models and modern methods are fundamental to our attractiveness as an employer. Our offer for employees is rounded out by additional health, training and engagement benefits.

GRI 3-2

Management of climate, environmental and social risks

Our business activities mean that we have an impact on people and the environment, albeit indirectly. At the same time, as a bank, Helaba is exposed to a series of environmental, social and corporate governance factors, for instance when climate change endangers the business model of the companies we lend to and therefore also their creditworthiness. Helaba Invest and Frankfurter Bankgesellschaft manage the assets of institutional as well as private investors and must take business risks into account in their investment decisions, for example due to increasing prices for CO₂ emissions certificates. This is necessary for us

to do business successfully over the long term and fulfil our promise to our customers.

These sustainability-related risks are a component in our risk strategy, and we identify and assess them as part of the bank's regular risk management process. By contrast, we have a series of opportunities to use our core business activities to make a contribution to sustainable development in Hesse, Thuringia and beyond. [GRI 201-2](#)

Sustainability assessments in the lending process

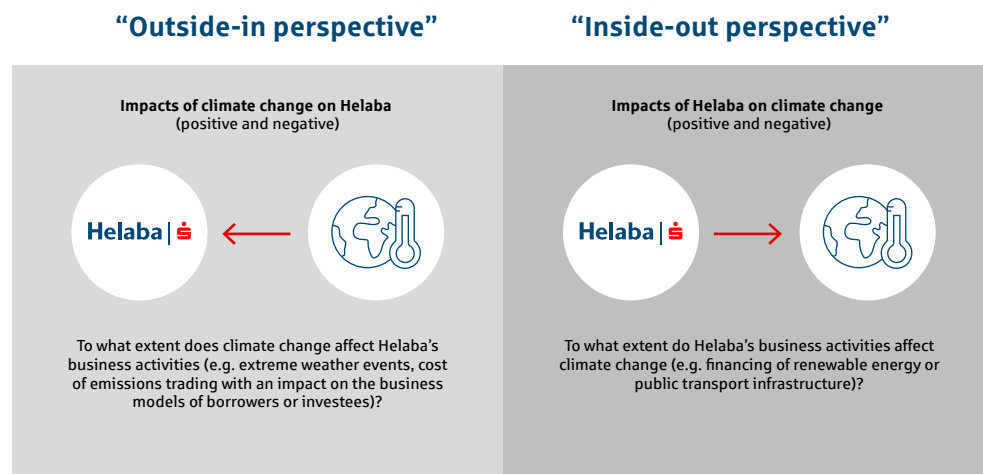
Helaba's core business is lending. We make an impact on the environment and society through our lending activities (inside-out perspective). We strengthen industries and business areas by providing them with capital. In addition, our lending enables the realisation of projects as well as the establishment of businesses. There is a fundamental risk that the companies or projects we finance have a negative impact on the environment and society, and we consider it our job to avoid this scenario.

For this reason, Helaba has defined exclusionary criteria for its lending activities on the basis of the ten principles of the UN Global Compact and the OECD guidelines. Helaba will not in any case knowingly take part in the financing of companies or projects which cause severe environmental or social harm. Among other scenarios, this is the case when companies do not respect human rights or the general rights of workers, for example by relying on child or forced labour in their production operations. Nor do we finance companies whose business model is based on illegal slash-and-burn land clearance or logging.

Additionally, Helaba also excludes certain controversial industries from its business activities. This includes investment products and speculation business activities with regard to agricultural products, coal mining activities for electricity and the manufacture of and the trade in controversial types of weapons or



Outside-in and inside-out perspectives using the example of climate change



Physical and transition sustainability risks: we differentiate between physical and transition risks when observing sustainability risks, in particular with regard to climate risks. Physical risks are those which result from climate change, for example, and have a direct impact on the company. In addition to acute events such as heavy rains and floods, this also includes longer-term developments such as chronic heatwaves and rising sea levels. Transition risks, by contrast, result from political and regulatory measures as part of the transition to a low-carbon economy such as the introduction of a carbon tax. As a result of such measures, business models based on CO₂ could become unprofitable. Transition risks also include technological innovations and evolving customer preferences.

pornography. Sector-specific rules apply to the provision of financing to the energy industry, mining, oil and natural gas production, farming, forestry, the pulp and paper industry, arms manufacturers and casinos. Doing so ensures that Helaba does not support any controversial business practices that have a high degree of negative environmental and social impact.

The sustainability criteria set out in the risk strategy apply to all forms of financing and are systematically checked with every loan application. As business strategy requirements, they carry the highest binding force within the risk strategy, to the extent that a loan application that does not conform to the risk strategy can only be approved by the Executive Board or the Supervisory Board within the framework of the escalation process. GRI 2-25

Sustainability in risk management

Just as Helaba has an influence on social and ecological aspects of sustainability with its core business, physical and transition risks regarding sustainability or ESG have an impact on Helaba (outside-in perspective). We define ESG risks as potential risks which result from ESG factors and which can influence the debt servicing capacity or creditworthiness of the borrower or the object, that is, the project or the property. Physical risks such as heavy rains or extreme drought, as well as transition risks such as stricter legislation with regard to the climate and environment, have to be assessed and taken into account in lending and investment decisions. This step is vital because it enables us to appropriately assess our customers' long-term financial situation and ability to repay loans or to ensure the stability of assets.

With the exclusionary criteria described at the outset, Helaba has an effective instrument for avoiding ESG risks in new business. When a loan is applied for, they serve as the basis for the decision on whether Helaba is fundamentally able to enter into the transaction. To appropriately manage and monitor ESG factors – which impact the risk management targets – beyond this, the corresponding processes are established in the bank's risk management. Derived from Helaba's business strategy, ESG factors are a part of the superordinate risk strategy. This means that sustainability factors, especially those relating to climate and the environment, can potentially affect Helaba's risk situation. In addition to the sustainability objectives, which are set down in the business strategy, Helaba defines ESG factors – environmental, social or governance factors the occurrence of which could negatively impact financial position (including capital resources), financial performance or the liquidity position – in the course of risk management. These ESG factors are regarded not as a separate risk type, but rather as potential risk drivers that can affect all risk types.



ESG factors should therefore be considered as part of the individual risk management processes for the identified risk types. The extent of the required monitoring and containment measures reflects the significance of the ESG factors for the risk type concerned.

This is why they must be considered as part of lending decisions and in the risk management process for the identified risk type, along with any risk-mitigating measures of the borrower. To this end, we systematically analyse the risks arising from our customers and their business models as part of customer assessments along the four ESG risk categories or environmental (physical), environmental (transition), social and governance. Analogous to other risk types, the risks are categorised as “low”, “medium” or “high”.

As part of the strategy process, we determine the impact of potential transitory and physical risks at the level of the various front office units and individual subsidiaries. The goal is to identify the effects of possible risks to the business areas arising from climate change and environmental destruction as well as to derive options for strategic measures to reduce the risks and utilise any concomitant opportunities. Climate-related and environmental risks are evaluated as part of the strategy process on the level of most important sectors, markets and offered products, each of which is considered from a short-, medium- and long-term perspective. From these results, we derived adequate measures for risk management and the business strategy as well as for the further development of the business model and took them into account in the course of defining the strategy for the year 2023.

A comprehensive, cross-risk materiality analysis was completed for the first time in 2022 from a risk perspective for climate-related and environmental risks. The analysis assessed the materiality of transition and physical risks for the risk types classified in the risk inventory process as being of primary importance for the Helaba Regulatory Group, namely default risk, market risk, liquidity and funding risk, non-financial risk, real estate risk and business risk. Materiality was estimated using a scorecard method that also incorporated qualitative estimates. An evaluation of the results of the analysis revealed that the default risk is affected to a medium degree by transitory risks. All other material risk types are not materially affected by climate-related and environmental risks as risk drivers. The results of the internal materiality analysis agree with those of the 2022 climate stress test initiated by regulatory authorities. We see no need for separate, additional capital backing for climate-related and environmental risks for the foreseeable future. Helaba reported on transition and physical climate risks in its → [Disclosure Report that was prepared in accordance with CRR and was released on 31 December 2022.](#) G4-FS2

Our Sustainable Lending Framework clearly documents our ambitions regarding sustainability in financing above and beyond the avoidance of negative impacts.

As a way of further sharpening its ESG profile, Helaba will add a sustainable investment framework (SIF) to its Sustainable Finance Framework, which consists of the Green Bond Framework and Sustainable Lending Framework.

This framework is intended to define minimum Group-wide standards for sustainable investments and form the basis for determining the volume of sustainable investments in the Helaba Group.

Memberships and initiatives

Helaba has joined a series of global and national sustainability targets and regulatory frameworks in order to publicly express its awareness for environmental and social responsibility and to join forces with other stakeholders. GRI 2-23 G4-FS5

In addition to the **Sustainable Development Goals** of the United Nations, Helaba is committed to adhering to the goals of the **Paris Agreement** as well as the climate objectives of the German government and the European Union. In addition to our own operations, we also explicitly include the CO₂ emissions of our core business in our considerations. [“Responsible corporate governance”](#) and [“Impact-based products”](#).

Additionally, we undertake to comply with the **Universal Declaration of Human Rights** and the fundamental conventions of the **International Labour Organization (ILO)** in our sphere of influence. Our Code of Conduct and our lending guidelines are based on these principles.

By joining the **UN Global Compact** in 2017, we reinforced our commitment to protecting human rights in our core business and in the supply chain and to constantly developing measures to this end. Helaba does not work with companies and institutions which are known to have violated fundamental human rights or to have damaged the environment. These along with other economic, social and ecological standards for Helaba suppliers are set out in our [Code of Conduct for Suppliers](#).

Helaba has approved a [Code of Conduct](#) that is designed to fully integrate the bank’s sustainability philosophy into the organisation and to provide all individuals who work at the bank with a binding set of guidelines. This Code of Conduct transparently defines for employees, customers and the public how we want to achieve our objectives and work with each other – within Helaba as well as in our interaction with stakeholders. The Code of Conduct formulates fundamental principles for the respectful and trusting interaction amongst our employees, governs how to deal with conflicts of interest and describes compliance measures to prevent money



laundering and the financing of terrorism. All employees must take part at least every three years in regular **training** in this regard which is carried out in line with regulatory requirements.

GRI 2-24

Helaba aims to promote the potential and abilities of all employees, regardless of their age, gender and gender identity, limitations, sexual orientation, ethnic origin and nationality, religion and ideology, and social background. Since 2011, Helaba has been a signatory to the **Diversity Charter**. We take part in the annual German Diversity Day and make our engagement visible to the public.

Additionally, we are a member of the central market and sustainability initiatives **GRI 2-28** :

For a tomorrow in line with the Paris Agreement

Commitment of the Sparkassen-Finanzgruppe to more climate action

By signing the commitment of the **Sparkassen-Finanzgruppe to more climate action**, Helaba undertakes to make its own business operations carbon-neutral by 2035 at the latest and to account for climate action aspects in its portfolio of services and in its business activities.

CDP

For ten years now, Helaba Invest has been a signatory of the CDP (formerly Carbon Disclosure Project), which has created one of the largest databases for company-related climate information.

For a transparent financial sector

UN Principles for Responsible Banking (PRB)

Since 2022, Helaba has been an official signatory of the UN Principles for Responsible Banking (PRB). The PRB establish a uniform framework for sustainable banking which was developed as part of a partnership amongst banks around the world and the United Nations Environment Programme Finance Initiative (UNEP FI). By signing, Helaba undertakes to anchor sustainability as a central principle of its business activities.

Principles for Responsible Investments (PRI)

The two Helaba subsidiaries – Helaba Invest and Frankfurter Bankgesellschaft – joined the UN Principles for Responsible Investment (UN PRI), a sibling initiative of the PRB, in May 2018 and July 2020 respectively. The objective of this investor initiative is to require that sustainability principles be taken into account for investment decisions.

International Capital Market Association (ICMA)

Since 2020, as a member of the ICMA, Helaba has been actively involved as a green bond underwriter in the syndication and marketing of green bonds of various issuers and formats, having previously supported the Green Bond Principles.

Green and Sustainable Finance Cluster Germany e. V. (GSFC Germany)

Together with WIBank as a founding member, Helaba has supported the Green and Sustainable Finance Cluster Germany since 2018 in bringing together sustainability expertise in the German finance market, thereby strengthening Germany as a location for sustainable finance.

GreenTech Accelerator and TechQuartier

Together with WIBank, Helaba supports the GreenTech Hub and TechQuartier in Frankfurt am Main to provide funding for sustainable (financial) start-ups and innovative business models. Other examples of the WIBank's engagement include an investment in the early-stage investment fund CARMA Fund I Capital GmbH & Co. KG and support of the GreenTech Accelerator "ryon" in Gernsheim. CARMA Fund finances carveouts and projects in the life science field during various phases of technological maturity. The German State of Hesse and Merck opened the "ryon" accelerator as a starting point of a green-tech innovation cluster that connects universities, established companies, start-ups, financing partners and public-sector entities.

Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten e. V. (VfU)

Helaba has been a member of the Verein für Umweltmanagement und Nachhaltigkeit in Finanzinstituten e. V. (VfU), the central industry network for sustainable finance in German-speaking Europe, since 2011.

BVI Bundesverband Investment und Asset Management e. V. (BVI)

Helaba participates in the BVI's working groups for responsible investment, ESG risk management and sustainability in investment funds, and has been actively involved in the dialogue in the funds industry since 2021 as part of the committee on sustainability.



For a sustainable real economy

ESG Circle of Real Estate (ECORE)

Helaba joined the ESG Circle of Real Estate (ECORE) in 2021 to actively take part in shaping, expanding and implementing the industry-wide ESG scoring model for real estate financing.

Energy efficient Mortgages Action Plan (EeMAP)

Helaba joined the Energy efficient Mortgages Action Plan (EeMAP) as a pilot bank in 2020. The objective of the initiative is to develop and disseminate mechanisms for real estate financing which create incentives to acquire energy-efficient properties or to increase the energy efficiency of properties.

initiative to measure and promote aviation's carbon-free transition e. V. (impact)

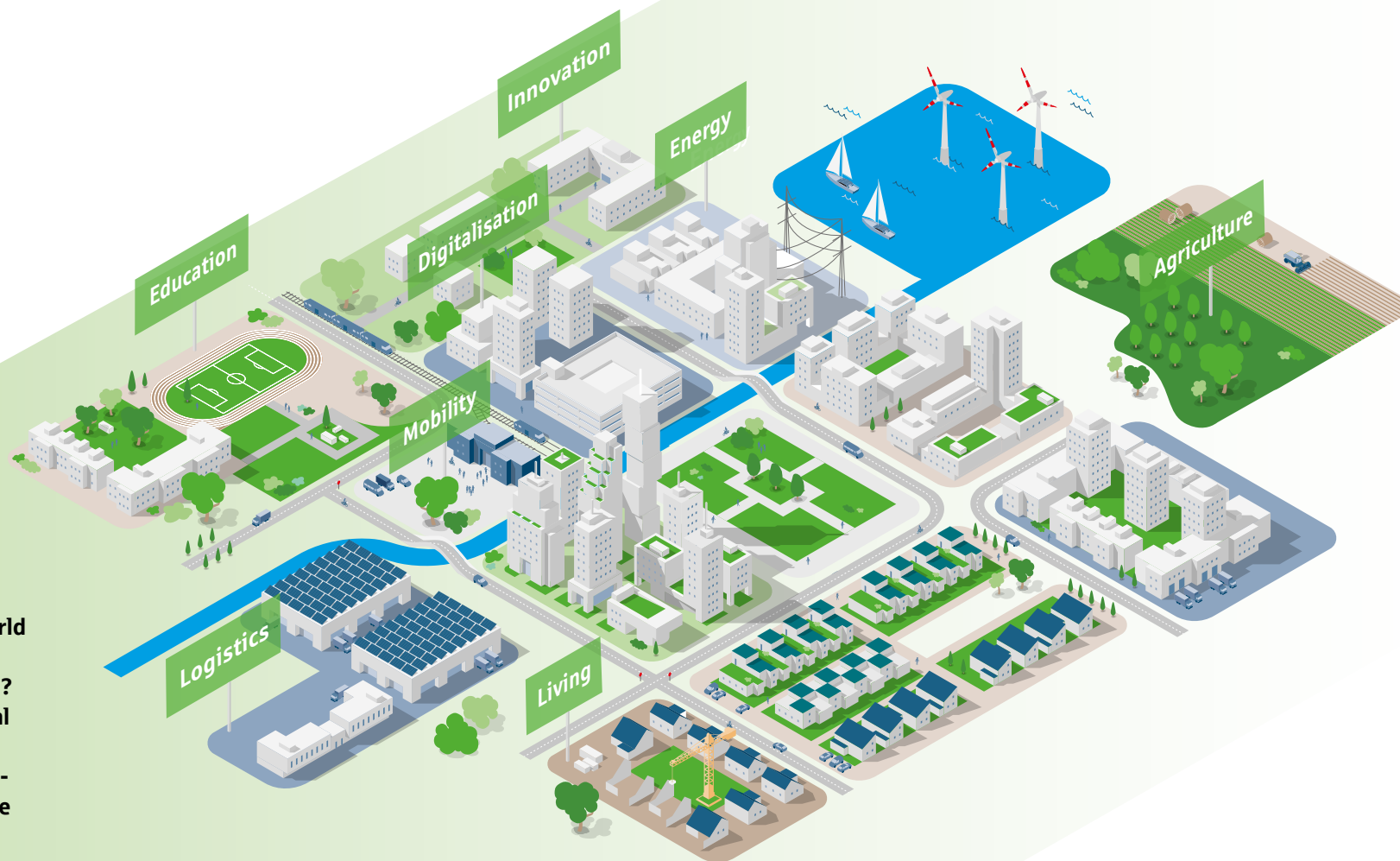
Helaba is a founding member and co-initiator of impact, a programme of 26 leading institutions of the aviation industry. impact supports new, sustainable measures for financing aircraft and is intended to bring about a fundamental change in the global aircraft financing industry, with the aim of achieving carbon neutrality by 2050.

Madaster Kennedy network

OFB has been an innovation partner of Madaster since 2022. The network was set up to promote the reuse of construction materials and thus lay the foundation for a circular economy. The Madaster platform also produces a material pass for buildings and maintains a cloud-based database of necessary information about construction materials being used.



Becoming a sustainable society



How do we want to feed ourselves, travel and use energy so that our world remains liveable? How do we want to live, learn and shape digitalisation? Helaba has a close eye on the societal trends making our buying habits, transport and communities more sustainable. The Bank is promoting these changes in its varied business areas. The following examples illustrate our specific contribution.



Sustainable new building for Nuremberg secondary school

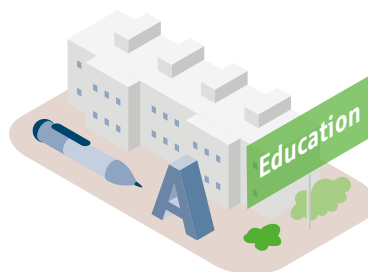
Around 1,500 pupils to learn in a new, climate-friendly environment.

The old classrooms of the Martin-Behaim-Gymnasium – a college preparatory school in Nuremberg built in 1959 – have served generations of pupils. But times change, and a modern, sustainable new building is now called for. Alongside the school building with its wooden structures made of local timber, there will also be a school canteen, a sports hall with seven playing fields and attractive outdoor facilities. In addition, the nearby Fischbach stream will be restored to improve the school's surroundings.

The new ultra-low energy buildings will be supplied with energy from renewable sources: solar panels on the roof will cover most of the power requirements while geothermal energy will be used to heat the school building by means of a brine-water heat pump in winter and passively cool it in summer.

The new school building will contain concrete recycled from its predecessor. Most of the classrooms will have clay walls, and acoustic surfaces will be made of recycled or natural materials, such as recycled PET bottles or felt. By the 2025/2026 school year, the school will thus provide climate-friendly, sustainable learning spaces for up to 1,500 pupils and 160 teachers.

Helaba is financing the construction project as the lead manager together with Sparkasse Nürnberg. The new building will be built by WBG Kommunal GmbH as part of a public-public partnership. This is Helaba's second school construction project with the City of Nuremberg and adds another name to the long list of educational institutions that the bank has supported in Germany as it exercises Helaba's mandate to operate in the public interest.



The fibre future in the Ruhr region

A total of 84,000 households and businesses in Bochum to receive fast fibre-optic connections.

In every corner of the economy, in transport, education and healthcare, and in our everyday lives at home, digitalisation is bringing progress, helping to protect the climate and improving quality of life. The prerequisite is a powerful digital infrastructure in the form of a fibre-optic network, which is to be installed throughout Germany by 2030.

Helaba has been funding faster broadband for years, including in other European countries. A recent example in Germany is a loan for GLASFASER RUHR GmbH & Co. KG, a wholly owned subsidiary of Stadtwerke Bochum Holding GmbH. Over the next six years, the company will lay fibre-optic lines and connections for around 134,000 households and businesses in Bochum. To finance the first two sub-projects comprising some 84,000 connections, Helaba used KfW funds from the "Digital Infrastructure Investment Loan" programme. The project is being carried out in a partnership with Telekom Deutschland GmbH.

The result will be faster, more stable internet for many more areas of Bochum, making the city region a more attractive place to innovate and do business as well as improving the ability to work remotely and cut commuter traffic.



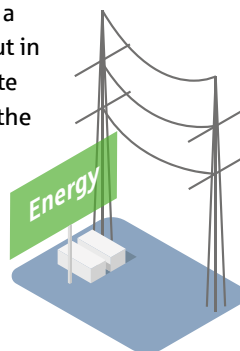


Renewable power in the Taunus region

Stadtwerke Oberursel combines public utilities with innovative power generation.

Generating electricity where it is needed from a renewable source – that is the innovative new plan for more climate-friendly water treatment in the town of Oberursel in Hesse.

The town gets 80 % of its drinking water from the nearby Taunus mountains. Water drawn from seven deep wells, as well from much nearer to the surface, flows under gravity to the central water treatment plant in Hohemark. The pipe, which dates from the 1960s, was recently renewed over a distance of 800 metres. The public utility company had it laid out in such a way that the water flowing downhill can be used to operate a pump by means of a turbine and thus generate electricity in the future. This electricity can be used directly in the waterworks to power the remaining pumps, other aggregates and the control technology. Short-term power surpluses can be fed into the medium-voltage grid in the Haidtränktal valley to operate the wells there. Oberursel plans to use its own hydropower to obtain up to 20 % of the electricity it needs for the water extraction and treatment facilities.



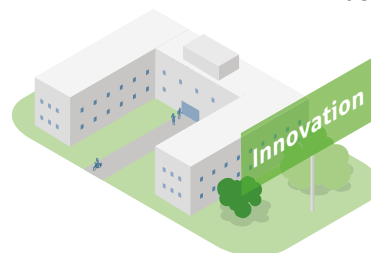
Wirtschafts- und Infrastrukturbank Hessen (WIBank), which finances environmental, climate protection and other projects as the central development institution for Hesse, has already approved the funding application from Stadtwerke Oberursel, the local utility provider. Installation of the climate-friendly power generation facility is set to begin in 2023.



“ryon” – an ecosystem for sustainable products and services

Alliance of industry, academia and WIBank supports green-tech start-ups.

Energy efficiency, the circular economy, sustainable mobility – innovations in environmental and biotechnology, chemicals and materials sciences are in demand. Start-ups and SMEs working in this area who want to grow their technology or business model will find an ideal environment in Gernsheim in southern Hesse. An accelerator for green innovation was founded here at the GreenTech Park FLUXUM in autumn 2022. Featuring ultra-modern offices, labs, a technical centre and workshops, the accelerator is a place where businesses can ready their ideas for the marketplace and then transition them directly into production.



Companies here have access to a wide range of expertise – the “ryon” accelerator is backed by five partners from industry, academia and the public sector: the science and technology company Merck, Goethe University Frankfurt, TU Darmstadt, the regional business development organisation Hessen Trade & Invest GmbH, and Wirtschafts- und Infrastrukturbank Hessen (WIBank).

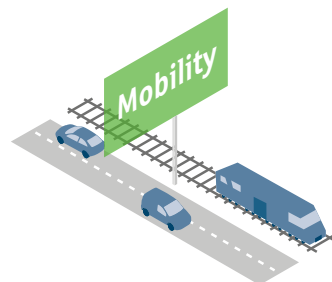
The result is a green-tech ecosystem that goes beyond the infrastructure itself: mentoring and personal support, for example on regulatory or safety-related issues, sit alongside training by experts from the business and research communities. Partnerships with investors and major companies looking to support innovation projects are also welcomed.





Climate-friendly rail transport

Rail transport is being equipped with modern vehicles.



The Climate Protection Act calls for emissions from the German transport sector to be reduced from 150 million to 85 million tonnes of CO₂ by 2030. Because emissions from passenger cars and trucks greatly outweigh those of the rail sector, this reduction cannot be achieved without transferring more transport to the railway. Rail transport also scores points in terms of energy efficiency, as it requires a fraction of the energy for the same amount of transport capacity.

Helaba is a leading bank for financing the rail industry in Europe and North America, and is also active throughout Germany in regional and urban rail passenger transport: for Saarbahn Netz, which operates in the Saarbrücken region, it led a consortium that financed the procurement of 28 electric light-rail vehicles at the beginning of 2022. In the same year, Helaba financed 14 bimodal railway traction vehicles for DB Regio in Mecklenburg-West Pomerania. These will replace the diesel-powered models and, thanks to batteries, will help ensure that passengers can be transported without emissions at all times, even on non-electrified routes.

Helaba finances rail freight transport in Europe and North America. For example, Helaba arranged the initial financing for the Austrian company Carrum Finance, which is investing in a diversified fleet of new freight wagons. The bank served as lead manager and green advisor for a green loan as part of the refinancing for a freight wagon fleet for the Ireland-based TX Rail Finance 4.

For Helaba, one thing is certain: its tailored financing solutions in the land transport segment are forward-looking. In the reporting year, 100 % of new business in this segment was classified as sustainable pursuant to the bank's Sustainable Lending Framework – because rail transport increases energy efficiency and is fundamental for the decarbonisation of the transport sector as a whole.



Environmental and social criteria in residential construction

Climate-friendly, affordable and quality housing is being built in the heart of Germany.



Some 59,000 homes in more than 100 locations throughout Hesse: the Nassauische Heimstätte | Wohnstadt corporate group is the largest housing developer in Hesse and one of the largest in Germany. At the beginning of 2022, the Group added yet another superlative: Nassauische Heimstätte became the first residential development company to issue a sustainability promissory note to carry out targeted investments in environmentally friendly and social projects. On the one hand, these projects include new construction with an energy certificate of at least class A or whose primary energy needs are 10 % below the requirements of the applicable building energy legislation, as well as comprehensive energy modernisation for existing homes. On the other hand, the promissory note finances investments with a clear social benefit such as the construction of affordable housing for low-income residents or the construction of schools and childcare facilities.

An assessment by the internationally recognised sustainability rating agency ISS ESG confirms that the promissory note is to be classified as sustainable and it aligns with the Green Bond Principles and Social Bond Principles of the International Capital Market Association.

For the transaction, Nassauische Heimstätte engaged Helaba for the third time as the sole arranger. Helaba is the market leader in sustainably structured promissory notes; in 2020, it placed nearly half of the total volume in this rapidly growing segment. In 2021, Helaba arranged the first corporate social as well as the first corporate sustainability promissory notes.





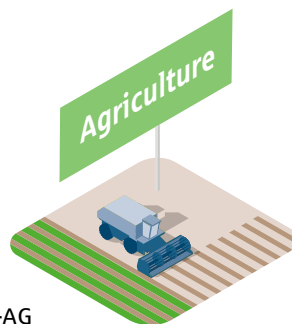
Food and industrial goods company on a path towards sustainability

For the AGRANA Group, refined agricultural commodities and ESG performance go hand in hand.

From apples to sugar beets: Austria-based AGRANA Beteiligungs-AG proves that more goes into agricultural products than one would think. The group processes selected agricultural raw materials not only into the foods we are familiar with, such as household sugar or fruit preparations, but also into a wide range of products for industrial use: special starches from corn or potatoes, for example, are used in the food and textile industries, while plant extracts from sugar beets are used in cosmetic products such as shampoos. AGRANA also caters to the building materials, chemical, paper and pharmaceutical industries and develops bio-based adhesives and bioplastics, for example for food packaging.

In doing so, the company exploits 100 % of the agricultural materials used. The efficient handling of energy is equally important for the Austrian company: they want to increasingly use by-products such as pressed sugar beet pulp to make biogas. The conversion to low-emission technologies is in full swing, with Scope 1 and 2 emissions to be halved by 2030. AGRANA's comprehensive sustainability strategy – and the fact that the company has its progress assessed via external ESG ratings each year – is proof that the company takes not only resource preservation and climate action seriously, but also its responsibility for its workforce and the supply chain.

One of these ratings will now, for the first time, determine premiums and discounts on the margins of the promissory note which AGRANA placed on the capital market in December 2022: the better its sustainability performance is, the less interest it will have to pay. The significantly oversubscribed transaction, which was arranged by Helaba amongst others, shows that ESG-linked financing solutions are coming out of their niche.



Climate action in the logistics properties segment

Innovative financing for the construction and operation of low-energy buildings in the logistics sector.

Be it a parcel distribution centre, warehouse or a refrigerated storage facility, logistics properties are an elementary component of our supply chains. These buildings also need to become more climate-friendly in their construction and operation, for instance through solar panels on their roofs and heat insulation.

Catella Real Estate AG is aware of this potential – and of its own responsibility: as a special provider of real estate solutions which operates throughout Europe, it plans, acquires and manages real estate and thus makes decisions with decades-long impact.

This led to a special loan contract agreed with Sparkasse Bochum as lead manager and Helaba with an innovative EU taxonomy component for the project development of two logistics properties in Rheinbach in North Rhine-Westphalia and Bremerhaven in northern Germany. This means that the conditions for Catella will become more favourable if the company proves upon completion that the investment in the two properties makes a material contribution to climate protection within the meaning of the EU Taxonomy Regulation. For this, Helaba requires, for example, proof that the overall energy efficiency is at least 10 % below the threshold value for ultra-low energy buildings. In addition, further proof – for example regarding the airtightness and efficient operation by means of monitoring and assessment of the energy efficiency – must be provided.

This transaction again shows that sustainability aspects are becoming increasingly important in matters of financing and are also increasingly determining the amount of financing costs. Compliance with the taxonomy criteria, which create transparency and comparability on the market, play a central role in this regard.



Impact-based products

It is through our core business that we make our most effective contribution to the transition towards a carbon-neutral circular economy. We are strengthening these business models by channelling our credit flows towards sustainable economic sectors and projects. In our capacity as a Landesbank, we have a special sociopolitical responsibility and are using our transformation financing to support our customers in their social and ecological realignment.

Whether the issue involves climate or species protection, the transition to a circular economy or new forms of mobility, the transformation towards a resource-efficient, low-carbon and socially compatible business model requires financing. The financial sector has a major role to play here. It can and must steer capital flows in such a way as to generate sustainable added value. In their interaction with companies, politicians and private individuals alike are increasingly clear in articulating this expectation. Regulations like the European Green Deal, which aims to make the EU climate neutral by 2050, and the EU taxonomy, which defines the criteria that characterise sustainable investment, are evidence that sustainability is not a flash in the pan but a core economic strategy for the future.

It has long since become an aspect of our private lives as well. When choosing a new washing machine, we not only consider price and performance but also look at its consumption data to decide how efficient the appliance is. How much water and electricity can we save? Given the current energy price hikes, there is indeed a need for economic reason. Sustainability is also becoming an increasingly important factor in our decision-making when we shop for groceries, clothes, cars and even travel services. Those people who consider sustainability in their day-to-day purchasing decisions also look beyond potential yields when making investments, requiring them to satisfy social and environmental criteria as well.

Demand-oriented services with ESG components



Steering companies towards sustainability

As a public-law institution that operates in the public interest, we are seeking an active role in making the real economy more sustainable. To this end, we are consciously working to expand our portfolio of innovative and customised ESG products. As a representative of the financial industry, our task is twofold: On the one hand, we can provide effective incentives for sustainable development through various pricing structures for our customers. On the other hand, appropriate structuring enables us to create the required transparency on the sustainable characteristics of the customers or the project for all market participants. Our ESG product portfolio basically covers all possible financing options and, in addition to ESG-linked loans, includes, for example, investment

loans with a specified, sustainable use of funds, green promissory notes and bonds, as well as project-specific financing in the areas of energy, water, waste disposal and recycling, transport, and social and digital infrastructure.

Expand impact with the Sustainable Finance Advisory

The task of Helaba's Sustainable Finance Advisory is to advise corporate customers on customised ESG financing solutions, including loans, promissory notes, bonds, leases and guarantees, and to structure them accordingly. In particular, collaboration with the Savings Banks provides an effective lever for transforming regional economies. With tailor-made product offerings, we also tap into customer groups that are only at the beginning of the



transformation process and want to use sustainable finance measures to make their business model or strategic management more sustainable. Helaba recently expanded its Sustainable Finance Advisory capacities significantly in order to serve all customer segments and meet the growing demand for specific advisory services and individual structuring of sustainable finance. In 2022, we again supported and rolled out a number of individual ESG solutions, including an ESG-linked syndicated loan for CHG-MERIDIAN, which Helaba implemented on the innovative digital platform vc-trade and successfully marketed to 27 Savings Banks.

Innovation at the TechQuartier

In spring 2022, a two-day design thinking workshop was held at the TechQuartier and Helaba Campus in Offenbach. Its goal was to generate ideas for innovative new ESG products and services that could be offered by Helaba. On the basis of specific social challenges and new market requirements, the participants from Helaba and its subsidiaries came up with four innovative concepts. As well as facilitating the development of product ideas, the workshop also offered a platform for dialogue amongst colleagues and experts on the subject of sustainability. In particular, the fact that the participants were drawn from across the Group enhanced the discussion and narrowed the focus on possible synergies in future collaboration.

Sustainability in financing

Helaba offers its customers a large number of sustainable financing options in the ESG field. Our three main instruments are sustainable bonds, sustainable promissory notes and loans. There were a number of highlights in 2022. Helaba structured or supported 45 financing transactions involving contractually agreed sustainability elements (ESG-linked loans or green loans). a year-on-year increase of more than 100 %. We were able to grow our lead mandates in the field of sustainable finance and aim to continue demonstrating our competence in this area in the future as well. Also in 2022, we introduced a rendezvous clause and an ESG bridge model to tap the concept of sustainable finance, particularly for the wide range of small and medium-sized enterprises and those companies that are just starting to equip themselves with ESG objectives and management tools. Helaba was also particularly active in the financing of renewable energy, rail transport and energy efficiency projects. In 2022, we played a leading role in 19 transactions in the market for sustainable promissory notes as well. There was one very satisfying aspect of this work: nine of the transactions represented the first time that the issuers had ever offered sustainable promissory notes. In 2023, we will encourage other companies to initiate their own sustainable transformation.

A clear definition of sustainable financing

Sustainability and exclusion criteria for lending that are binding throughout the Group have been integrated into the existing risk process and risk containment activities since 2017. These criteria apply to all forms of finance and lending across the Group (see the [chapter on sustainability strategy and management](#)). In 2022, we implemented a Sustainable Lending Framework in order to use our financing activities to steer sustainability in a way that exceeds minimum requirements. Although there is still no uniform and legally binding definition of sustainability, we aim to be unequivocal in our understanding of the term and the way we communicate it to our customers. The Framework applies an extensive set of criteria and a uniform Group-wide method to classify sustainable finance in the lending business of the entire Helaba Group, in other words all divisions of Helaba, WIBank, LBS and Frankfurter

Sustainability and exclusion criteria for lending

Binding requirements in risk strategy

Overarching principles:
UN Global Compact, OECD-Guidelines
for export finance

Exclusions:
Nuclear power, coal industry (incl. supply chain), Fracking,
Arctic Drilling, oilsands, soft commodities, controversial
types of weapons and gambling, pornography, prostitution

Minimum standards (selection):
Forestry, mining

Sparkasse. This makes the Sustainable Lending Framework a key instrument for increasing the share of our sustainable business volume to 50 % by 2025, in line with our strategic objective.

G4-FS3

Helaba's Sustainable Lending Framework is the first comprehensive classification of sustainable finance that has been reviewed externally. In the [opinion produced by ISS ESG](#), a specialist independent sustainability rating agency, the Framework's quality is assessed as robust. The Sustainable Lending Framework provides a transparent definition of which types of finance have a positive environmental or social impact or contribute to responsible corporate

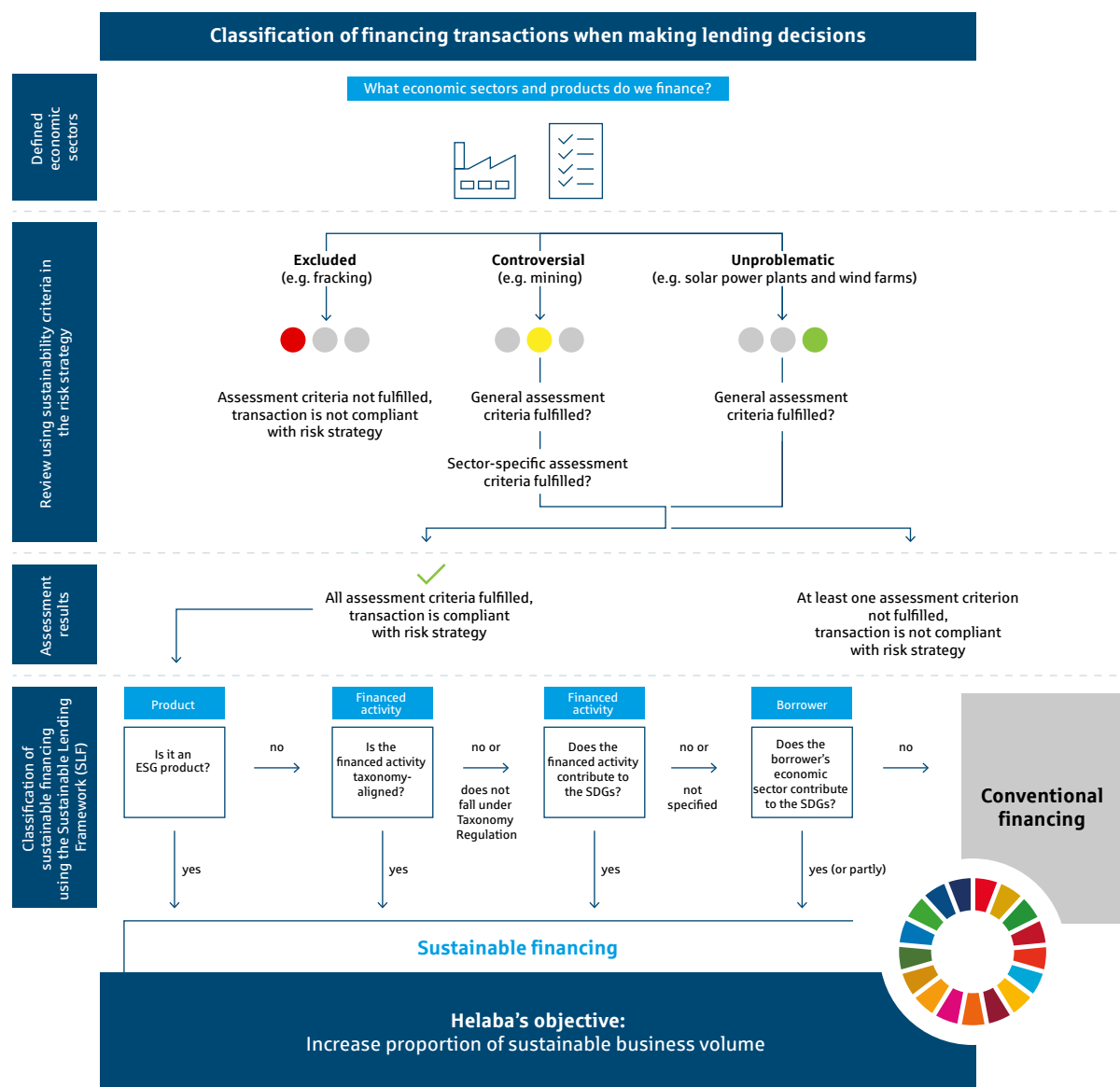
50 %
sustainable business
volume by 2025



governance. Examples of sustainable finance within the meaning of the Sustainable Lending Framework are investments in renewable energy, the creation of affordable housing and the financing of healthcare, education and general public services.

Rating agency ISS ESG on Helaba's Sustainable Lending Framework – extract from the second-party opinion: “With this Framework, Helaba has created a plausible sustainability strategy and objectives for all the activities, especially lending, which are relevant to its business model. [...] The Sustainable Lending Framework provides a uniform method for defining, selecting, measuring, managing and reporting sustainable lending activities. It thereby contributes significantly to the promotion of sustainability in the bank's core business. [...] In its definition of sustainable finance, Helaba has drawn on established national and international standards, frameworks and principles. These include, in particular, the EU taxonomy for sustainable economic activities, the EBA Guidelines on Loan Origination and Monitoring, the SDGs, the German Sustainability Strategy and the frameworks for ESG products.”

Illustration of ESG integration in the lending process*



* The sustainability assessment within the lending process is described on pages 20 and 21.



Defining sustainable loans

The definition of sustainable finance in accordance with the Sustainable Lending Framework is closely aligned with national and international standards, principles and frameworks, especially the EU taxonomy, the Guidelines on Loan Origination and Monitoring issued by the European Banking Authority (EBA), the United Nations Sustainable Development Goals (SDGs) and the market standards for ESG products (e.g. the Green Loan Principles and Sustainability Linked Loan Principles of the Loan Market Association). The Framework thus supplements our sustainability and exclusion criteria for lending, which are part of our risk strategy. Financing is defined as sustainable if it is basically in line with the risk strategy and at least one of the following statements applies.

- The financing is an **ESG product**.
- The financed activity complies with the criteria of the **EU taxonomy**.
- The financed activity contributes to achieving the **SDGs**.
- The borrower's **economic sector** makes a substantial contribution to achieving the **SDGs** and the **German Sustainability Strategy**.

Since 1 January 2022, a number of entities have been involved in classifying a loan as sustainable finance in accordance with the Sustainable Lending Framework for new lending business. As part of the lending process, the front office units use the analytical steps and criteria defined in the Framework to assess whether the loan can be classified as sustainable. They are supported in this by the sustainability data management (SDM) system, an application used by Helaba to record all data of relevance to sustainability. The dual control principle is applied when deciding if financing can be classified as sustainable. The outcome of the assessment is recorded in the SDM and documented in the credit report. It is used as an assessment criterion in the cross-function approval and decision-making process.

Ten Sustainable Development Goals (SDGs) focusing on a specific contribution



Access to social protection systems and financial services



Access to healthcare and medication



Access to education



Access to drinking water and promotion of water treatment



Access to energy, increasing share of renewable energy



Research and development



Promoting social, economic and political inclusion for all



Access to affordable housing



Environmentally responsible handling of waste and chemicals, promotion of the circular economy



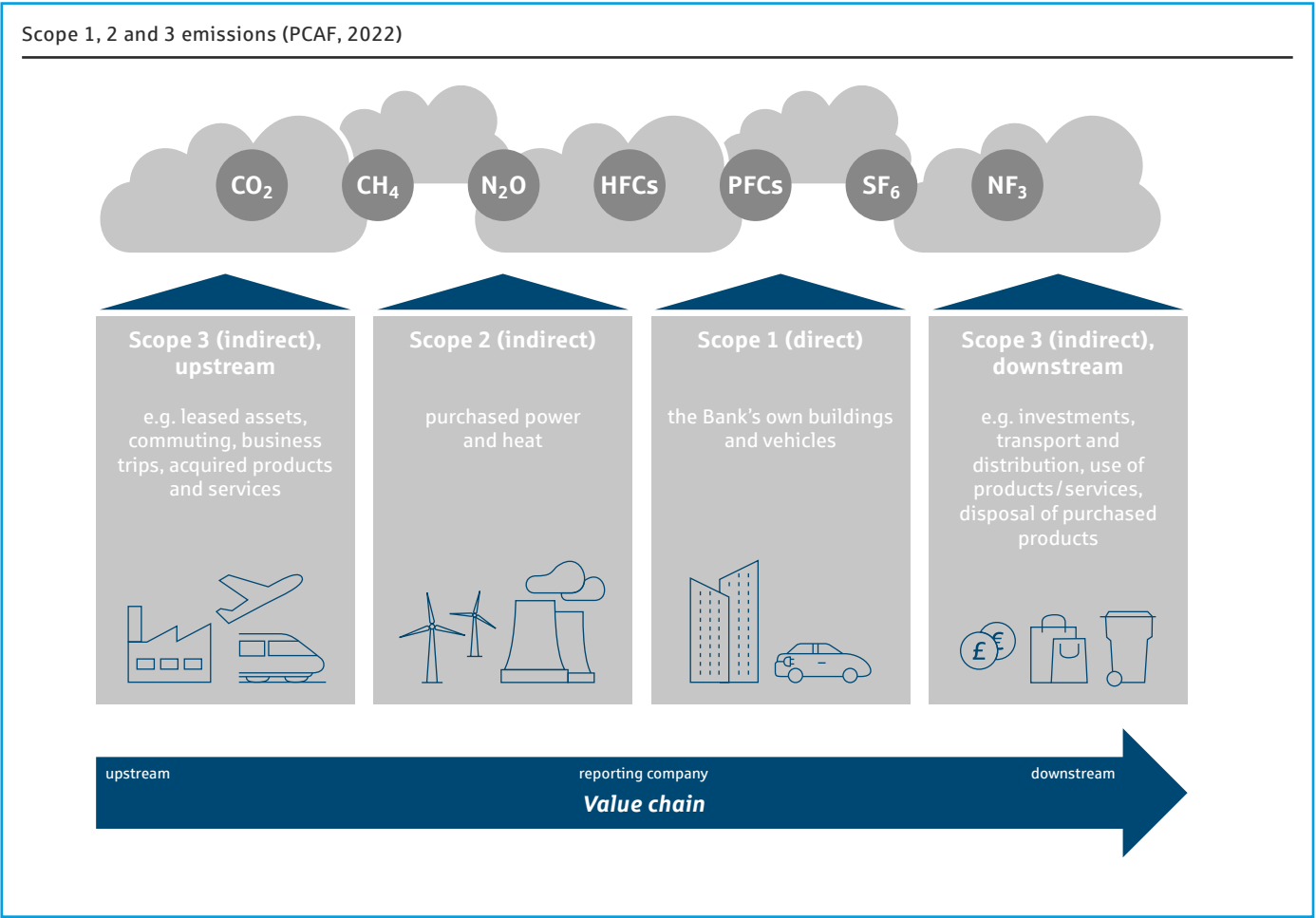
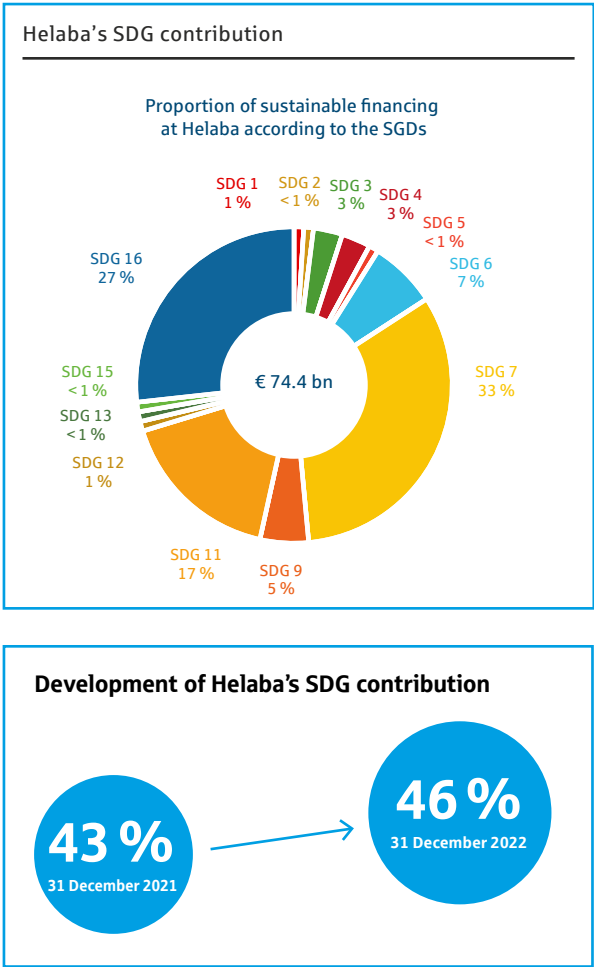
Effective, accountable and transparent institutions at all levels

Contributing to the global sustainability agenda

With the help of the Sustainable Lending Framework, we aim to record and manage our contribution to achieving the SDGs. At present, Helaba is making a positive contribution to at least ten SDGs, including especially SDG 7 (affordable and clean energy), SDG 11 (sustainable cities and communities) and SDG 16 (peace, justice and strong institutions). The particular focus on these three SDGs in Helaba's business portfolio is based on our extensive activities in the area of general services, i.e. in financing public-sector administration, the property and housing industry and the energy, water and recycling sector. The total volume of sustainable finance in Helaba's portfolio as at 31 December 2022 stood at € 74.4 bn, an increase of 11.5 % compared to the previous year (€ 66.7 bn). Thus, the volume of business assessed as sustainable has risen from 43 % to 46 % of the total business volume assessed.

It is our declared goal to continuously increase the share of sustainable finance in our total business volume. For this reason, we have formulated specific target values for all front office units. To underscore the importance of our targets, variable remuneration is linked to target achievement. Progress is regularly reported to the Executive Board. G4-FS7 G4-FS8

€ 74.4 bn
in sustainable finance
in the portfolio



Our greatest lever for climate protection: financed greenhouse gas emissions

Our sustainability strategy is based on a holistic understanding of sustainability which encompasses the environmental, economic and social dimensions of the term. This is why the SDGs, which reflect such a comprehensive approach, are decisive for the

management of our business. At the same time, we recognise the particular urgency of the climate crisis and want to make our contribution to limiting climate change. In 2022, we therefore started to determine the greenhouse gas emissions from our lending business – our financed emissions – and to develop a reduction strategy on this basis that is in line with the Paris Agreement.

In accordance with the Greenhouse Gas Protocol, the most important international standard for reporting greenhouse gas emissions, financed emissions are part of our Scope 3 emissions, as they originate in the value chain. At Helaba, as is the case with all banks, financed emissions are by far the largest source of greenhouse gas emissions.



Financed emissions per PCAF by asset class as at 31.12.2021

Asset class	Credit amount [in € bn]	Financed emis- sions, Scope 1 and 2 [kt CO ₂ e]	Financed emis- sions, Scope 3 [kt CO ₂ e]	Average PCAF data quality score, weighted by credit amount
Real estate finance	31.2	773	198	4.0
Movables and transport finance	2.2	4,760	555	4.0
Project finance	5.3	3,302	109	3.4
Corporate loans	21.2	7,328	28,958	3.6
Total	59.8	16,163	29,819	3.8

Data provided by ISS ESG



Financed emissions were determined on the basis of the Global GHG Accounting and Reporting Standard for the Financial Industry published by the Partnership for Carbon Accounting Financials (PCAF), which represents the market standard.* The first step under this method is to determine an attribution factor which indicates the share of the customer's business that is financed by Helaba. This factor is then multiplied by the customer's greenhouse gas emissions. The emissions data comes from the external data provider ISS ESG.

For the first calculation of our financed greenhouse gas emissions, we focused on particularly CO₂-intensive sectors and on customers that make up a large share of the loan portfolio. We prioritised the

following sector clusters: mining, chemical industry and metal production; energy; automotive and mechanical engineering; food, feed, agriculture; public sector and municipal enterprises**, shipping, aviation, transport; and construction, real estate and housing. The analysis covered greenhouse gas emissions from corporate customer business, real estate finance, project finance and the transport and movables portfolio, as these asset classes are particularly relevant for Helaba's loan book.

The financed emissions (see table) relate to the loan portfolio of Helaba as a single institution as at 31 December 2021 and cover around 48 % of the relevant part of the total loan volume of € 125.4 bn.*** Based on volume in the prioritised sectors

(€ 86.5 bn), the coverage is 69 %. The part of the loan portfolio for which we have not yet collected emissions data is largely composed of municipal financing, for which PCAF has not yet specified a calculation methodology. If public sector lending is excluded, the coverage is over 90 %.

The absolute CO₂e footprint (in terms of Scope 1 and Scope 2 emissions by customers) of the covered portfolio comes to 16.2 million tonnes of CO₂e. The corresponding Scope 3 emissions – i.e. financed emissions produced in the customers' value chain – amount to 29.8 million tonnes of CO₂e. In addition to emissions, the PCAF methodology assigns a data quality score between 1 and 5 to each customer, with a score of 1 representing the highest data quality (emissions data published by the customer and verified externally) and a score of 5 corresponding to an estimation of emissions based on business activity.

The distribution of financed emissions across the different sector clusters shows concentrations in the sectors of "energy", "automotive and mechanical engineering", "mining, chemical industry, metal production" and "shipping, aviation, rail transport". In the "automotive and mechanical engineering" sector cluster in particular, the high share results almost entirely from the relatively high Scope 3 emissions from the use of these companies' products.

The calculated carbon footprint serves as a metric that can be used for a number of purposes. First and foremost, it is the basis for developing a decarbonisation strategy for our loan portfolio. In this way, we help to ensure that the goals of the Paris Agreement are met and support our customers in the transition to a low-carbon economy. Financed emissions are also an indispensable key figure for risk management as a means of analysing and quantifying transitory risks. We will calculate financed emissions on an annual basis in the future. As we do so, we want to continuously improve both coverage and data quality. GRI 305-3

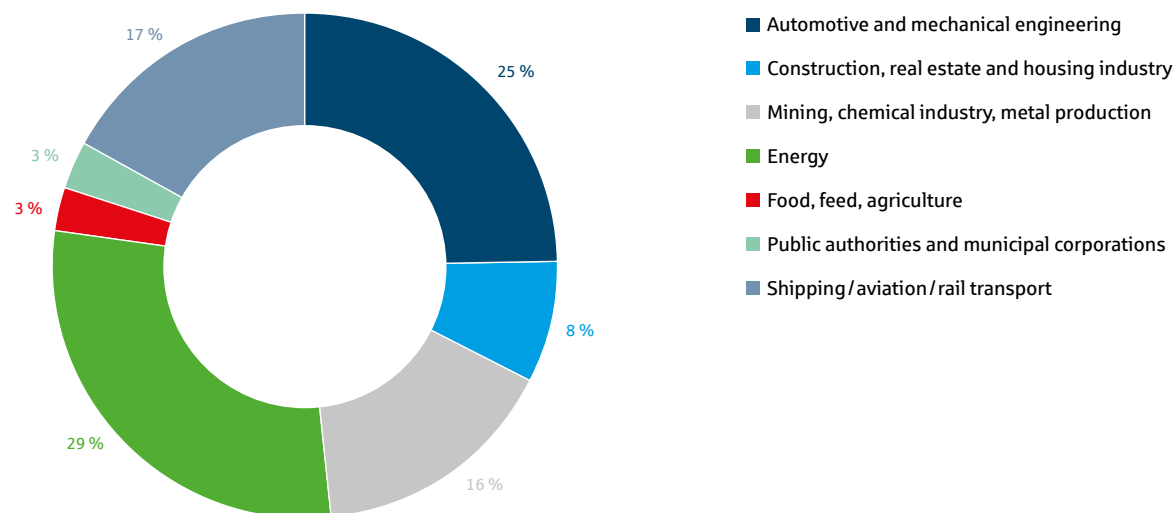
* PCAF (2022). The Global GHG Accounting and Reporting Standard Part A: Financed Emissions (Second Edition).

** Public sector and municipal corporations refer here to the sector classification and not to the asset class.

*** The statistical population for the calculation of the carbon footprint in the loan portfolio is Helaba's total lending volume as at 31 December 2021, which comprises loan drawdowns and unused approved credit lines of the narrow Group, less money market trading, repurchasing, derivatives, securities and central bank business. Moreover, WIBank, LBS and subsidiaries were not considered in this initial survey of the carbon footprint in the credit portfolio.



Financed emissions by sector cluster (%)



Sustainability in asset and wealth management

With the Sustainable Lending Framework, we cover a large proportion of the Helaba Group's business activities. These efforts are supplemented by sustainability measures in the field of asset management, which is the responsibility of Helaba Invest and Frankfurter Bankgesellschaft. Helaba is planning to develop a Group-wide Sustainable Investment Framework, similar to the Sustainable Lending Framework, to define requirements for sustainable asset management. The result is a comprehensive Sustainable Finance Framework that is tailored to Helaba and its customers – and with which we can specifically finance and invest in those economic activities and sectors that contribute to sustainable development.

Responsible investment with Helaba Invest

The goal of Helaba Invest is to promote a sustainable and prosperous society through investment. The ESG Investment Policy developed by the Helaba subsidiary underscores its strategic sustainability focus. The policy applies to all the investment processes anchored in Helaba Invest's portfolio management operations and defines binding requirements to supplement existing sustainability principles. It sets out minimum ethical standards – for example excluding companies that manufacture controversial weapons such as cluster bombs, landmines, biological and chemical weapons or nuclear weapons – and incorporates these standards in the securities funds managed by Helaba Invest. Moreover, it establishes a sustainability-based risk management system in accordance with the BaFin Guidance Notice on Dealing with Sustainability Risks. In accordance with the ESG Investment Policy, companies

whose business model depends to a large extent on coal-fired power generation are excluded, as are companies that rely on controversial oil and natural gas production methods. Additionally, Helaba Invest began systematically recording and analysing the specific CO₂ intensity of the investment portfolio of the Asset Management Liquid division in 2021.

Helaba Invest had assets of 23.8 billion euros under management under its ESG Investment Policy as at 31 December 2022, a decline of 32 % compared to the previous year. As a result, about 15 % of the special and retail funds managed by Helaba Invest consist of investments that satisfy Helaba Invest's ESG criteria. G4-FS11

Helaba Invest offers its institutional customers separate and detailed sustainability reports covering indicators such as ESG score, ESG carbon and ESG rating plus analyses of controversial companies and business areas for the relevant customer portfolios. Helaba Invest provides customers who have HI-Spezial/-Master funds with extensive advisory assistance on a sustainability strategy covering all asset classes. In the future, in addition to a sustainable infrastructure fund of funds, Helaba Invest is planning to address and develop impact products.

In accordance with the European Sustainable Finance Disclosure Regulation (EU-SFDR), Helaba Invest and its customers have chosen a conservative approach in classifying all sustainable retail funds and some special funds as ESG strategy products (referred to as Article 8 products in the regulation). The volume of these Article 8 products totalled 2.2 billion euros as at 31 December 2022, a 40 % increase compared to the previous year's level. A large number of master special funds not currently classified according to Article 8 or 9 of the EU-SFDR also already factor in individual sustainability criteria. In 2022, Helaba Invest systematically continued to expand its range of sustainable products. As a way of continuing to provide institutional investors with access to the attractive investment class of infrastructure, Helaba Invest added a follow-up product, HI-Infrastruktur-Multi-Manager-Fonds III, to its successful series of infrastructure funds of funds. This product also falls into the



Article 8 category. The minimum share of sustainable investments is 25 %. The first closing is scheduled for 2023.

It also plans to use its HI-Corporates Carbon Solutions concept to actively help to limit CO₂ emissions and thus also limit climate change. In the process, Helaba Invest is investing in companies that have credible transformation strategies, continuously improve their carbon footprint and/or use smart technologies to manage climate change. In the energy sector, pollution emitters are not automatically excluded. Rather, active support is provided to companies that are fuelling the transition to green energy and are significantly lowering their emissions in the process. This option is viewed as a more reasonable alternative to the selling of controversial assets to external parties because the emissions simply change owners and do not disappear. Thanks to this realistic investment approach, a 50 % reduction in CO₂ emissions (basis Scope 1 and 2) on the portfolio level can be achieved in the first ten years compared with the basis year 2019. This figure should be reduced by 90 % by 2050. Here, too, the first closing is scheduled for 2023.

Sustainable asset management by Frankfurter Bankgesellschaft

Whereas Helaba Invest is a specialist institutional investor, the core business of Frankfurter Bankgesellschaft is private asset management. It, too, excludes investments in companies with controversial business practices which violate the principles of the UN Global Compact in respect of human rights, labour standards, environmental protection and anti-corruption and are therefore deemed non-compliant. In principle, Frankfurter Bankgesellschaft only offers its asset management customers mandates that have an above-average ESG rating overall, for which it uses the data supplied by rating agency MSCI. With a rating system ranging from “AAA” to “CCC”, the aim is to offer only portfolios with a minimum rating of “A”. The MSCI “A” rating means that, relative to its peers, a company displays a mixed or average performance in its approach to ESG opportunities and risks.

Additionally, Frankfurter Bankgesellschaft excludes the shares or bonds of companies with sales from the manufacture and/or distribution of

- more than 10 % from weapons,
- more than 0 % from banned weapons,
- more than 5 %* from tobacco production,
- more than 30 % from coal,
- more than 10 % from unconventional oil and gas production.

* Only manufacture.

If at least one of the five criteria applies, the relevant company cannot be considered for investment or as an underlying asset.

Moreover, Frankfurter Bankgesellschaft excludes companies against which serious accusations (“red flags”) have been made regarding violations of MSCI ESG criteria under the MSCI ESG Controversy Framework.

Additionally, asset management of Frankfurter Bankgesellschaft takes the principle adverse impacts (PAI) of certain exclusions into account. The same applies to investment funds which pursue an ESG strategy to reduce adverse effects on sustainability factors. This ensures that neither Frankfurter Bankgesellschaft itself nor its product partners invest via funds in companies whose business activities have a particularly adverse effect on sustainability factors, or that these companies – if they exceed the adverse effects – are removed from the portfolio of potential investments.

Exercising voting rights responsibly

As capital investment companies, both Frankfurter Bankgesellschaft and Helaba Invest represent the interests and voting rights of their private and institutional investors to public limited companies. When exercising voting rights, both Helaba subsidiaries act solely in the interests of the investors in the respective investment fund.

G4-FS12

Sustainability in refinancing

In line with our sustainability strategy, we intend to ensure the sustainability of Helaba’s refinancing operations. Many institutional investors such as asset managers, pension funds and insurers have already committed to the UN Principles for Responsible Investments and apply ESG criteria to their investment decisions. The need to act is being heightened by stricter regulations such as the EU Sustainable Finance Disclosure Regulation (SFDR).

In 2021, in light of the growing demand for sustainable investments, we decided to issue green bonds. To this end, we developed a Green Bond Framework based on the Green Bond Principles of the International Capital Market Association (ICMA). We intend to continue our compliance with the best market practices going forward and, for this reason, are carefully monitoring the EU’s future Green Bond Standard. Our Green Bond Framework formulates binding requirements for the following four core components:

1. Use of issue proceeds
2. Process of project evaluation and selection
3. Management of proceeds
4. Reporting



Impact of the green development loans

Development project category	Number of loans	Finance volume (in € m)	Share of total portfolio	Suitable as a green bond	(Estimated) Annual energy generation (MWh)	(Estimated) Annual reduction in GHG emissions (t CO ₂ e)
Renewable energy	78	2,848	100 %	100 %	6,140,149	2,139,565
Photovoltaics projects	31	818	29 %	100 %	1,547,457	536,014
of which under construction	1	59			91,248	32,119
Onshore wind projects	26	760	27 %	100 %	2,392,429	838,540
of which under construction	1	25			89,187	4,638
Offshore wind projects	21	1,269	45 %	100 %	2,200,264	765,011
of which under construction	12	775			1,345,675	435,809

The second-party opinion on Helaba's Green Bond Framework issued by ISS ESG confirms that the framework complies with the ICMA Green Bond Principles. This provides Helaba with a reference document which specifies a robust method for all future issues of green bonds and other green refinancing instruments. In doing so, we ensure that the portfolio of green bonds is constantly evolving and continuously financing new projects.

Green bonds for a new energy era

The proceeds from the issue of our green bonds are used solely for loans to projects which support the transition to a sustainable low-emission economy. In order to be included in the green portfolio, the loan must be made in the renewable energy sector and serve to meet the environmental target of limiting climate change in accordance with the EU taxonomy. In this way, we are making a substantial contribution to achieving SDG 7 (affordable and clean energy) and SDG 13 (climate action). A dedicated Green Bond Committee reviews and validates the green bond selection process, monitors the portfolio and coordinates the allocation of and

impact reporting on the green bond. It is also responsible for revising and refining the Green Bond Framework in future.

In 2021, our first green bond in accordance with the Green Bond Framework was placed on the capital market. The sustainable bond with a volume of 500 million euros attracted great interest from investors and was twice oversubscribed with an order volume of more than one billion euros. As at 31 December 2022, Helaba's development loan portfolio included 78 green projects with a total volume of around 2.8 billion euros, 72 % of which related to wind power (onshore and offshore) and 28 % to solar energy. In addition, we regularly issue further tranches specifically for private investors via the local Savings Banks with the aim of making sustainable investments more accessible to the general public.

Regional support and financing

Through its subsidiaries as well as LBS and WIBank, Helaba is strongly rooted in the region of Hesse and Thuringia. It is committed to the sustainable economic, environmental and social development of the cities and communities in its core markets. We provide broad access to financial services and, in line with our state mandate, allocate funding to strengthen economic and infrastructure development.

Serving everyone: Frankfurter Sparkasse

Helaba serves private customers above all via Frankfurter Sparkasse. As the market leader in private customer business with the biggest branch network in Frankfurt am Main, it makes a key contribution to ensuring access to financial services for the people in the Rhine-Main region. We consider financial inclusion to be a major aspect of our public mandate because broad and easy access to financial products and services such as savings and current accounts, loans and insurance services is essential to economic development which benefits all of society.

To provide access to banking services to all sectors of the population, particularly economically and socially disadvantaged customers, Frankfurter Sparkasse offers various types of basic account. A basic account is a non-borrowing payment account that provides consumers with basic functions such as cash deposits and withdrawals, payment transactions and online banking. As at 31 December 2022, customers held 1,187 basic accounts. Frankfurter Sparkasse makes it easier for the blind and visually impaired to access its services by ensuring that each of its physical branches has at least one ATM with a headphone socket. The online branch of the Frankfurter Sparkasse offers completely barrier-free access to its media operations, too. G4-FS14


ESGIntegration

In 2022, Frankfurter Sparkasse launched its ESGIntegration sustainability project, in which more than 30 employees from various departments systematically expand and refine the topic of sustainability in the five sub-projects “Market & Sales”, “Strategy, Management & Risk”, “Environment”, “Social & Governance” and “Technical Implementation”. Besides regulatory and supervisory requirements, the focus is mainly on the customer perspective and the carbon footprint of Frankfurter Sparkasse as well as the involvement and training of many employees. The project is guided by the desire to make Frankfurter Sparkasse a more climate-neutral piece of the global puzzle.

Investing in sustainability with home loans: LBS Hessen-Thüringen

Germany aims to be climate-neutral by 2045 – a goal that cannot be achieved without improving the building stock. Over 30 million residential units in Germany are more than 30 years old. This means that considerable investments will have to be made in the coming years. However, these investments will also pay off: Owners would be able to maintain the value of their property and save considerable energy costs at the same time. The home loan is an ideal product for implementing these measures. In addition, LBS Hessen-Thüringen grants an interest rate discount on loans used to finance sustainable or energy-efficient modernisations.

WIBank: Making Hesse an economic powerhouse

We are Wirtschafts- und Infrastrukturbank Hessen (WIBank), the development bank of the State of Hesse and part of Landesbank Hessen Thüringen. We focus on infrastructure, commercial, social and housing development. Drawing on our range financing, advisory services and far-reaching exchange and network offerings, including those designed for the development and expansion of innovation ecosystem, we serve a wide customer base in Hesse, from housing contractors, municipalities and farmers to small and medium-size enterprises and start-ups. All activities of WIBank are also focused on the long-range development of the bank and the State of Hesse.

The ‘Create & Grow’ business area comprises support for economic and agricultural development.

A large number of funding measures encourage companies to settle in the region and support the development of rural areas, thus making a decisive contribution to Hesse’s further development and future viability. WIBank also implements many agricultural development programmes which, among other things, encourage ecological land management. In addition, many programmes are aimed at small and medium-sized enterprises (SMEs) and the self-employed to support them in their start-up, growth and investment projects. The investment development programme PIUS-Invest is a good example of this effort: It facilitates investments in production-integrated environmental protection. The measures introduced as part of this programme will help to reduce company-internal CO₂ emissions. Companies like the printer Offsetdruck Ockel GmbH of Krißfeld in the Anterior Taunus region west of Frankfurt have benefitted from the programme. By converting two of its printing presses to a digitally controlled and digitally monitored press, the company was able to optimise its production process. This results in the reduced use of valuable resources such as power, ink, paper, cleaning agents and drinking water. Another example is support for the creative economy – particularly the gaming industry. The product “HESSEN serious GAME” proved to be a major help to Buntspecht & Rabe Software-manufaktur GmbH. It developed a game called “Mein grüner Garten”

(my green garden) that simulates those tasks that gardeners have to perform each season of the year, sharing practical and environmental knowledge in the process. G4-F513 GRI 203-1

Through its Build & Live business area, WIBank supports the construction and conversion of rental housing, energy-saving and modernisation measures and home ownership. The “Village Development” and “Village Facilitation” programmes help rural communities with small populations to improve their quality of life and to access facilitation and advisory services about future-focused municipal issues. The Village Facilitation programme is designed to address both community-wide issues as well as individual topics or problems in areas such as local suppliers, volunteering, healthcare and cultural infrastructure.

Let’s now turn our attention to an example of social residential construction from 2022: ABG FRANKFURT HOLDING is developing a new, approximately 27-hectare urban neighbourhood in the Rebstock area of Frankfurt. A total of 373 homes are being erected there during the final phase of the project, with 70% of these being funded as part of a social rental housing development programme and energy-efficiency programmes. The buildings will be very energy-efficient thanks to their Passivhaus design and use of district heating. Solar panels will be installed on the roofs, and the green electricity generated in this way can be used by future residents through the tenant electricity model. Plans also call for a day-care centre, a primary school, shops and restaurants. Garden plots, common areas and playgrounds will be located in the neighbourhood as well. This project is being funded in part by a programme called “Climate Bonus”. The programme is designed to promote the development of more energy-efficient and affordable housing. The climate bonus is paid out as part of a social homeownership promotion programme – regardless of the living space and property involved.



In the Supply and Modernisation business area, WIBank also supports Hessian municipalities, local utilities companies and other institutions dedicated to providing public services through various programmes organised by the state, the federal government and the EU, as well as through its own low-interest financing. Investments in this area form the basis for stronger communities, more competitive businesses and a better quality of life for all generations. The key areas for support are very diverse, ranging from the environment and energy production through the expansion of digitalisation to support for research and educational institutions. One good example is the development programme called DIGI-Ambulant. It specifically supports outpatient nursing services, birth centres, freelance midwives and practising doctors, dentists and psychotherapists in acquiring hardware and software that will help to digitally transform their work processes and improve the IT structure.

Support of the City of Fulda's model project called Smart Infrastructure Street Lighting promotes sustainability. This programme amounts to much more than simply screwing in LED luminaires into the streetlights used on main thoroughfares in the city. It also involves fitting these lamps with sensors and supplementing these sensors by installing additional sensors on other streetlights throughout the city. These sensors then monitor traffic. A smart system links the available information. The streetlights will be turned up when more light is needed. This also makes it possible to adjust traffic light control to the amount of traffic on the road, which should lead to fewer traffic jams. Sensors that monitor parking lots provide information about which electric charging stations are currently free. In addition to environmental data, bin levels can also be recorded. Municipal vehicles can then drive straight to the bins that need to be emptied, resulting in fewer empty runs.

WIBank's activities and targets in respect of labour market policy in Europe and Hesse are consolidated in the Train and Employ business area which focuses on training and education measures, reintegrating people in the labour market and reducing long-term and youth unemployment. The support products are primarily funded by the European Social Fund (ESF) and the State of Hesse.

One of the projects that benefit from the ESF+ development programmes is called "Service Office for Part-Time Training in Hesse" offered by the training organisation BWHW Bildungswerk der Hessischen Wirtschaft e.V. (Frankfurt am Main). One of the aims of the project is to systematically compile information on the topic of part-time training and make it available to all stakeholders in a way that is appropriate for the specific target group. Furthermore, the aim is to create awareness among vocational schools, to strengthen networking and the range of placement services and to highlight the potential for part-time training in Hesse's training companies.

Support during the pandemic

On behalf of the State of Hesse, WIBank provides various types of assistance – including (trust) loans, credit, subsidies, equity investments and guarantees – to SMEs, start-ups, freelancers and self-employed individuals in Hesse. The COVID-19 pandemic and the associated restrictions meant that many business owners found themselves facing unexpected difficulties through no fault of their own, which is why WIBank was tasked with the development of new coronavirus aid programmes in 2020. In 2022, the bank's ongoing development business continued to be shaped by the pandemic's impact. Through the extended coronavirus aid programmes organised by the State of Hesse and KfW, WIBank continued to support many companies and freelancers dealing with critical situations caused by the pandemic. A total of 5.2 million euros flowed in 2022 for Hesse micro-liquidity. The liquidity assistance provided to small and medium-sized enterprises in Hesse totalled about 1.1 million euros in 2022.

Sustainability in the real estate business

The construction and real estate businesses are closely linked with a number of environmental and social sustainability issues given that buildings account for around 40 % of global carbon emissions. Moreover, around half of all the raw materials extracted worldwide are used in the building sector. In Germany, the resulting greenhouse gas emissions amounted to around 115 million tonnes in 2021. According to the German Climate Protection Act, the total volume is to fall to 67 million tonnes by 2030. Political

initiatives like the EU Circular Economy Action Plan chart the course from a linear to a circular economy and value creation for sectors including the energy- and resource-intensive real estate business. There is an additional focus on various social issues such as the affordability of housing in conurbations and the development of neighbourhoods to meet the needs of the people living there.

Create incentives to make reductions

Helaba and its subsidiaries are contributing to making the real estate business more ecological and people-friendly. For example, it is a pilot bank in the EU's Energy efficient Mortgages Action Plan and is growing its role as an underwriter for green bonds. The goal of the initiative is to develop and promote real estate financing mechanisms and provide incentives for purchasing energy-efficient properties or undertaking the necessary renovation work. In this way, the quality and transparency of financing energy-efficient properties is to be improved and the EU Green Deal implemented effectively. Since 2021, Helaba has also been a member of the ESG Circle of Real Estate (ECORE), An initiative involving around 100 respected investors and real estate companies, including ten banks at present. Through its involvement, Helaba has embraced its responsibility for meeting the EU's climate targets and is contributing actively to expanding and implementing the industry-wide ESG scoring model.

OFB – "we will continue to develop"

OFB is a project developer of the Helaba Group which operates throughout Germany. Its areas of activity are real estate project development, land development and construction and project management for commercial real estate, as well as the development of neighbourhoods. In addition, OFB offers property and asset management services via its subsidiary GGM, work that makes it a full-service provider on the real estate market. In planning and carrying out real estate projects, OFB sets environmental and social objectives to complement its commercial goals. In 2021, OFB anchored this mission in its own sustainability strategy.



In this connection, the objectives of the EU taxonomy serve as the new standards for project development. As a result, a focus is placed on the communication of the carbon footprint of the construction and operation of a building. The impact and resilience of the building in terms of future global-warming scenarios are determined during climate risk analysis, and the circularity of the building is examined by using standard calculation methods. When planning new buildings, the gold certificate of the German Sustainable Building Council (Deutsche Gesellschaft für Nachhaltiges Bauen – DGNB) or the Leadership in Energy and Environmental Design (LEED) criteria developed by the US Green Building Council will be the minimum standards. At present, five platinum-certified DGNB/LEED projects are planned. Two projects with this certification have already been completed. In future, OFB will seek platinum certification for more planning projects.

OFB also works with various initiatives aimed at driving efforts related to the subject of sustainable building. As part of this effort, OFB joined the Madaster network in 2022 and took part in a DGNB-led analysis of the circulatory requirements of the EU taxonomy. In addition to questions of decarbonisation, OFB is also active in social impact investing in the real estate sector, which focuses on issues of incorporating social and societal value factors in the real estate market

OFB defines sustainable business as taking responsibility for the future of our planet and the generations to come. The project developer has therefore made it its mission to plan and implement viable real estate projects. Thanks to extensive measures, OFB sets the highest standards with regard to the ecological, technical and process quality of the buildings it develops. The Helaba subsidiary is thus contributing to reducing emissions and the use of resources in the building sector. One of the principles applied is the sufficiency rule for the sparing use of materials – using only as much as necessary.

In the future, the principles of the circular economy should help to minimise the need for virgin materials from natural resources. The mobility infrastructure relating to the building will also be considered from the start in order to reduce the emissions caused by traffic. Many of these targets are achieved through the construction of the Platinum office complex in Wiesbaden. The unique hybrid wood structure combines the strength of wood and concrete, thus significantly reducing the consumption of concrete and achieving a carbon footprint that is far superior to that of conventionally constructed buildings. By means of approximately 1,300 m² of solar panels and the use of an ice storage system, the prerequisites were created for the building to receive a DGNB climate-positive certification after its first year of operation. This award is presented to buildings whose real consumption data credibly shows that the facilities are being operated in a climate neutral manner.

Creating value for generations: GWH

GWH Immobilien Holding GmbH leases out and/or manages some 53,000 homes and is accordingly well placed to positively influence environmental and social issues. It provides contemporary and affordable housing for broad sections of the population. The average net rent (exclusive of heating) is around 7.76 euros per square metre, and about 17 % of the flats are publicly subsidised. GWH is investing strategically in diverse housing concepts for all stages of life for both its existing housing stock and new construction projects to meet the rising demand for housing, particularly in urban centres such as the Rhine-Main and Rhine-Neckar regions. A total of 132 rental homes were completed in 2022.

Given the worsening climate crisis and the reduction targets set by Germany's Climate Change Act, GWH has developed well-grounded multiyear plan for decarbonising its residential buildings and aims to be carbon-neutral by 2045. As well as tightening the requirements for new buildings, for example relating to the use of durable materials, the plan also includes increasing replacement rates. Additionally, the use of fossil fuels is to be continuously reduced and heat from renewable energy is to become the standard for replacing heating systems. Already today, GWH is investing on an ongoing basis in improved insulation and new windows for its housing portfolio. It also has its own energy service provider, Systemo GmbH, which supplies over a third of the homes with heating energy from energy-efficient combined heat and power (CHP) plants and renewable energy sources. The success of the measures will be monitored by regularly developing carbon assessments. The most recent assessment indicates that total energy consumption in 2021 (438,503 megawatt-hours) was approximately 0.95 % lower than it would otherwise have been thanks to thermal insulation improvements and the modernisation of heating systems, a gain that will have reduced CO₂ emissions by 832 tonnes.



By way of neighbourhood management schemes, GWH is also seeking to improve the quality of life and quality of living for residents. In collaboration with some 60 social partners, it has created individual projects for 20 large neighbourhoods aimed at enhancing the immediate environment, the neighbourhoods themselves and the regions in which they are located. For example, around 20 % of maintenance spending goes into neighbourhood improvements such as playgrounds, new lighting systems, accessible thoroughfares and attractive communal spaces. A central concern of GWH in 2022 was to protect tenants in times of crisis. The sharp rise in costs caused by the war in Ukraine and the resulting energy crisis have put many tenants in financial difficulties. GWH responded to this situation by making the “GWH Housing Pledge”. GWH has promised the tenants that their housing leases will not be terminated if they fall behind on or are unable to make the advanced payments for ancillary expenses or supplementary payments for these costs for accounting years 2021 and 2022. In addition, GWH offers individual agreements with tenants to make it easier for them to meet their payment obligations.

An additional and comprehensive overview of sustainability performance is transparently provided in the German Sustainability Code Declaration 2022 of GWH.

Housing First In October 2021, GWH launched the Housing First project in collaboration with Diakonie Frankfurt Offenbach, a social welfare organisation run by the Protestant church. The concept, which originated in Finland, turns the established approach to homelessness on its head. Instead of a multi-phase resocialisation process being the precondition for homeless individuals to get their own four walls, Housing First takes the reverse approach: It has provided 12 homeless people with a studio apartment that has a separate kitchen, bathroom and balcony in a GWH complex in Frankfurt’s Sossenheim district. The residents receive support and assistance from the Diakonie team, which maintains an office on the ground floor of a residential building.

Management approach “Impact-based products” GRI 3-3

Guiding principle

Through its core business, Helaba is contributing to sustainable development and climate protection. By expanding our Sustainable Development Framework, we have created the means for managing our operational objectives.

Strategic / operational objectives

- Through its core business, Helaba is contributing to the targets of the Paris Climate Agreement.
- Helaba will raise the share of its sustainable business volume to 50 % by 2025.

Measures in 2022

	Deadline	Status
Expansion of the Sustainable Finance Advisory	Ongoing	Completed
Growth in the number of OFB construction projects with DGNB/LEED platinum certification and EU taxonomy alignment	Ongoing	In the process of implementation
Development and introduction of a Sustainable Investment Framework	Since 2022	In the process of implementation
Development and introduction of a Sustainable Lending Framework	Since 2021	Completed
Development and introduction of a Green Bond Framework	Since 2020	Completed
Development of a four-stage plan to decarbonise GWH residential buildings	Since 2021	Completed
Development of a sustainability data management tool	Since 2021	Completed
Development of sector strategies to reduce the carbon footprint of the portfolio	Since 2022	In the process of implementation



Transforming the real economy and the financial sector



Petra Sandner

became the Chief Sustainability Officer (CSO) of the Helaba Group in February 2021. Prior to that, she worked in transport finance at Helaba beginning in 2008. During this time, she managed various strategic projects for the bank. Before that, Petra Sandner worked in acquisition financing at IKB Deutsche Industriebank AG and in real estate structured finance/hotel finance at Aereal Bank AG. She earned her MBA in Newcastle, England.

Conversations between Petra Sandner, CSO of Helaba, and two industry experts

Photos: Frank Meltzer, Siemens Energy, Angelika Stehle, Villeroy & Boch



Carina Brehm, Vice President of Strategy, Grid Technologies, Siemens Energy



Susanne Reiter, Head of Group Treasury and Investor Relations, Villeroy & Boch Group

Between geopolitical uncertainty and sustainability transformation: How was 2022 and what do you expect in 2023?

Petra Sandner: At the start of 2022, the pandemic finally began ebbing, giving rise to cautious optimism that was then shattered abruptly by Russia's terrible invasion. Luckily, the economic consequences were not as bad as had been feared because Germany was and still is in a good position as a place of business. The companies in this country, many of which are our customers, are resilient and adaptable – qualities that should not be underestimated, especially in hard times. We too saw that our diversified business model once again proved to be resilient. Our strategic agenda is working and we are indeed able to view 2023 with optimism.

This period of change will persist for the foreseeable future. Helaba intends to and will continue supporting its customers actively, especially in their transformation towards more sustainable business models. We are seeing continuous growth in demand for our information and consultancy services in respect of financing with sustainability components. That is why we are pursuing the targeted expansion of our ESG product portfolio and the Sustainable Finance Advisory – in close consultation with our customers because dialogue on ESG ratings, targets and KPIs is the only way to tailor transformation pathways for individual companies and preserve our economy's future viability.



Perspectives and positions of Siemens Energy

From wind turbines for generating energy to the technology for expanding grid systems: Siemens Energy is constructing the engine room of the energy transition, so to speak. Ms Brehm, when will our electricity grid be green?

Carina Brehm: Two factors are important here: the accelerated expansion of renewable energy sources to reduce the grid's carbon intensity and the use of energy-efficient technologies to minimise losses. In both cases, Siemens Energy is implementing the green electricity grid. On the one hand, the company is contributing technologies to generate renewable energy such as offshore wind farms. On the other hand, our power transmission business is constructing grid systems worldwide to transport electricity across longer distances. This is relevant for the energy transition because power generation and consumption are often far apart geographically. Together with its customers, Siemens Energy is implementing projects like the Ultratnet linking the north and south of Germany. This direct-current connection between North

Rhine-Westphalia and Baden-Württemberg is capable of transporting electricity from north to south and from south to west.

We know that you deliver the technology that enables your customers to decarbonise their processes – but what are you doing to ensure the future viability of your own production?

Carina Brehm: Since 2019, we have reduced the emissions for which we are directly responsible (Scope 1 and 2) by 50 %. The original target was to reduce emissions by 46 % by 2025. We are aiming for full climate neutrality by 2030. We continuously assess how we can minimise all other emissions by electrifying processes and vehicles or reducing energy consumption. In addition, we are working on preventive measures, for example to reduce emissions of F-gases. These extremely harmful greenhouse gases are used to insulate power grid relays and for product testing in our factories. Anything we do when it comes to



“Decarbonisation is a task that we are tackling jointly with our customers, suppliers and society.”

Carina Brehm,
VP of Strategy Grid Technologies at Siemens Energy

Carina Brehm

is responsible for business strategy in the Grid Technologies business area at Siemens Energy, which delivers system solutions, products and services for developing global energy grids and employs around 18,000 people. In 2022, she was ranked by Capital Magazine among the top 40 managers under the age of 40.



decarbonisation is a joint effort by all Siemens Energy employees. Indeed, the best decarbonisation ideas come from the teams at our production facilities, construction sites and offices.

From technology to capital: Ms Sandner, how do sustainable financing solutions actually work?

Petra Sandner: It is very clear that the transformation must occur in the real economy. However, as a financial services provider, we can make a key contribution by ensuring transparency on the capital markets. This is the aim of sustainable financing solutions. With ESG-linked financing, we document issuers' serious efforts to be measured against established ESG KPIs. As a result,

“The key to transformation is to speak the same language when it comes to sustainability and to learn together and from each other.”

Petra Sandner,
CSO of Helaba

investors and other stakeholders have the information they need for their decisions on steering capital flows towards transformation and sustainability.

When you look at your companies' “sustainability journey”, what have you learnt to date?

Carina Brehm: We firmly believe that a high level of transparency about emissions and a focus on a smaller carbon footprint are crucial to the successful implementation of our sustainability strategy. This is no easy task, which is why we depend on partnerships with our customers and suppliers so that we can jointly use sustainable materials in our products, for example. We are also committed to sharing good practices inside and outside our company. In this way, we can act quickly and consistently to implement efficiency improvements in more energy-intensive manufacturing processes across a global production network, for example.

Petra Sandner: We are looking closely at our entire value chain because we want to integrate sustainability closely into all levels of the company. We started by developing our Sustainable Lending Framework as our central rule-book for sustainable financing. It is now a matter of living by these rules and ensuring that everyone is comfortable with them. We are seeking to involve everyone by means of various dialogue formats and targeted training. It is certainly clear that we need to expand our employees' skill set, share experience and learn from each other. By the same token, we want our employees to acquire valuable experience outside their day-to-day office environment. Our social volunteering programme gives them the opportunity to undertake voluntary activities during working hours, contributing their expertise and experience to social projects and gaining new ideas for the bank in return.





Perspectives and positions of Villeroy & Boch

A lot of energy goes into the manufacture of your ceramic products which are used in many areas of life. What are the main measures being deployed by Villeroy & Boch in the transformation towards a climate-neutral economy?

Susanne Reiter: Decarbonisation is at the heart of our sustainability strategy. We aim to be climate-neutral at all our ceramics sites by 2040. In order to achieve this goal, we need to transform firing technology especially. However, we are not waiting for the kiln manufacturers or for research findings. We are already testing electric and hydrogen kilns and are planning the first trial firings in 2023. All this takes time, which is one more reason to improve the energy efficiency of existing kilns. We believe this could reduce natural gas consumption by 20%. In addition, we are looking closely at the entire production process in order to make it more energy-efficient. We are also working on a comprehensive concept to expand the photovoltaic systems on the roofs of our buildings and to switch to climate-neutral energy supply.

Susanne Reiter

has been responsible for Investor Relations at Villeroy & Boch AG since 2020 and is thus the point of contact for investors and analysts. She also heads the company's Corporate Treasury function, a role she has held since 2013. In both these roles, sustainability is becoming increasingly important.



“As a family-owned company with a 275-year history, we believe in helping to ensure that our world remains a place where future generations will be able to live.”

Susanne Reiter,
Head of Group Treasury and Investor Relations,
Villeroy & Boch Group



One goal of the sustainability transformation must be to make more efficient use of our planet's finite resources. How is your company contributing to the establishment of a circular economy?

Susanne Reiter: In this connection, our main focus is to avoid waste. More than 90 % of unfired breakage and around 10 % of fired breakage are returned to the material used in our ceramic production process. At our Swedish tap fittings factory, 99 % of brass waste is recycled. And in Austria, the wood scraps at our furniture production site cover much of the site's heating requirements during the colder months. We apply a similar concept at our bathroom furniture factory in Germany as well.

As an energy-intensive SME, what do you expect from Helaba? What added value can Helaba as a financial services provider deliver to its customers in connection with decarbonisation?

Susanne Reiter: The decarbonisation process itself is very much driven by technology. In my view, Helaba can support this process by transferring sustainability activities to the finance side of the economy. Here's an example. We are currently adding ESG KPIs to our existing loan agreement. This is the first green financing project for Villeroy & Boch and we are benefiting a great deal from Helaba's experience. I think it is important that, when it comes to sustainability, the financial sector keeps sight of economic reality in the future as well. That is why we need regular dialogue about the regulatory requirements that impact both banks and industrial companies, and about the efforts that industry is already making.



Petra Sandner: Absolutely. As a credit institution organised under public law, we have a duty to the real economy and take our role as a service provider to Germany's SMEs very seriously. We cannot escape the reach of regulation entirely but we definitely see the added value for ESG in the dialogue with our customers. We need to understand our customers' business models and sustainability is essential to this. When it comes to the necessary transformation, Helaba is firmly at the side of its customers because the only way forwards is to work together.

How are your companies approaching the sustainability transformation internally?

Susanne Reiter: The sustainability transformation is a broad topic that we must address with an end-to-end approach. At Villeroy & Boch, our first step was to identify three high-priority action areas: decarbonisation, the development of sustainable products and responsible corporate governance with and for our employees. Our biggest challenge at present is aligning the regulatory requirements of the CSRD with the results of our materiality analysis.

Petra Sandner: Regulatory requirements are a curse and a blessing in equal measure. Implementing these requirements throughout our core business is both complex and demanding. However, they establish the same standards for everyone and provide a binding framework ensuring transparency and comparability. Added to this, we also have to make changes to our internal organisation and handle additional work: adapting processes, taking on new tasks, requesting ESG data from customers for integration

in our decision-making processes. However, this intensive internal dialogue also harbours a massive opportunity. We are getting to know our own organisation better because all functions have to work together. Implementing regulatory requirements requires discussion between departments that have previously had nothing to do with each other which is resulting in creative solutions that benefit both us and our customers.

Thinking about the future of the ceramic industry, what do you think is necessary for a successful transformation?

Susanne Reiter: The core issue is to make firing technology sustainable. However, this will only be possible if sufficient green electricity and green hydrogen are available. The necessary infrastructure, especially for hydrogen, is only now being built. Moreover, compared with fossil fuels, green fuels must be offered at competitive prices.





Responsible corporate governance

We aim to build a responsible business, using our products and services to create added value for the environment and society. Our operations are based on the observance of applicable laws and internal guidelines which we ensure by way of an effective compliance system. In this way, we satisfy our public mandate to operate in the public interest, prevent criminal activity and deliver a positive contribution that extends beyond our core business.

On the basis of their public mandate to operate in the public interest, Helaba and its subsidiaries have a special responsibility to comply with statutory requirements and make a positive contribution to the economy, the environment and society. Through our commitment to the UN Global Compact and as a signatory to the UN Principles for Responsible Banking, we are underscoring the ambition we have communicated in our dialogue with the public. In order to transmit this commitment to all areas of our organisation and provide binding guidance to Helaba Group employees, Helaba has adopted a Code of Conduct which gives our employees, customers and the general public a clear and comprehensive overview of how we behave responsibly in our day-to-day business and in respect of our products. In addition to formulating basic principles, the Code of Conduct outlines requirements for dealing with conflicts of interest, insider knowledge and employee transactions, preventing white collar crime, money laundering and terrorist financing and complying with financial sanctions. It also addresses the issues of data protection and information security, transparency and cooperation with investigating and supervisory authorities, corruption and bribery, fair competition and tax compliance. Moreover, it establishes the framework for Helaba's responsible conduct outside its core business. G4-FS1

Compliance Money Laundering and Fraud Prevention is the point of contact for all questions concerning the Code of Conduct. It provides guidance to all employees regarding concerns and questions about the specific action they should take in the course of their day-to-day work. It is also the point of contact for employees who suspect a breach of the instructions and guidelines for implementing the Code of Conduct or have observed any unusual behaviour. A whistleblowing system (WhistProtect®) is in place, enabling any employee to report potentially unlawful transactions, also to an external instance. At any time, they may contact a neutral ombudsperson anonymously and in confidence via a range of communication channels. GRI 2-26

Compliance and anti-corruption

The basis for our actions at Helaba is that the Group will comply at all times with laws and regulations at local, national and international levels. Our success is founded on rapid decision-making in crisis situations, a strategic approach to dealing with risk information and a responsible compliance culture. Any breach of statutory provisions is a legal risk. We manage this risk together with other operational risks, in other words the business risks which arise because internal procedures, people or systems are inadequate or fail. With a view to prevention, an annual Group-wide risk analysis is compiled covering all business locations. The results of this analysis are presented to the relevant Board members, the full Executive Board and the Supervisory Board. In addition, Internal Audit conducts an independent assessment of risk management and the controls in the course of its auditing activities and reports on this to the Executive Board.

The German Federal Financial Supervisory Authority (BaFin) has defined Minimum Requirements for Risk Management (MaRisk) for loan and financial services providers on the basis of the German Banking Act (Kreditwesengesetz, KWG). Compliance with these minimum standards is the requirement that Helaba – and all other

banks – have to fulfil in order to operate and is reviewed annually in the course of the audit of the annual financial statements. In accordance with MaRisk, the Compliance function reports to and is directly subordinate to the Executive Board. The Corporate Compliance Department pays particular attention to the rules prohibiting insider dealing and identifies and regulates potential conflicts of interest. GRI 2-15 Helaba has appointed a head of compliance who is registered with the supervisory authorities as performing the functions of group anti-money laundering officers, MaRisk compliance officers and compliance officers for the German Securities Trading Act. In addition, monitoring software is used to keep business relationships under constant surveillance. In line with regulatory requirements, Helaba holds regular compliance training sessions that cover the capital market, anti-money laundering and fraud prevention and it is mandatory for all employees to attend these events at least every two years. GRI 205-2

During the reporting period, there were no breaches of laws and regulations which resulted in the imposition of sanctions and fines on Helaba. The European Central Bank (ECB) imposed an administrative fine of 6.8 million euros against Helaba in February 2023 following an examination of the evaluation of market price risks and related reporting requirements in 2020. In its defence, Helaba emphasized that no violation of regulatory requirements was intended at any time. The bank has now conceded this erroneous assessment and taken steps designed to further strengthen processes used to modify such models. → Statement on the ECB's administrative fine

GRI 2-27



Preventing money laundering and terrorist financing

Helaba devotes special care and attention to preventing criminal economic activity including money laundering and terrorist financing. Money laundering is the term used to describe the process by which assets acquired by illegal means or through past deeds that are subject to criminal law – such as drug and arms dealing, illicit gambling and prostitution – are transferred into the legal financial system. The goal of those involved is to conceal the origin of the money so it can be used in business transactions such as the purchase of real estate. In the case of terrorist financing, banks are used to transfer money to be employed for terrorist purposes. As the financial services provider to the Sparkassen-Finanzgruppe and its main partner on questions relating to payment transactions and as a preferred service provider to corporate and institutional customers, the public sector and international banks, Helaba has a special responsibility to investigate suspected cases and to counter both money laundering and terrorist financing. To this end, the compliance office named Money Laundering and Fraud Prevention has developed and enforces internal principles and suitable safeguards and controls to prevent these offences and criminal acts such as fraud and bribery. We work with our branches and subsidiaries to constantly update these functions.

Avoiding and identifying corruption

In accordance with the Principles of the UN Global Compact, we oppose all forms of corruption – including blackmail and bribery – and have established an internal governance framework that defines appropriate preventive measures for implementing these principles. The framework sets out how the Executive Board ensures that actual and potential corruption risks are investigated, managed, monitored and disclosed. Our operating procedures make up a central control tool which defines written rules and processes in such a way that they are complied with by the relevant employees and facilitate subsequent monitoring of compliance. A corresponding company and risk culture is a further important tool for preventing corruption and identifying any cases which

might still occur. Our framework also defines how the Executive Board's governance function is monitored. Risk analysis for the reporting year revealed no significant corruption risks. In 2022, as in previous years, no corruption proceedings were notified to Helaba. GRI 205-1 GRI 205-3

Transparent defence of our interests

Compliance with applicable regulations also includes the legally compliant provision of funding and services in the form of donations and sponsorship. In accordance with the relevant regulatory requirements, we have established internal control processes to ensure compliance. Strict rules and controls apply in particular to our political lobbying activities and association memberships. WIBank is included in the EU transparency register in respect of its activities relating to EU institutions. It is a member of the European Association of Public Banks (EAPB), which represents the interests of European development banks and municipal lenders to the EU institutions. Helaba is a member of the following associations:

- The **German Savings Bank Association (DSGV)** organises decision-making within the Sparkassen-Finanzgruppe, defines its strategy and represents its interests in the public arena.
- The **Bundesverband Öffentlicher Banken (VÖB)** represents the interests of 60 members, including the Landesbanken and Germany's federal and state development banks.
- The **Association of German Pfandbrief Banks (vdp)** represents the interests of the Pfandbrief banks in national and European decision-making bodies and in dealing with the professional public.

Funding and services are always granted in accordance with the applicable statutory provisions. We have also defined our own internal funding rules; see "Social engagement". In accordance with the Charter and due to the particular ownership structure of Helaba, the Supervisory Board and the Board of Public Owners are

made up of members who hold functions in the political sphere at the state and municipal levels. However, they exercise no political influence on the bank's operational business.

Creating transparency and embracing responsibility – also in advertising

We are committed to an open and transparent communications policy. Within the context of our statutory obligations, we reliably communicate information about our business activities by the respective deadlines and cooperate with investigating and supervisory authorities.

When advertising our products, we ensure that we always respect general fundamental social values, as they are also a part of Helaba's Code of Conduct. It goes without saying that we comply with regulations such as the ban on unfair commercial practices and misleading advertising. Our Code of Conduct also provides guidance on the responsible use of social media by Helaba and its employees. In 2022, as in the previous years, no sanctions, fines or warnings for non-compliance with marketing regulations were issued to Helaba. GRI 417-1 GRI 417-2 GRI 417-3

Tax strategy

Helaba is primarily active and subject to taxation in Germany. Owing to our legal form as a public-law institution and our mandate as a Landesbank operating in the public interest, we have a special duty to maintain a responsible approach to taxes. In order to ensure compliance with all its tax obligations, Helaba has published its tax strategy. The tax strategy is anchored in Helaba's business strategy and establishes a binding guideline for the Helaba Group companies that are bound by the business strategy. It is reviewed annually and adopted by the Executive Board. The goal is to ensure that Helaba and its subsidiaries fully meet their tax obligations at all times and in due time. This means especially that we comply with tax laws and regulations. As far as possible, we avoid operational risks and reputational risks associated with tax issues.



All tax-related decisions are based on the principle of sustainability. We reject the use of artificial tax instruments with no basis in fiscal or business-related issues. Instead, Helaba is committed to products and business activities that are not designed for purely tax-driven reasons or have no basis in business-related issues.

GRI 207-1

In particular, an effective tax compliance management system (TCMS) ensures that the tax strategy is implemented at Helaba. On the basis of the tax strategy, the subsidiaries are obliged to maintain a TCMS specific and appropriate to their operational requirements. In terms of organisation, the TCMS is based on the overall risk strategy and the established control and risk management structure with a clear allocation of responsibilities (three lines of defence [3 LoD] principle). The focus rests on identifying, managing and monitoring operational risks (in the narrow sense) related to tax issues. In this connection, the Taxes department serves as the specialised second LoD which provides support in controlling operational risks (non-financial risks, NFR). Additionally, the tax process group at Helaba is structured and organised by tasks, processes and control requirements, also in consideration of risk aspects, in accordance with the internal guidelines; it is subject to constant monitoring (referred to as internal control system for taxes, tax ICS). A reporting system covering the regular submission of information has been established as part of the TCMS. Additionally, taxes are also part of the established compliance whistleblower system at Helaba ("whistleblower"). We cooperate transparently and in a spirit of trust with the respective tax authorities in all tax-related matters.

GRI 207-2 GRI 207-3

Fair taxation of profits

Helaba pays taxes on its profits in the jurisdictions where the value is created. The arm's-length principle is applied to the inter-company settlement of transactions and services with foreign branches, for example. In the context of its country-by-country reporting, Helaba presents the sales revenue and number of employees of each branch and head office of entities in the tax jurisdiction of each EU member state and third country in accordance with section 26a of the German Banking Act. All fully consolidated companies included in the IFRS consolidated financial statements are taken into account. Helaba provides the following detailed information in its annual report for the tax jurisdiction of each EU member state and third country:

- Company name (list of shareholdings), nature of activity, head office/location and country
- Sales revenue
- Consolidated net profit before taxes on income
- Income tax expense
- Number of full-time equivalents

GRI 207-4

During the reporting period, Helaba entities received no government subsidies within the meaning of an EU subsidy programme.

GRI 201-4

Data protection and information security

At Helaba, the Information Security and Data Protection functions are part of the Information Security Management (ISM) department. This collaboration is aimed at protecting personal data and ensuring achievement of the three information security protection targets of confidentiality, integrity and availability. The main regulatory framework governing the protection of personal data is the EU General Data Protection Regulation (GDPR). This stipulates that the personal data of both customers and employees may only be collected, shared and processed in accordance with data protection requirements. The Supervisory Requirements for IT in Financial Institutions (Bankaufsichtliche Anforderungen an

die IT, BAIT) and ISO 27001 are central to the design of the bank's information security management system. The information security management system (ISMS) used by Helaba is ISO 27001 certified and has been approved by an external authority.

Creating clear lines of responsibility for secure data

The Chief Information Security Officer (CISO) is responsible for the operational oversight and ongoing development of information security management in accordance with the strategy defined by the Executive Board. They report to the Executive Board and are responsible for implementing, setting up, enforcing and monitoring information security for Helaba, including its international branches and representative offices. The CISO mainly works independently and without supervision, especially in respect of the rules and measures they define for ensuring information security.

The CISO and the Data Protection Officer (DPO) cooperate closely, particularly in ensuring compliance with technical and organisational data protection requirements. Like the CISO, the DPO reports directly to the Executive Board, informing and advising the Executive Board, all organisational units and employees with regard to data protection requirements pertaining to the bank. They are responsible for monitoring compliance with data protection regulations as well as for employee training and for raising awareness of data protection issues amongst employees.

Helaba has established a data protection management system (DPMS) in order to define and implement the desired level of data protection and to adapt it continuously to current needs and the risk situation. The DPMS represents the entirety of all documented and established rules, processes and measures with which the company systematically manages and controls the handling of personal data in compliance with data protection requirements. Inspections take place on the basis of a multi-year risk-oriented monitoring plan.



As far as awareness-raising and training of employees are concerned, the Data Protection and Information Security functions conduct joint awareness measures in order to reflect the many interfaces and interactions which exist. Examples include the web-based training course on information security and data protection and the annual webinar series offered during the bank's Cyber Month. The training course provides employees with an overview of cyber threats, how to recognise them, how to take the right action and thus how to protect Helaba. In addition, it contains important information on data protection, in particular the basics and principles of data protection, as well as on how to deal with data subject requests and data protection violations. All newly hired internal and external employees must complete the training course within three months of joining the company. Afterwards, they must repeat it each year. The training course is designed in such a way that the conduct of the class is clearly documented. Alongside technical and organisational measures, raising employee awareness is an important means of protecting the bank against social engineering attacks.

Operating climate and environmental protection

Helaba considers limiting global warming to less than 1.5 degrees Celsius and adapting to the already unavoidable effects of climate change to be among the greatest of the current sociopolitical challenges. We have pledged our commitment to the United Nations Paris Agreement and the climate objectives of the German government and the European Union-

Helaba believes its core lending business offers the biggest lever for achieving climate protection and other sustainability objectives. We are therefore developing measures and development paths aimed at reducing the intensity of the CO₂ emissions we finance, i.e. the Scope 3 emissions in the downstream value chain in accordance with Greenhouse Gas Protocol (GHG) 3.15; see "Sustainability strategy and management" and "Impact-based products".

However, we are also seeking to minimise the impact of our own business operations on the climate and the environment. As a signatory to the voluntary commitment by the Sparkassen, Helaba has committed to making its business operations carbon-neutral by 2035 at the latest. We have defined the interim milestone of already reducing our CO₂ emissions by 15 % to 30 % by 2025 compared with the average for the years from 2015 to 2019. As a significant milestone, we will be using climate-friendly biogas instead of natural gas to supply energy to the MAIN TOWER from 2023. In addition, we plan to install our own photovoltaic system on the roof of the Helaba Campus this year. This will generate around 120,000 kWh of electricity per year, allowing us to produce around 5 % of power requirements directly on site.

Focused reduction in emissions

Because consumption of resources at Helaba is primarily limited to energy consumption for building maintenance and IT operations, as well as the consumption of fuel for the company vehicle fleet, consumption reduction measures are focused on these areas. Around 60 % of Helaba's CO₂ emissions can be attributed to the consumption of electricity and heating energy in the office buildings. We aim to reduce this consumption by way of targeted investments and modification measures. Today, more than 90 % of the electricity used in the Helaba office buildings comes from renewable sources and 100 % at our own locations. In the MAIN TOWER and on the Helaba Campus, we have already switched the lighting in the general and technical areas over to energy-efficient LEDs, as well as begun the process in the office spaces.

Especially in light of the growing significance of mobile working, Helaba is also developing emission reduction concepts in the area of mobility. If business travel cannot be replaced by video or telephone conferences, we make use of public transport wherever possible. Our vehicle fleet is also becoming greener, thanks to our company car directive which gives preference to the procurement of fuel-efficient and low-emission vehicles and prohibits high-powered models. It also defines maximum thresholds for CO₂ emissions.

Total emissions amounted to almost 10,000 tonnes in both 2018 and 2019. In 2020, Helaba's CO₂ emissions dropped to 7,530 tonnes – primarily due to a decline in business travel and working being done at home since the beginning of the COVID-19 pandemic. After bottoming out at around 6,700 tonnes in 2021, CO₂ emissions rose again last year to a level of around 7,500 tonnes as the effects of the COVID-19 pandemic have largely been overcome. However, we aim to sustain the progress achieved during these two years and utilise further savings potential on our path to our medium-term climate objective. In 2022, we began to use climate protection certificates that meet the highest standards to make voluntary financial contributions that compensate for those bank operations where it is impossible to avoid emissions. This practise is being applied retroactively to 2021 and will be used in future financial years as well. GRI 305-5

Helaba London: significantly lower footprint after relocation

Since 2018, our London staff have implemented various measures to reduce their environmental footprint. After relocating to a smaller site, they were able to leverage further efficiencies. Highlights:

- Office space reduced by over 50 %
- Electricity consumption reduced by 45 %
- Number of printers reduced from 31 to 2
- Paper consumption reduced by over 90 %



CO ₂ emissions (in t)	GRI 305-1	GRI 305-2	GRI 305-3	GRI 305-5
	2022	2021	2020	
Total CO ₂ emissions (Scope 1–3) (t)	7,583	6,728	7,469	
of which are direct CO ₂ emissions (Scope 1)	3,602	2,780	2,514	
of which are indirect CO ₂ emissions (Scope 2)	516	661	1,268	
of which are other indirect CO ₂ emissions (Scope 3)	3,464	3,288	3,687	

Energy consumption (in MWh)	GRI 302-1	GRI 302-4	
	2022	2021	2020
Total energy consumption (electricity and heating)	34,799	39,264	38,794
Electricity consumption	12,615	15,904	17,770
of which is green electricity	11,733	14,793	15,974
of which is from combined heat and power (CHP) plants	881	1,111	1,796
Heating energy consumption	22,184	23,360	21,024
of which is natural gas*	11,122	7,658	6,761
of which is local/district heating from CHP plants	10,488	14,622	13,302
of which is local/district heating from biogas	546	1,050	931
of which is generated using light heating oil	28	30	30

* Around 85 % is produced by the MAIN TOWER CHP plant.

The year 2022 was marked by extreme uncertainty on the energy markets, forcing us to deal with the effects of an energy crisis. Nevertheless, we were able to significantly reduce our energy consumption in this situation. Owing to contrary price dynamics, we purchased more natural gas than district heating.

Helaba Group builds 52-storey Central Business Tower with historical core structures dating back to 1891 under the management of OFB Projektentwicklung GmbH.

Sustainability plays a central role in the construction of the Central Business Tower. In order to save CO₂ emissions during construction, a special type of concrete is being used in the foundation piles. This will reduce CO₂ emissions by 57 % compared to conventional concrete. In addition, solar panels will be integrated into the skyscraper's outer façade, with the aim of operating the electric charging stations in the underground car park in a largely carbon-neutral manner.

Link to the website: <https://central-business-tower.de/en/project.html>

Helaba uses the calculation methodology of the German Association for Environmental Management and Sustainability in Financial Institutions (VfU) to record CO₂ emissions at 20 locations worldwide that account for around 98 % of the office space in use. We use very few extrapolations or estimates, mostly for small leased spaces. In 2022, the data collection process was revised and late data submissions were added, so that the previous year's values have been adjusted. GRI 2-4

Protecting natural resources

Compared with a manufacturing company, Helaba has low resource requirements coupled with a small environmental footprint. It mainly consumes energy, paper and water. The water consumption is due to its sanitary facilities and canteen. In terms of consumption of resources, Helaba does not believe it has any material impact on the environment due to its business operations.

Nevertheless, we make every effort to conserve resources and use (more) sustainable alternatives wherever possible. Most of our internal and external correspondence is now digital. Through various measures, such as the introduction of electronic signatures for internal processes, we have been able to reduce our paper consumption by around a third in the last three years.

Resource consumption	GRI 301-1	GRI 303-5	
	2022	2021	2020
Office paper (kg)	125,293	142,266	188,147
of which is certified (FSC, PEFC, etc.)	87.4 %	85.0 %	82.7 %
of which is recycled paper	12.6 %	15.0 %	17.3 %
Water consumption (m³)	41,668	52,491	73,320

Over and above our emissions, the output of our business operations also has a comparatively low impact on the environment. Disposable coffee cups are only available upon request and for a charge. These cups as well as canteen packaging are made from recyclable algae-based materials. Apart from used paper, most of our waste is similar to household waste.

Waste generation		GRI 306-1		
	2022	2021	2020	
Waste generation (kg)	445,628	557,706	564,437	
of which is recycled/ reused*	85 %	83.0 %	91.4 %	
of which is incinerated	15 %	17.0 %	8.6 %	
of which is hazardous waste	0.0 %	0.0 %	0.0 %	

* According to data from the waste disposal company.



Sustainable procurement

When procuring materials and services, like it did when it switched to recycled office paper, Helaba generally prefers working with suppliers which have implemented an environmental management system in compliance with industry standards and use renewable energy in their value chains. In particular, this increasingly applies to the selection of IT hardware suppliers, as our IT infrastructure is of central importance for the business activities of Helaba. Helaba has created a binding framework in the form of a Supplier Code of Conduct which stipulates provisions for compliance with environmental standards, the recyclability of packaging and the transport of goods. In respect of risks related to human rights, Helaba pursues a risk-based approach to outsourcing activities and processes. In addition to observing environmental protection requirements, suppliers must submit a declaration of their respect for human rights. **G4-FS1**

Supply Chain Due Diligence Act

As part of the HelabaSustained project, Helaba has devised and implemented the steps necessary to implement the German Act on Corporate Due Diligence in Supply Chains (Lieferkettensorgfaltspflichtengesetz, "LkSG"), which is required to be applied as of 2023. Among other things, the organisational prerequisites were created for conducting and monitoring risk management for the purpose of analysing human rights and environmental risks.

In 2022, Helaba's supply chain was analysed with regard to relevant risks. No relevant risks emerged in its own area of business. In the case of direct suppliers, no relatively high risks triggering preventive or corrective actions were identified in relation to specific suppliers. Helaba has also set up a complaint process that third parties can use to report human rights and environmental risks as well as violations of human rights and environmental requirements.

Helaba is creating a risk management system designed to observe human rights and environmental care-of-duty requirements in Helaba's supply chain and relevant subsidiaries. Two human rights coordinators will oversee the organisational implementation with primary responsibility for their own business area and suppliers. They will be provided with Helaba contact partners in subsidiaries and certain departments at Helaba. Helaba also appoints a human rights officer at a central level to monitor and centrally coordinate human rights issues. Helaba will issue an annual report regarding its fulfilment of its duty-of-care obligations under the German Act on Corporate Due Diligence in Supply Chains and will post this report on the company's home page.

GRI 308-1 **GRI 414-1**

Preserving and promoting biodiversity

Alongside climate change, experts consider the destruction of habitats and the resulting biodiversity crisis to be the greatest global challenge of our era. Intact and healthy ecosystems fulfil a number of purposes that are essential to our survival on earth. Bacteria and other microorganisms break down organic substances to produce nutrients that ensure the fertility of soils. Pollinators like bees facilitate plant reproduction and are essential to our food production system. And intact forests and oceans are great repositories of carbon. Changes in land use, monocultures, the overexploitation of natural resources, climate change, pollution and invasive species are considered to be the main factors in biodiversity loss.

As a financial services provider, Helaba considers the impact of its operations on biodiversity to be low compared with a manufacturing company. **GRI 304-2** We have implemented a number of measures in our business activities dedicated to protecting biodiversity. For example, Helaba will not knowingly provide financing to projects which will result in severe environmental damage. These include, in particular, projects that could endanger wetlands and World Heritage Sites, involve illegal logging or slash-and-burn land clearance or could threaten endangered species in other ways.

The Helaba Group is also committed to a number of projects aimed at increasing biodiversity in the immediate vicinity of our business locations. OFB has expressly anchored the protection of biodiversity and ecosystems as one of the five objectives of its sustainability strategy. In day-to-day operations, this means restricting the sealing of soil on undeveloped land. By applying the principles of animal-aided design in planning, it is possible to respect the needs of urban animals in real estate development, thus enriching urban life with natural experiences.

WIBank has various development programmes on behalf of the State of Hesse which support sustainable agriculture and strengthen forest ecosystems. One example is the Hesse Programme for Agricultural Environmental and Landscape Management Measures (HALM2). It promotes the introduction and perpetuation of organic farming, organic winegrowing as well as species and biotope protection in agricultural eco-systems. The GWH locations in Frankfurt, Kassel, Meerbusch, Leipzig and Mainz-Finthen provide a home to a total of 16 bee colonies. They number around 500,000 bees in total and are cared for by local beekeepers.

Social engagement

On the basis of its statutory public mandate, Helaba has a special obligation to serve the public interest. Outside of our core business, we contribute donations and sponsorships that benefit people and the environment in many ways. To embed this commitment strategically, Helaba has developed a corporate citizenship concept covering its social engagement – and that of its subsidiaries – and social volunteering by employees (see the chapter "Respectful corporate culture").



Helaba considers its support for education, culture, social projects, the environment, science, and sport in its various iterations to be an important part of its role in society. In its home states of Hesse and Thuringia and also in the states of North Rhine-Westphalia and Brandenburg, where it serves as the central bank for the Sparkassen, Helaba supports many charitable projects. In the reporting year, our donations and sponsorships totalled 1.6 million euros.

Greening the finance sector

Helaba has especially strong ties to the Frankfurt financial centre, where it supports forward-looking initiatives such as the [Green and Sustainable Finance Cluster](#) as a founding member (WIBank) and sponsor (Helaba): the network pursues the objective of leveraging the existing sustainability expertise on the financial market and supporting the transformation to a sustainable global economic system with suitable financial market structures. As a founding member (WIBank) and platinum sponsor (Helaba) of the TechQuartier, we support start-ups in the fields of green technology, clean energy and sustainable finance.

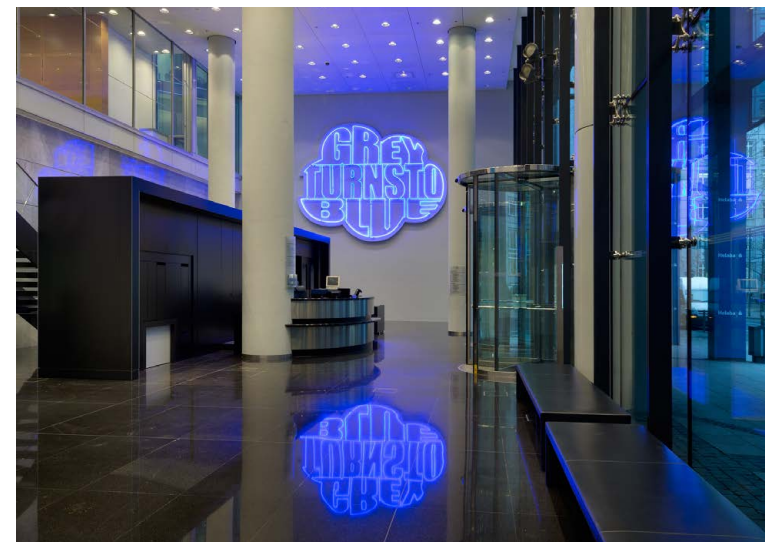
Providing financial education

How can I keep tabs on my spending? How much of my salary should I save? Which type of investment is right for me? Frankfurter Sparkasse offers a range of financial education measures to help consumers of any age stay on top of their financial affairs. In the context of their public mandate, the Sparkassen savings banks have a [dedicated service for schools](#) with a broad media offering covering basic financial education. A [stock market simulation game](#) enables the participants to learn by doing, opening virtual securities accounts and performing transactions. The online game helps develop basic financial knowledge and provides insights into the stock exchange. G4-FS16

We've got the region's back

The Helaba Group is firmly established in the region thanks in particular to WIBank (the development institution for the State of Hesse) and Frankfurter Sparkasse (one of Germany's largest Savings Banks). We create social and environmental value through our core business and other activities. WIBank, for example, is a sponsor of [JOBLINGE gAG FrankfurtRheinMain](#), a cross-sector job initiative that helps young people who experience initial difficulties in the transition from school to working life. In addition, the FeM Mädchen*haus women's shelter in Frankfurt received support in 2020 that enabled them to fund periods of refuge for those in need. A donation in kind was given to the youth literature award "Kalbacher Klapperschlange" (Kalbach Rattle Snake) that has been given annually since 1988 by a jury composed solely of children. In 2022, WIBank presented Christmas donations to four initiatives that are devoted to volunteer activities: food salvaging (foodsharing Darmstadt e.V.), animal protection (Tierschutzverein Alsfeld e.V.), fast assistance for people in need (Helferfreunde Frankfurt) and advisory assistance and protection of women in immigrant families (Perlenschatz e.V.). The initiatives were recommended by WIBank employees.

As a company in the residential housing sector, GWH each year supports initiatives and clubs such as [Jumpers – Jugend mit Perspektive](#) and provides venues for social events. Whereas GWH focuses on community management and neighbourhood development in line with its business areas, OFB regularly supports non-profit associations, institutions and foundations. Additionally, OFB is investing in the long-term reforestation of brownfield sites in Hesse's Vogelsbergkreis region. Each time a milestone is achieved in the construction process of a new development project, 1,000 native deciduous and coniferous trees are planted in municipal forests. More than 5,000 new trees have been planted since June 2022. GRI 203-2



Artist: Silke Wagner

Photo: Wolfgang Günzel

Art collection

We view the promotion of new artists as a social responsibility that we as a public-law organisation are happy to assume. Helaba's [art collection](#) has played an important role as a central aspect of our corporate culture since it was created in 1996: It fosters debate and dialogue, confronts us with multidimensional views and ideas and promotes innovation. Today, the Helaba art collection comprises about 1,500 works by about 350 artists. Nearly all of the works in the collection are on permanent display in the bank's domestic and international offices. The works foster immediate encounters with modern and contemporary art. Immediately after construction of the MAIN TOWER began, works that would be created particularly for this location, that is they were to be applied directly to the walls themselves, were commissioned. These works serve as the heart of the Helaba art collection. At the same time, they act as a main attraction for the building and are accessible to the public.



Support of culture and the arts

Sustainable cultural engagement is a fundamental component of our corporate culture. This is why we support museums and exhibitions, music and theatre festivals as well as amateur and professional sports. The bank's commitment involves long-term partnerships with museums and institutions in the states of Hesse, Thuringia and North Rhine-Westphalia. The organisations and events we sponsor range from the Museum for Modern Art (MMA), the Städel Art Institute and the Helaba CLASSICnights at the Alte Oper in Frankfurt to the Cathedral Steps Festival in Erfurt, the Rheingau Music Festival and the Piano Festival Ruhr.

Since 2009, the Robert Gernhardt Award, a prize that is sponsored by WIBank and organised with the Hessian Ministry for Science and Art, has been presented to two writers each year. The prize money of 12,000 euros for each award winner is designed to help finance work on a bigger literary project. The partnership with the Frankfurt reading festival called "Frankfurt liest ein Buch" is also a long-term activity.

We support the athletic organisation Sporthilfe Hessen, the Luge World Championship in the Thuringian town of Oberhof, running events like the Marathon Düsseldorf and the Ironman Night Run in Frankfurt as well as Eintracht Frankfurt, a first division football club. Last but not least, WIBank supported paralympic sports in 2022 by sponsoring the German Para-Team Championships in table tennis at Heuchelheim an der Lahn.

Transparent engagement

We have revised our donation policy for the purpose of aligning our social responsibility with our principles and making it understandable and transparent to employees and external individuals. The policy defines the support spectrum of donation and sponsoring activities. Drawing on the core aspects of Helaba's business operations, the policy focuses on the following areas:

- Art, culture and science
- Social cohesion, social and charitable activities
- Cultural, financial, environmental and business education
- Sport and exercise
- Protection of natural resources, sustainability and climate protection

Similarly, the policy excludes certain groups, individuals and associations as recipients of donations, such as political parties and party-affiliated organisations or individuals. During the reporting period, Helaba made no political contributions – a practise that it has applied in past years as well. GRI 415-1 G4-FS1 To ensure that our funding and sponsoring activities reflect the principles and the orientation of Helaba, the measures are assessed at regular intervals based on the reporting of our sponsoring partners. In our public communications, sponsorship measures are always identified as such.

Management approach "Responsible corporate governance"

GRI 3-3

Guiding principle

Helaba has a role as a corporate citizen. Clear guidelines and effective compliance processes ensure the observance of applicable law and create opportunities for engaging with people and the environment outside our core business as well.

Strategic / operational objectives

- By 2025, Helaba will reduce its CO₂ emissions by 15 % to 30 % compared with the average of the years from 2015 to 2019 and achieve carbon neutrality in its business operations by 2035.
- Helaba procures materials and services from ecologically and socially sustainable sources.
- Helaba structures its donation and sponsorship activities transparently and in accordance with its basic values. Each year, Helaba commits funding to environmental and climate protection initiatives.

Measures in 2022

	Deadline	Status
Establishment of a digital meeting culture to reduce business travel	Ongoing	In the process of implementation
Development of a Supplier Code of Conduct	2019	Completed
Analysis of the supply chain in preparation for the introduction of the German Act on Corporate Due Diligence in Supply Chains (Lieferkettensorgfaltspflichten-gesetz)	Since 2021	Completed
Switch to the procurement of fully recycled paper	2021	Completed
Introduction of electronic signatures	2021	Completed
Development of a donation policy	Since 2021	Completed
Financial support for projects to save CO ₂ emissions in developing and emerging countries	Since 2022	Ongoing
Development of a CO ₂ reduction path for the real estate portfolio	Since 2022	In the process of implementation



Helaba's sustainability journey



We know that strategies are only ever as good as the people whose job it is to make them a reality, who work day in, day out on concrete action to realise the company's objectives. We've therefore chosen some Helaba staff members to give us a look around the "engine room" of our sustainability strategy. Each of them stands for one of our key performance indicators and represents everyone working for a sustainable bank in their everyday jobs and beyond.

Photos: Frank Hüter, Angelika Stehle, private



Your bank was one of the signatories of the Sparkassen-Finanzgruppe's commitment to more climate action. What do you see as the key success factors for carbon-neutral banking operations?

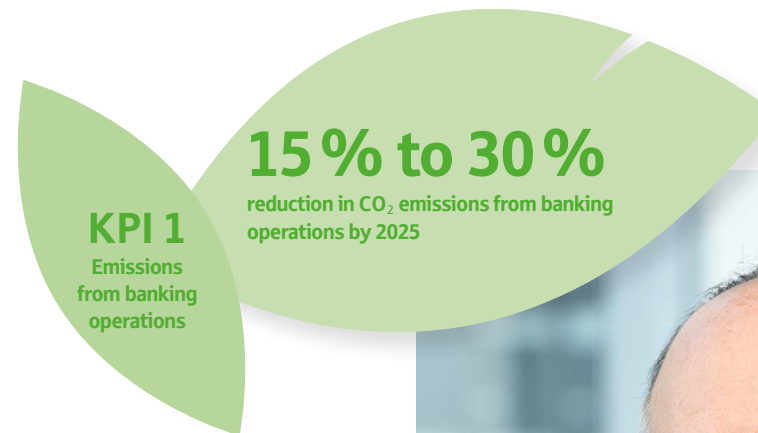
Our goal is to be climate neutral by 2035 at the latest. We both want and need to take everyone with us on this journey and not leave any potential unused. In our ESG Integration project, we are gathering ideas and deciding specific measures to cut emissions. This involves structural changes such as the shift to renewable electricity, LED lighting and recycled paper, which we have already begun or completed at our head office in Frankfurt. But it's just as important to raise awareness among employees. We use the intranet to encourage them to save electricity and hot water, for example.

Which newer measures are particularly effective in reducing emissions?

Since September 2022, our employees have been able to lease a company bicycle. Combined with the JobTicket (employer-provided public transport season ticket), this is another incentive to use climate-friendly means of getting around. We also try to make effective use of digitalisation wherever possible: As many of our employees work remotely at times – the keyword being “New Work” – we have been able to optimise our office space and reduce our energy consumption accordingly. In future, digital measuring points in the building will help us to design even more economical lighting concepts, for example. The digital customer service centre we launched in 2021 is making our sales department more efficient and means our customers don't need to make so many trips to the branch.

“Electricity, heating, mobility: To reduce CO₂, we need to use big levers and many small ones. And be a role model of climate friendly action every single day!”

Thorsten Haus,
Head of Compliance, Frankfurter Sparkasse



Thorsten Haus

trained as a bank officer at Frankfurter Sparkasse more than 30 years ago and has stayed loyal to the institution to this day. In his current position, which he has held since 2016, he is responsible for regulatory topics, from capital markets to MaRisk and information security. He also oversees Frankfurter Sparkasse's ISO-certified environmental management system.

Sustainability for him means ...



SettingAnExample
PromotingIntergenerationalEquality
StickingWithIt





“ESG as an opportunity – that’s the mindset we need to reach our customers and achieve positive change!”

Bianca Heldmann

Deputy Bank Manager, Head of Savings Banks and SME Hesse-Thuringia / Rhineland-Palatinate / Saarland, Helaba

KPI 2
Sustainable
lending

50 %

share of sustainable
business volume
in the portfolio by 2025

Bianca Heldmann

joined Helaba in 2016 and has been in her current position since 2020. She and her team support Savings Banks, SMEs and international SMEs in four central German states. As ESG coordinator and an advocate for agile working, she wants to support the Savings Banks and their corporate customers in the sustainability transformation using her expertise and courageous approach.

Sustainability for her means ...



PersonifyingValues
ShapingTheFuture
SeizingOpportunities

How do you support the Savings Banks and their customers in making sustainable financing the new standard?

Many big companies have already made a lot of progress with the transformation, partly because of regulatory requirements. We want to support corporate customers together with the Savings Banks. For us, that means giving them specific information on the possibilities of the ESG transformation and the approach taken by the Sustainable Finance Advisory. We don't see ESG as a chore but as a great opportunity to enhance customer and business relationships. That's why we work week in week out on this issue – for example with video series and discussion rounds where we encourage Savings Banks and our direct customers to talk about the topic and consider ESG aspects when it comes to financing.

What was your ESG highlight in the reporting year?

We signed a bilateral framework agreement with Villeroy & Boch for a three-year loan at the end of 2022. Thanks to our good internal collaboration with Sustainable Finance Advisory, we used the ESG rendezvous clause in this agreement. This means that the company will define relevant KPIs and targets based on its sustainability strategy by a contractually agreed deadline and pay higher or lower margins depending on its progress. The chance to discuss ESG criteria in a new, more strategic way with the customer was very motivating and a nice reinforcement for our deal team approach.

How do Helaba and Villeroy & Boch work together? How is the ceramics producer decarbonising its production? → See p. 43
Interview with Susanne Reiter, Head of Corporate Treasury and Investor Relations at Villeroy & Boch, and Petra Sandner, Chief Sustainability Officer at Helaba



**How does promoting female managers contribute to the company's lasting success?**

When we support women in their careers, we can draw from a bigger pool and make optimal use of people's skills and capabilities – that for me is efficient and sustainable. And it pays off on another level too: promoting equality improves the decision-making culture. High-performing teams have diverse opinions.

How were you personally prepared for your management role? What is particularly important to you when managing people?

I've had many great examples and mentors in my personal and professional life. With them as encouragement and the opportunities Helaba gave me, I was able to develop in my leadership role and progress all the way up to head of division. I could access excellent tools to help me do so: management training, leadership coaching and open dialogue with other managers. I want to empower my employees to take on responsibility, to be creative and innovative and to contribute their own perspectives. That means being open about expectations, goals and problems, as well as dealing respectfully with one another.

How can Helaba further increase the proportion of women in management?

We have made quantum leaps in recent years in terms of promoting women. There are equal opportunities in recruitment and at working and management level. That means more and more women are taking on managerial roles and acting as an example to others. Our Helaba-wide women's network is also very valuable and arranges presentations and networking events each month. I myself took part in our programme for high-potential employees as a mentor last year – an experience I would love to repeat.

“Diverse perspectives are the key to sustainable results.”

Anna Reich,
Head of Group Audit, Helaba

KPI 3

Promoting
diversity

30 %

share of female
managers by 2025

Anna Reich

has worked in Group Audit at Helaba since 2017 and has headed the division since spring 2023. She and her team analyse the bank's processes and its compliance and risk management. She helps the decision makers to minimise risk in business operations, react faster to change and tackle future challenges innovatively.

Sustainability for her means ...

PromotingDiversity
ThinkingLongTerm
BeingFitForTheFuture





Vanessa Funk

has worked in various HR development roles for Helaba since 2006. She particularly enjoys working with young talented employees: As part of the talent management team, she recruits trainees, apprentices and students and fosters their career development. She and her colleagues also help the specialist divisions identify and promote high-potential employees.

Sustainability for her means ...



DoingMeaningfulWork
HearingCustomerFeedback
EnjoyingFamilyTime

KPI 4a

We invest
in our
employees

2

training/ continuing profes-
sional development days
per person per year by 2025

“We’re teaching young people the basics for their jobs and bringing them together with the right people. Offering space for creativity and creating perspectives – that’s what drives us.”

Vanessa Funk,
Talent Management, Helaba

What makes Helaba an environment where current and future employees can grow and make an impact?

The topics that excite us right now and where we’re making things happen include digitalisation and IT infrastructure, sustainability, process management and new work. At the same time, the workplace culture is becoming more informal. Networking and mentoring are producing valuable connections and good ideas. That all makes it possible for our employees to make an impact.

What topics do you think are particularly important at the moment when it comes to employability? What role does the megatrend of sustainability play in this context?

From a knowledge perspective, I think familiarity with the regulatory environment and with IT topics such as data analysis are important. In terms of personal skills, we’re looking for people who are curious, open-minded and willing to embrace change. Whatever department we’re in, we should all understand how sustainability affects our own job and how we can make our work more sustainable so that Helaba remains well equipped for the future.

What are your memorable highlights from talent management in 2022?

For the first time in a while, we recruited new trainees again. It was great to see them all at a training session in December 2022 – full of motivation to learn new things and make an impact. Our first cohort also completed our in-house “Nauta” programme for high-potential employees. Over half of participants took on new roles and functions even before the programme had finished. A real success!



No lasting success without satisfied staff. What do you think of Helaba's initiative to invite its workforce to do community volunteering?

For me, and for many others in my generation, a fulfilled life means getting involved in the community. Things like volunteering in a local sports club – whether it's handball or horse riding. I like the way that Helaba is encouraging social engagement and making this possible during working hours. I hope employees will find volunteering opportunities that they haven't yet tried out in their free time and will keep going with them.

You got involved in the JOBLINGE scheme in Cologne in November 2022 as part of Helaba's social volunteering programme. Why did you choose that scheme exactly?

JOBLINGE is for disadvantaged young adults who have difficulty finding their feet in the job market. One element of the support it provides is training to prepare them for everyday working life. It was quite a spontaneous decision for me – I liked their approach and it matched my experience, so I offered a half-day training course on feedback and time management.

What do you particularly remember about the workshop?

Everyone I work with at LBS is well-educated and highly motivated. It was very different working with those who haven't had the same opportunities. Adjusting to the reality of their lives and their different levels of German language skills, resolving conflicts during the training – it really challenged me but it was also very rewarding. It really helped the participants that we worked with practical examples at every opportunity. Their feedback at the end was consistently positive.

Michael Trösser

began his current job in 2010. Among other things, he organises training for managers and sales teams at LBS and Savings Banks in Hesse and Thuringia. He also supports the recruitment of new talent to the LBS Sales Department.

Sustainability for him means ...



ThinkingInTheLongTerm
TakingEffectiveMeasures
BeingPrudent

KPI 4b
We invest in our
employees

>1,000
social volunteering days
a year by 2025



“Volunteering enriches us all and should be mainstream again – it's great that Helaba is promoting exactly that.”

Michael Trösser, Head of Training & Development – Sales,
Landesbausparkasse (LBS) Hessen-Thüringen



Nicole Patrau

came to Helaba's Group Strategy in 2016 and took over as Head of the Investor Relations Group in autumn 2022. Here she particularly appreciates her wide-range of tasks and topic areas – from looking after credit ratings to reporting for corporate bodies and the general public and working with regulatory requirements that demand strategic planning on the part of Helaba.

Sustainability for her means ...



RethinkingBanking

PromotingACircularEconomy

AchievingIntergenerationalEquality

KPI 5

We are striving to achieve a good, stable position in the ESG rating.

A good and stable position

for the relevant ESG ratings in the banking sector by 2025

“A bank makes itself fit for the future by taking a strategic approach to its sustainability transformation and that of its customers.”

Nicole Patrau,
Group Head, Investor Relations, Helaba

How and why does Helaba work with ratings and ESG?

To put it simply, investors use credit ratings to evaluate how creditworthy a company or bank is, i.e. the terms on which it can access capital. ESG factors are becoming ever more important in this evaluation, with the public and regulators currently putting particular focus on the “E” – protecting the climate and environment. For example, they want to know if a company with energy-intensive production processes is efficiently reducing its carbon emissions. Or how much capital a bank like Helaba is investing in transforming the real economy. But the “S” and “G” are also part of the rating. Is the company meeting its responsibilities in terms of occupational safety? Does the bank have a sustainability strategy and the internal structures to implement it? Credible answers to these questions are crucial not just for our customers' creditworthiness but for our own.

Where do you see the biggest challenge in relation to ESG ratings?

Ratings work because of standardisation. Everyone has to define and calculate the underlying indicators in the same way. In the case of ESG data, we're not yet all speaking the same language, particularly when it comes to the “S” and the “G”. There's also a shortage of resources: the regulatory requirements we need to meet in the financial sector are growing very quickly. Many banks still need to build the workforce and knowledge needed to systematically collect ESG data and integrate it into risk management for example.



Respectful corporate culture

Helaba's success as a business depends on its qualified and committed staff. We have forged a modern, respectful corporate culture to attract people from different personal and professional backgrounds. Our comprehensive efforts to improve occupational health and safety, promote employees' professional development and drive engagement with those outside the company all create an appealing working environment.

6,336 people work at Helaba. It is in large part to them – to their individual skills and personal dedication – that we owe our market success. Our human resources activities aim to attract motivated people who share our values and who want to shape Helaba's future and help to build a more sustainable economy.

We understand that people's long-term job satisfaction and ability to realise their full potential depend not only on the work itself but above all on a collaborative and supportive environment. To create such an environment, our corporate culture is built around trust, responsibility and commitment (referred to within the organisation as the "Three V's" on account of the German terms to which they correspond). What does this mean for each and every individual? We strengthen trust, for example through team activities, enabling everyone to be treated as respected equals regardless of whether they are in the office or working from home. We share responsibility so that complex tasks are spread across many different shoulders depending on people's individual strengths and so that the best possible results are achieved for Helaba and its customers. And we make sure we are dependable so we can live up to our promises and effectively plan our day-to-day work. Our managers have a particular responsibility for putting these guiding principles into practice in their teams by setting the right tone from the top.

Moving with the times – remaining an attractive employer

The changing world of work and the increasingly diverse interests of employees are presenting new challenges for Helaba, like other employers. With the Group-wide "Helaba in Bewegung" transformation process, we want to tackle these challenges proactively and use the opportunity to integrate new ways of working, new processes and new forms of collaboration into our corporate culture. The Group-wide "Scope – Growth through Efficiency" transformation project aims to create space for innovation and simplify internal processes and decisions. The Scope project was brought to a successful close at the end of 2022. Our vision is a world of work that emphasises fast decision-making processes, personal responsibility, self-organisation and active learning. Under the motto "NewWork@Helaba", we are testing new workplace concepts and modern forms of leadership and teamwork at the bank. The switch from office-based working to virtual and hybrid models in order to contain the COVID-19 pandemic has further accelerated progress at Helaba. The roll-out of new hardware along with suitable collaboration tools and team formats are helping to make Helaba's new ways of working run ever more smoothly.

A change as extensive as this needs appropriate support, and our Human Resources and Legal Services units stand ready to assist employees and managers alike. Our change management toolbox is helping to embed the desired changes into everyday work at Helaba across all levels of management.

Success through change – and continuity

While the world of work and our everyday working lives at Helaba are set for change, the story for our employees will also be one of continuity. With their hard work, commitment and ideas, our staff contribute to Helaba's long-term success in a dynamic, complex market environment. Their experience and expertise are vital in enabling Helaba to successfully forge long-term customer relationships as a provider of specialist financial services. We therefore also think long-term in the relationship with our workforce. Only around 3 % of our employees are on temporary contracts.

Our employees' high average length of service of 15.1 years and the low turnover rate of around 3.7 % (number of employees terminating their contracts as a proportion of the total number of active employees) illustrate our attractiveness as an employer. Compared with the previous year, the number of employees increased by 39 in financial year 2022 from 6,297 to 6,336. GRI 401-1 This figure is spurring us on to maintain and build on our position as an attractive player in the competition for talent. The employer brand campaign is designed to increase the name recognition of Helaba and is aimed at potential new employees. Key areas addressed include the organisation's internet presence, with a careers site created, campaign pages added and social media channels leveraged to direct anyone interested to the relevant information. Colleagues speaking as brand ambassadors discussed their motivations for working at Helaba. They put a human face on the organisation's value-led ethos and its commitment to sustainability. With a re-designed website and increased social media activity, we are looking to recruit additional highly qualified and motivated specialists, leaders and high-potential young talents for long-term working relationships built on trust.

6,336
people work at
Helaba Group



We recognise the special value of diversity and also take it into account in our recruitment – from the design of job advertisements to the decision as to who gets the job. Our employees represent our brand and give Helaba’s values a face – or rather many faces. They encapsulate the principles of sustainability and diversity in the Helaba Group. Measures such as these also make it clear externally just how determined Helaba is to increase diversity. For this reason, the Helaba Group keeps its job advertisements gender-neutral. We have also brought our recruitment process up to date with our “Magellan” platform, which provides IT tools for managing job applications.

Employee figures GRI 2-7

	2022	2021	2020
Number of employees in the Helaba Group (total)	6,336	6,297	6,241
Number of female employees in the Helaba Group	2,964	2,943	2,934
Number of temporary employees	159	201	163

Fair pay for good work

It is of central importance that employees are adequately remunerated for the work they do. Helaba is committed to the principle of fair and gender-neutral compensation packages. Our remuneration principles aim to ensure employees and Executive Board members are properly rewarded for their efforts and achievements. The remuneration for around 56 % of our employees is collectively agreed, with the pay for more than 80 % of this proportion being set under the collective agreement for public-sector banks. For employees not covered by collective agreements, who make up around 45 % of our workforce, annual salaries are set individually. In addition to their monthly salary, employees whose pay is not collectively agreed receive variable remuneration of up to 100 % of their fixed remuneration. GRI 2-30 Helaba employees whose pay is collectively agreed also receive voluntary, performance-based year-end bonuses. Each year, we publish a remuneration

report that transparently sets out our remuneration systems and the total amounts of all remuneration components. GRI 2-21 The remuneration system for our Executive Board and our approach to integrating sustainability aspects into our target systems are described in more detail in the “Sustainability strategy and management” chapter.

Employee protection

Values with impact. – Helaba’s vision embodies our beliefs and the guiding principle of our business strategy: we act in accordance with our values and thereby create the basis for sustainable, long-term success. Alongside a respectful corporate culture, this includes, above all, protecting the rights of employees. Helaba has aligned itself publicly with this stance by signing both the Diversity Charter and the UN Global Compact and committing to uphold the Universal Declaration of Human Rights and the fundamental conventions of the International Labour Organization (ILO). Our Code of Conduct reflects this by defining respect, trust and tolerance as the core values of our working relationships. It serves as a binding framework for all employees. Helaba does business largely in Germany, Western Europe and North America and does not invest in operational sites or similar facilities in other countries. Given the strict legal framework in the EU and North America, Helaba considers the risk of human rights violations at its operational locations to be low. GRI 2-27

Anti-discrimination and equal opportunities

From unwanted remarks in the office kitchen to blatant discrimination in application processes: all Helaba employees are required to decisively counter any form of discrimination, prejudice or harassment in their everyday work. Like other employers, we at Helaba know that isolated cases of discrimination can occur despite our extensive efforts. Employees therefore have access to a whistleblowing system, a complaints unit in accordance with section 13 of the German Anti-Discrimination Act (Allgemeines Gleichbehandlungsgesetz, AGG) and the employee assistance programme that includes a wide range of mental health coaching services. The employee representatives, the anti-discrimination officer and the body representing disabled employees also address discrimination-related matters if requested. In the reporting year – as in the previous years – no incidents were reported at Helaba. GRI 406-1 As part of the mandatory compliance training that takes place every three years, we inform our employees about their rights and obligations in the context of equal opportunities and anti-discrimination.

Diversity as an opportunity

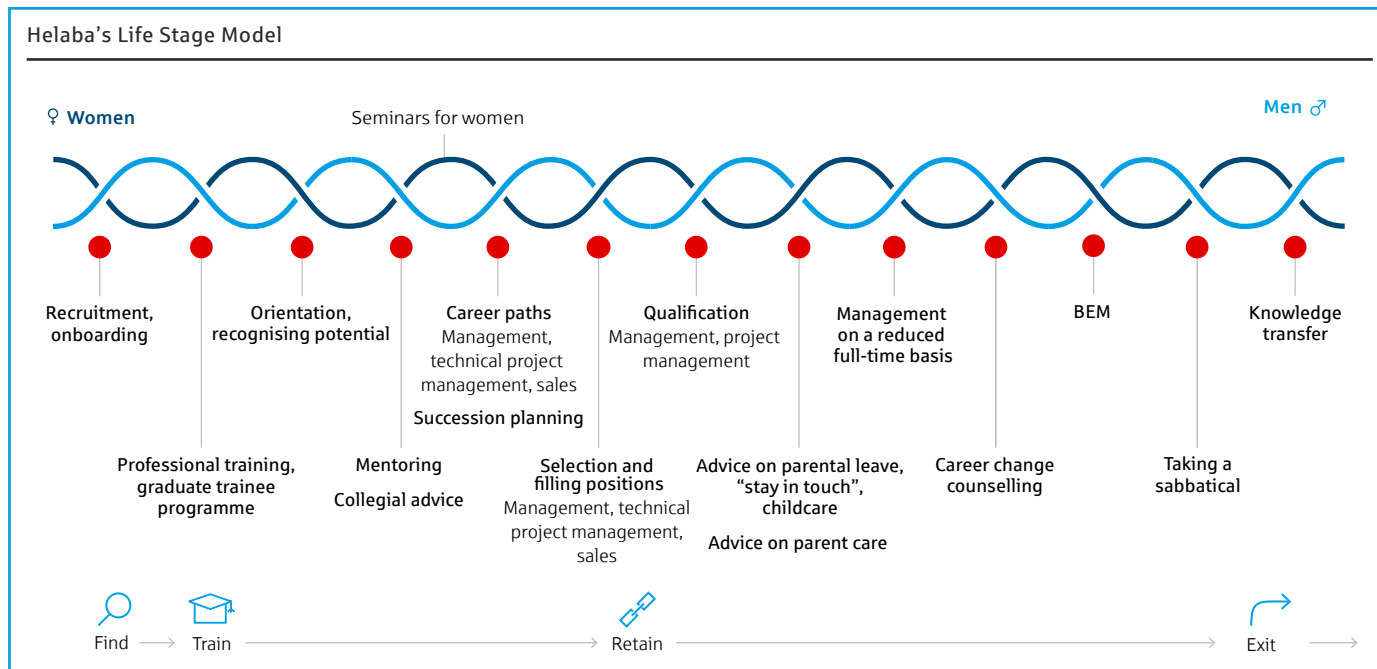
As an employer, Helaba wants to go beyond the legal minimum requirements in deliberately promoting diversity and equal opportunity. One of our highest priorities is to foster an environment in which all employees can take advantage of the professional development opportunities offered by the bank. For this reason, we provide employees with two training days a year. Drawing on their individual abilities, each of these employees contributes to the company’s success, regardless of their age, gender, ethnicity, educational and professional background, geographical origin, sexual identity and disability. We see the diversity of our workforce as an important source of innovation that also helps us improve the risk culture in our organisation. Actively practised and encouraged diversity is not only important, but is also an essential requirement for collaborative interaction and the long-term success of Helaba as a company as well as for a stronger feeling of togetherness. Helaba has been a signatory to the Diversity Charter for around ten years.



More women, including in management

Women currently account for 47 % of Helaba's workforce. They hold 23 % of managerial positions and 28 % of positions on the Supervisory Board. **GRI 405-1** Our sustainability strategy has set a target of increasing the proportion of women in management positions to more than 30 % in the medium term and the proportion of women in Helaba's young talent and professional development programmes to 50 %. This strategic objective is being supported by seminars specially designed for women and by appropriate mentoring schemes. Informal events are also held, including the "ladies' lunch" organised by the Helaba women's network that provides opportunities for female employees to build alliances.

Of course, diversity means something more to us than gender equality at work. This is why we support the organisation and representation of minorities, for example via an LGBTIQ network (for lesbian, gay, bisexual, transgender/transsexual, intersex and queer/questioning people). In 2022, two new internal networks were created: HelaNations (a network for employees with a non-German ethnic background) and NextGeneration (a network for young colleagues). Both are designed to create new momentum at Helaba and make diverse perspectives even more visible. Various initiatives driven by these groups played a prominent role in Helaba's Diversity Month 2022. Four workshops on the topic of "Diversity at Helaba" were organised for German Diversity Day in collaboration with Diversity Management. A cookbook was also created by the new "HelaNations" network. A variety of training courses and workshops on diversity are planned for 2023.



An inclusion agreement signed in 2018 between the body representing disabled employees, the General Human Resources Council and the Helaba Executive Board marked another step towards a more diverse world of work at Helaba. The inclusion agreement sets out targets to improve disabled people's participation in working life. At the same time, Helaba is benefiting from the enormous potential of its qualified staff with a disability. Across the Group, there are currently 320 people with a severe disability working for Helaba. At around 5 % of the workforce, the number has been stable for many years and meets the statutory minimum requirement.

Specific measures to promote diversity are designed in accordance with Helaba's Diversity Policy. This is based, among other things, on guidance from the German Federal Financial Supervisory Authority (BaFin). **G4 FS-1** The diversity working group, which consists of employee representatives, members of the body representing disabled employees and employees from the Human Resources and Legal Services unit, regularly reviews progress on the measures agreed upon and reports the results to the Chairman of the Executive Board. We are developing our catalogue of actions continuously on the basis of these progress evaluations.



Maintaining a work-life balance

To recruit people in different stages of life and different circumstances, we know it takes more than an attractive salary package and targeted promotion and inclusion measures. Our employees are more than their job. They are fathers and mothers, girlfriends and boyfriends, brothers and sisters, daughters and sons. In other words, they also have responsibilities outside of their demanding work at Helaba. Our efforts for more inclusion and equal opportunities are therefore based on a working model that can adjust to every stage of life, fully reflecting the different professional and private lives of our employees. This model is designed to improve the work-life balance and particularly to improve career opportunities for women by helping people fit their work around a family and private life.

Parental leave KPIs

	2022	2021	2020
Number of employees on parental leave (as at 31 December 2022)	179	228	240
Of whom are men	43	54	54
Of whom are women	136	174	186
Average duration (in months) requested – men	2.0	2.5	0.7
Average duration (in months) requested – women	15.9	12.6	11.4

This involves expanding virtual and hybrid working models along with opportunities for part-time employment. Some 23 % of employees at Helaba currently work part-time, of whom 86 % are women. The proportion of men working part time has been increasing for several years.

A total of 179 Helaba employees took advantage of their legal entitlement to parental leave in the reporting year. Around a quarter of them were men. The average duration requested was around two and a half months for men and 15 months for women. **GRI 401-3** Beyond parental leave, Helaba offers childcare to help employees to combine work and family. Frankfurter Sparkasse has been certified as family friendly since 2009. It first passed the audit *berufundfamilie* (work and family audit) in 2009, and this certification has been renewed every three years since, most recently in 2021.

Healthy working

Only healthy employees can realise their full potential at work. Helaba's occupational health management system and company sports programme therefore aim to promote the physical and mental well-being of our employees and to keep them motivated and productive. This holistic approach is also reflected by the internal division of roles: The Talent Acquisition and Development unit addresses issues of mental health and stress management, with an ever-expanding offering including the Helaba Vital programme (which provides training and easy-to-access advice on healthy eating) and web-based training sessions on strengthening personal resilience. **GRI 403-5**

Meanwhile, the Organisation division is responsible for occupational health and safety and occupational medicine. Its activities include the ergonomic design of workstations, health check-ups and vaccinations by company physicians, and fire prevention measures. **GRI 403-1** The Human Resources Council represents employees' interests in accordance with the Hessian Law Concerning Personnel Representation (HPVG). This monitors adherence to and continuous improvement of the rules on employee protection as well as occupational health and safety requirements. The "Employee Assistance Programme" at Helaba that we are implementing with the Fürstenberg Institute helps employees and their family members to reduce mental stresses and protect themselves from serious mental health issues. **GRI 403-4** **GRI 403-6**

On the whole, as a specialist financial services provider, we do not see any material risks to our employees as a result of our business activities. No work-related deaths were recorded in the reporting year or in recent years. The number of work or commuting accidents in 2022 stood at 20. **GRI 403-9** We regard the low absence rate of around 4 % (days lost due to sickness evidenced by a doctor's note as a proportion of the total working days in the reporting year) as a good sign and as an incentive to maintain and build on our commitment to the health of our employees. **GRI 403-10**

Employee health KPIs **GRI 403-3**

	2022	2021	2020
Absence rate (due to sickness, starting from the third day)	6.3 %	4.0 %	3.7 %
Number of work or commuting accidents	20	36	42
Injury rate (number of accidents in relation to total working time)	0.0013 %	0.0023 %	0.0028 %
Work-related deaths	0	0	0

Lifelong learning

For us, sustainable investment not only includes environmental issues and responsible governance but also means looking after another precious resource: people. Alongside occupational health management, a key part of this is regular, structured dialogue between managers and employees, looking at every individual's performance, motivation and training. Individual meetings for this purpose are available to all our employees at least once a year. They create transparency around work requirements and individual targets and provide space to determine development opportunities and appropriate steps. **GRI 404-3**



A good investment strategy – investing in our employees

With our diverse training and education offering, we want to maintain our employees’ existing expertise and promote their professional development. From a strategic viewpoint, we want to make Helaba even more competitive by strengthening the motivation of everyone who works here. This principle has been a firm part of Helaba’s sustainability strategy since 2021. The volume of training is to be increased to an average of two days a year per person by 2025.

In 2022, we invested about 2.5 million euros in training and professional development. GRI 404-1 This means that all employees have access to a needs-based range of internal seminars covering professional, personal, social and methodological development. Employees can also make use of external training services; sponsored opportunities in the form of work and study programmes or courses leading to professional qualifications are also available. The decline in professional development costs since 2020 is primarily attributed to the ongoing COVID-19 pandemic and the increased amount of remote working that resulted from it. The restrictions on face-to-face contact in order to tackle the pandemic severely restricted the options for training formats, meaning that lower-cost online formats were often used as a substitute. As part of the Helaba Sustained programme, we have introduced a dedicated KPI for employee training. This will show how Helaba is investing in building, developing and adapting its employees’ skills.

Training KPIs

	2022	2021	2020
Training costs in €m	2.5	2.7	3.2

Specific additional training is required for staff to be able to properly assess sustainability-related opportunities and risks. Since 2021, Helaba has therefore been developing a tailor-made training concept that covers the various knowledge areas and specialist requirements involved in the topic of sustainability. Six basic training courses on the topic of sustainability were introduced in 2022. An ESG master class will be added to this range of training opportunities starting in 2023. It will offer in-depth training on individual topics to selected target groups. Topics will include ESG reporting and ESG ratings, climate, environmental and other ESG risks, and ESG and real estate. The courses are bringing understanding and enthusiasm about sustainable development to every area and every level of organisation, driving change from the inside out. G4-FS4 Helaba is involved in the Green and Sustainable Finance Cluster of the Hessian Ministry of Economics and in Deutsche Börse’s cross-sectoral Accelerating Sustainable Finance Initiative. Among other things, we are contributing the knowledge and experience we gained from designing our sustainability training.

Investment in training and professional development in 2022:

€ 2.5 million

Bespoke ESG training courses: In financial year 2021, we began to develop bespoke training courses to give our employees a fundamental understanding of sustainability in Helaba’s business environment. All six planned modules in the introductory training programmes on sustainability were released by the end of 2022. The training courses provide an overview of the central concepts involved in sustainability and sustainable finance and focus on climate change, biodiversity and human rights as well as ESG risk assessments and risk management, reporting, regulatory issues and impact measurement. Building on this, they explain the basic idea behind sustainable financial products and create an overview of the ESG products available at Helaba and in the wider market. In-depth modules that cover specific issues will enhance the training concept in 2023.

Employee engagement

Helaba wants to make its contribution to society as a good corporate citizen. The HelabaSustained programme has therefore developed a corporate citizenship plan in collaboration with the Human Resources and Legal Services unit. In addition to social engagement by Helaba and its subsidiaries, this includes social volunteering, where our employees can donate their time and expertise to charity projects. To help our employees participate in environmental and social projects, we grant them up to two special days of leave every year. The Vostel platform allows employees to volunteer for a wide variety of ever-changing social and environmental projects, individually or as a team. Following the successful completion of the pilot phase in Düsseldorf, the concept is set to be rolled out in Helaba Bank’s remaining locations in 2022. We also plan to roll it out across the whole Group in the near future.



In keeping with our sustainability strategy, we would like to reach a total of at least 1,000 employee social volunteering days a year across the Group by 2025.

200th anniversary of Frankfurter Sparkasse
Frankfurter Sparkasse, established in 1822, celebrated its 200th anniversary in 2022. A variety of activities under the motto “200 years. With each other. For each other.” were organised to mark the occasion. Frankfurter Sparkasse has always been concerned about social and societal issues. Its foundations provide an additional, independent financial basis for its commitment. With its attitude, its range of services and its initiatives, Frankfurter Sparkasse actively participates in the environmental, economic and social transformation of the business world and society. In this way, it makes an important contribution to the region’s sustainable development.

Russia’s invasion of Ukraine and its humanitarian consequences have been on the minds of Helaba’s employees since it began. Many employees are helping Ukrainians, for example by donating money and supplies, delivering aid to the Ukrainian border or offering a place to live. In addition, the Helaba Executive Board decided in May 2022 to offer employment opportunities at Helaba to Ukrainian refugees. We use the platform Job Aid for Ukrainian Refugees to provide specially created job opportunities for German- and English-speaking refugees. As a result of this work, two refugees have found jobs at WIBank. Both employees have been working in Group management of receivables since 2022. Employees of WIBank are also working with Ukrainian relief organisations to collect donations in kind for Ukrainian children. We offer our new employees language courses and other support services to help them settle in at Helaba.

Management approach “Respectful corporate culture”

GRI 3-3

Guiding principle

The knowledge, experience and dedication of its employees are key to Helaba’s long-term success. Helaba aims to foster a corporate culture founded on mutual trust and confidence to enable this flexible, agile and innovative collaborative ethos to flourish and grow.

Strategic / operational objectives

- Helaba promotes diversity in its workforce and will increase the proportion of women in management positions to 30 % in the medium term.
- Helaba invests in its employees and will increase the number of training and continuing professional development days per person to two per year by 2025.
- Helaba invests in society and will create the space to increase social volunteering activity by the Helaba Group’s employees to a total of 1,000 days per year by 2025.

Measures in 2022

	Deadline	Status
Implementing the “Scope – Growth through Efficiency” project	Since 2019	In the process of implementation
Establishing and enhancing a working model that can adjust to every stage of life	Since 2019	Ongoing
Offering mentoring to promote individual development	Since 2020	Ongoing
Creating part-time opportunities for managers	Since 2021	In the process of implementation
Implementing gender equality in identifying high-potential employees, planning succession, shortlisting and job hunting	Since 2021	In the process of implementation
Social volunteering pilot project (in Düsseldorf)	Since 2021	Completed
Designing and implementing basic sustainability training	Since 2021	Completed
Designing and implementing advanced sustainability training	Since 2022	In the process of implementation
Creating access to alternative career paths	Since 2022	In the process of implementation
Rolling out social volunteering (Group-wide)	Since 2022	Completed
Creating career prospects for Ukrainian war refugees	Since 2022	Ongoing



Facts and figures of the Helaba Group

Operations

Sustainable business development

	2022	2021	2020
	In € m	In € m	In € m
Consolidated net profit	431	501	177
Total assets	211,502	212,341	219,324
	In € bn	In € bn	In € bn
Total business volume	232.6	220.8	215.2
Statistical population*	161.5	154.8	–
of which sustainable under the Sustainable Lending Framework (introduced in 2021)	74.4	66.7	–
Total volume of green bonds issued	1.7	0.6	–

* The statistical population for determining the share of sustainable business in the portfolio is the total lending volume of the narrow Group (plus FSP, FBG, Schweiz AG, Helaba Asset Services) as at 31/12/2022, less money market trading, repurchasing, derivatives, securities and central banking.

Sustainability ratings*

Rating agency	2022	2021	2020
ISS ESG	"C" (prime) [Scale from A+ to D–] Amongst the top 10 % in comparison group of 271 banks Grade C+ for partial rating "Social and Governance"	"C"	"C"
Sustainalytics	21.6 (medium risk) [Scale from 0 (best) to 100] Amongst the top 25 % in the comparison group of 383 banks Top score for partial rating "Corporate Governance"	21.7	19.1
MSCI ESG Ratings	"A" (average) [Scale from "AAA" to "CCC"] In the middle range of the comparison group of 197 banks Top score for partial rating "Human Capital Development"	"A"	"A"

* As at 23 June 2023.

Human resources

Distribution of employees in the Helaba Group

	2022	2021	2020
Employees in the Helaba Group	6,336	6,223	6,087
of which are Helaba Bank	3,281	3,235	2,754
of which are Frankfurter Sparkasse	1,481	1,504	1,591

Employment relationships*

	2022	2021	2020
Average length of service in the Group (years)	15.0	15.1	14.8
Turnover rate (employee-initiated)**	3.7 %	3.2 %	3.1 %
Proportion of temporary employees	2.6 %	3.3 %	5.1 %
Proportion under collective bargaining remuneration	55.2 %	56.0 %	56.0 %
of which bank remuneration	81.2 %	83.9 %	85.2 %
of which wage groups 7–9	76.3 %	75.5 %	74.9 %
Part-time proportion	22.6 %	22.5 %	23.1 %
of whom women	86.4 %	86.4 %	85.7 %
Employees on parental leave***	179	228	240
of whom women	136	174	186

* Relates to 6,152 employees in Germany and Switzerland.

** Number of employees terminating their contracts as a proportion of the total number of active employees as at 31 December.

*** Employees who went on parental leave during the reporting year, regardless of whether they returned during the reporting year.



Diversity*

	2022	2021	2020
Number of different citizenships	44	50	44
Proportion of employees with German citizenship	94.2 %	94.9 %	97.5 %
Proportion of women	47.2 %	47.1 %	47.0 %
Proportion of female managers	23.3 %	23.4 %	22.8 %
Proportion of female Executive Board members (Helaba Bank)	0.0 %	0.0 %	0.0 %
Proportion of female Supervisory Board members (Helaba Bank)	28.3 %	30.2 %	28.3 %
Proportion aged over 50 years	50.4 %	50.1 %	48.6 %
Proportion aged between 30 and 50 years	41.5 %	41.8 %	42.5 %
Proportion aged under 30 years	8.1 %	8.4 %	8.8 %
Proportion of employees with disabilities	5.2 %	6.0 %	5.9 %

Human resources development*

	2022	2021	2020
Proportion of young talents	2.4 %	1.7 %	2.4 %
Training costs	€ 2.5 m**	€ 2.7 m**	€ 3.1 m**

* Relates to 6,152 employees in Germany and Switzerland.

** During the COVID-19 pandemic, opportunities for professional development were severely limited, causing a decline in professional development costs. Since then, more cost-effective online formats are increasingly used.

Occupational health and safety*

	2022	2021	2020
Absence rate**	6.3 %	4.0 %	3.7 %
Number of work or commuting accidents	20	36	42
Work-related deaths	0	0	0
Injury rate***	0.0013 %	0.0023 %	0.0028 %

* Relates to 6,152 employees in Germany and Switzerland.

** Days lost due to sickness evidenced by a doctor's note as a proportion of the total working days in the reporting year.

*** Number of accidents in relation to total working time.

Environment

Greenhouse gas emissions (t)

	2022	2021	2020
CO ₂ emissions	7,583	6,728	7,469
of which Scope 1	47.5 %	41.2 %	33.7 %
of which Scope 2	6.8 %	9.7 %	17 %
of which Scope 3	45.7 %	49.1 %	49.4 %

Resource consumption (kg)

	2022	2021	2020
Paper	125,293	142,266	188,147
of which certified (FSC etc.)	87.4 %	85.0 %	82.7 %
of which is recycled paper	12.6 %	15.0 %	17.3 %
Waste	445,628	557,706	564,437
of which recycled	85.0 %	83.0 %	91.4 %
of which combustion	15.0 %	17.0 %	8.6 %
of which is hazardous waste	0.0 %	0.0 %	0.0 %
Water consumption (m ³)	41,668	52,491	73,320

Energy consumption (MWh)

	2022	2021	2020
Total energy consumption (electricity and heating)	34,799	39,708	38,794
Electricity consumption	12,615	17,537	17,770
of which is green electricity	93.0 %	93.7 %	89.9 %
of which from combined heat and power plants	7.0 %	6.3 %	10.1 %
Heating energy consumption	22,184	22,172	21,024
of which natural gas	50.14 %	34.6 %	32.2 %
of which from local/district heating from combined heat and power plants	47.3 %	60.6 %	63.3 %
of which is local/district heating from biogas	2.5 %	4.7 %	4.4 %
of which is generated using light heating oil	0.1 %	0.1 %	0.1 %

Business travel (in km)*

	2022	2021	2020
Total business travel	14,036,039	8,910,908	10,860,397
of which rail	21.0 %	8.9 %	14.8 %
of which car	59.0 %	84.0 %	69.0 %
of which air (short haul)	1.2 %	0.9 %	8.6 %
of which air (long haul)	18.8 %	6.3 %	7.7 %

* Business travel data was not yet available at the time of publication. The calculation is based on the average of the last three years.



GRI content index

Statement of use	Helaba reported the information contained in this GRI Index for the period of 1 January 2022 to 31 December 2022 on the basis of the GRI Standards.
Applied GRI 1	GRI 1: Foundation 2021
Applicable GRI sector:	G4: Sector-Related Information Financial Services 2008

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2-5	External assurance There was no external assurance for the 2022 financial year.	
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Helaba Addresses

Head Offices	Frankfurt am Main	Neue Mainzer Strasse 52–58 60311 Frankfurt am Main, Germany	T + 49 69 / 91 32-01
	Erfurt	Bonifaciusstrasse 16 99084 Erfurt, Germany	T + 49 3 61 / 2 17-71 00
Bausparkasse	Landesbausparkasse Hessen-Thüringen		
	Offenbach	Kaiserleistraße 29–35 63067 Offenbach, Germany	T + 49 69 / 91 32-02
	Erfurt	Bonifaciusstrasse 16 99084 Erfurt, Germany	T + 49 3 61 / 2 17-70 07
Development Bank	Wirtschafts- und Infrastrukturbank Hessen		
	Offenbach	Kaiserleistraße 29–35 63067 Offenbach, Germany	T + 49 69/91 32-03
	Wiesbaden	Gustav-Stresemann-Ring 9 65189 Wiesbaden, Germany	T + 49 6 11 / 7 74-0
	Wetzlar	Schanzenfeldstraße 16 35578 Wetzlar, Germany	T + 49 64 41/44 79-0
Branch Offices	Düsseldorf	Uerdinger Straße 88 40474 Düsseldorf, Germany	T + 49 2 11/3 01 74-0
	Kassel	Ständeplatz 17 34117 Kassel, Germany	T + 49 5 61/7 06-60
	London	3 Noble Street 10th Floor London EC2V 7EE United Kingdom	T + 44 20/73 34-45 00
	New York	420 Fifth Avenue New York, N. Y. 10018 USA	T + 1 2 12/7 03-52 00
	Paris	4–8 rue Daru 75008 Paris France	T + 33 1/40 67-77 22
	Stockholm	Kungsgatan 3, 2nd Floor 111 43 Stockholm Sweden	T + 46/86 11 01 16
Representative Offices	Madrid (for Spain and Portugal)	General Castaños, 4 Bajo Dcha. 28004 Madrid Spain	T + 34 91/39 11-0 04
	São Paulo	Av. das Nações Unidas, 12.399 Conj. 105 B – Brooklin Novo São Paulo – SP 04578-000 Brazil	T + 55 11/34 05 31 80

	Shanghai	Unit 012, 18th Floor Hang Seng Bank Tower 1000 Lujiazui Ring Road Shanghai, 200120 China	T + 86 21/68 77 77 08
	Singapore	One Temasek Avenue #05–04 Millenia Tower Singapore 039192	T + 65/62 38 04 00
Sparkasse S-Group Bank Offices	Berlin	Uerdinger Straße 12 10719 Berlin, Germany	T + 49 30/2 06 18 79-13 52
	Düsseldorf	Uerdinger Straße 88 40474 Düsseldorf, Germany	T + 49 2 11/3 01 74-0
	Hamburg	Neue Rothofstrasse 30 20354 Hamburg, Germany	T + 49 1 51/29 26 83 81
Sales Offices	Munich	Lenbachplatz 2a 80333 Munich, Germany	T + 49 89/5 99 88 49-0
	Münster	Regina-Protmann-Straße 16 48159 Münster, Germany	T + 49 2 51/92 77 63-01
	Stuttgart	Kronprinzstraße 11 70173 Stuttgart, Germany	T + 49 7 11/28 04 04-0
Real Estate Offices	Berlin	Uerdinger Straße 12 10719 Berlin, Germany	T + 49 30/2 06 18 79-13 14
	Munich	Lenbachplatz 2a 80333 Munich, Germany	T + 49 89/5 99 88 49-0
Selected Subsidiaries	Frankfurter Sparkasse	Neue Mainzer Strasse 47–53 60311 Frankfurt am Main, Germany	T + 49 69/26 41-0
	1822direkt Gesellschaft der Frankfurter Sparkasse mbH	Borsigallee 19 60388 Frankfurt am Main, Germany	info@1822direkt.de T + 49 69/9 41 70-0
	Frankfurter Bankgesellschaft (Deutschland) AG	Junghofstrasse 26 60311 Frankfurt am Main, Germany	T + 49 69/1 56 86-0
	Frankfurter Bankgesellschaft (Schweiz) AG	Börsenstrasse 16 8001 Zürich Switzerland	T + 41 44/2 65 44 44
	Helaba Invest Kapitalanlagegesellschaft mbH	Junghofstrasse 24 60311 Frankfurt am Main, Germany	T + 49 69/2 99 70-0
	GWH Wohnungsgesellschaft mbH Hesse	Westerbachstrasse 33 60489 Frankfurt am Main, Germany	T + 49 69/9 75 51-0
	OFB Projektentwicklung GmbH	Speicherstrasse 55 60327 Frankfurt am Main, Germany	T + 49 69/9 17 32-01
	GGM Gesellschaft für Gebäude- Management mbH	Speicherstrasse 55 60327 Frankfurt am Main, Germany	T + 49 69/9 17 32-9 00



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Landesbank Hessen-Thüringen Girozentrale
Neue Mainzer Strasse 52–58
60311 Frankfurt am Main, Germany
T +49 69/91 32-01

Bonifaciusstrasse 16
99084 Erfurt, Germany
T +49 3 61/2 17-71 00

www.helaba.com

Contact for this report

Tim Waibel, Sustainability Management
Neue Mainzer Strasse 52–58
60311 Frankfurt am Main, Germany
T +49 69/91 32-20 85
tim.waibel@helaba.de

GRI 2-3

Concept, editing and advice

:response, Inh. Arved Lüth | Frankfurt am Main, Germany
Svenja Lemke, Anika Stühler
www.good-response.de

Design and layout

3st kommunikation GmbH | Mainz, Germany
www.3st.de

Photography

Steffen Buchert, Uli Deck, Wolfgang Günzel, Matthias Haslauer,
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