

Our sustainability commitment to our customers

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Foreword

DZ BANK regards sustainable development as the cornerstone of a long-term corporate policy, which poses not only economic, but also environmental and social challenges. Acting responsibly is a key corporate objective for us and is part of the identity of cooperative institutions.

We have always fulfilled our social responsibility, as reflected in our joint values and our commitment to the United Nations Global Compact. We have also signed up for prominent sustainability initiatives such as the Principles for Responsible Banking and the Equator Principles, and have adopted the United Nations Sustainable Development Goals and the Paris Climate Accord. Building on these foundations, we will continue to develop our sustainability performance further in future.

This document represents a binding pledge to our customers and business partners of DZ BANK's commitment to sustainability and confirms the level of ambition we are aiming for.

Further information on sustainability management and DZ BANK's corporate commitment is available in the DZ BANK Group Sustainability Report. This is published annually on the [DZ BANK homepage](#). The DZ BANK [Code of Conduct](#) can also be downloaded on the DZ BANK homepage. This forms the basis of a sustainable corporate culture in accordance with the law and geared to ethical considerations.

Frankfurt am Main, September 2022



Uwe Fröhlich
Co-Chief Executive Officer



Dr. Cornelius Riese
Co-Chief Executive Officer

Note

This sustainability commitment has arisen against the background of current developments relating to the German Supply Chain Act (LkSG) and as a result of the growing relevance of assuming corporate responsibility within the context of sustainability. This document will be updated continuously to ensure an appropriate response to regulatory developments and changes in general conditions.

This sustainability declaration does not replace any separate agreements which may have been concluded between DZ BANK and its customers and business partners.

The annual Sustainability Report provides an update on progress at DZ BANK on sustainability. It summarises all the measures and activities which have been implemented in the previous twelve months, highlighting our ongoing strategic development both internally and externally. Since 2020, in addition to information relating to the Bank itself, the report has also contained details of the goals, measures taken, and progress made by the DZ BANK Group. Other information provided in the Sustainability Report includes sustainability ratings, CO₂ emissions and the impact of our business on the 17 UN Sustainable Development Goals.

Corporate, environmental and human rights standards

The principles listed below represent the corporate, environmental and human rights standards which DZ BANK sets for itself and which will be subject to continuous further development in future. Meeting these standards is a top priority. DZ BANK complies with the relevant laws and regulations as a matter of course. International standards and initiatives also provide important guidance for the sustainable orientation of our activity.

1. Corporate responsibility

1.1 Fair and cooperative business relationships

DZ BANK aspires to fair and cooperative business relationships with its business partners, customers and suppliers, and assumes responsibility towards society and the environment. We also therefore expect the business operations of our customers, suppliers and business partners to be geared to sustainable long-term activity.

1.2 Data protection and data security

DZ BANK ensures adequate protection of the availability, confidentiality, integrity and binding nature of data.

1.3 Prevention of money laundering and the financing of terrorism

The prevention of money laundering and the financing of terrorism is of key importance to DZ BANK. Measures to prevent the processing of the proceeds of crime comply with national and international standards to combat money laundering and the financing of terrorism, and are subject to continuous monitoring and adjustment.

1.4 No corruption

DZ BANK complies with all relevant legislation and regulations aimed at combating bribery and corruption.

2. Environmental responsibility

2.1 Compliance with legal requirements

DZ BANK's commitments comply at minimum with local and national legal environmental protection standards.

2.2 Minimising the environmental impact

DZ BANK uses a wide range of measures to minimise its environmental impact and continuously improves its environmental protection measures, details of which are provided in the Sustainability Report.

2.3 Organisational measures in environmental management

DZ BANK operates, and continues to develop systematic environmental management which is anchored within the organisation. Details of the Bank's environmental protection measures are provided in the Sustainability Report.

3. Human rights responsibility

3.1 Recognition and observance of human rights

DZ BANK recognises human rights and complies with them. This applies particularly to the [Universal Declaration of Human Rights \(UDHR\)](#) adopted by the General Assembly of the United Nations and the [European Convention on Human Rights \(ECHR\)](#). Work is currently continuing at DZ BANK on the preparation of a human rights strategy.

3.2 No child labour or forced labour

The minimum age of DZ BANK employees complies with the [International Labour Organization \(ILO\) Convention 138](#). It must not be lower than the age when compulsory schooling ends, or below 15 years. DZ BANK does not tolerate or support forced labour, including bonded labour or forced prison labour. Stricter local legal standards take precedence.

3.3 Ensuring fair wages and fair working conditions

DZ BANK pays its employees sufficient and appropriate wages for an adequate livelihood. It complies with the legal minimum wage.

DZ BANK ensures fair working conditions for its employees. It complies with national laws and regulations on working hours and safety at work and with the [Core labour standards of the International Labour Organization \(ILO\)](#).

3.4 Freedom of association and the right to collective bargaining

DZ BANK grants its employees freedom of association and the right to collective bargaining.

3.5 Guaranteeing health and safety in the workplace

DZ BANK guarantees corresponding safety in the workplace for its employees in order to prevent accidents and health risks. The Bank complies at minimum with local legal requirements relating to safety at work and health protection. DZ BANK ensures that workplace health and safety comply at minimum with the [Core labour standards of the International Labour Organization \(ILO\)](#), where legal standards are lower or fall short of these.

3.6 Non-discrimination

DZ BANK opposes any form of discrimination (e.g. based on skin colour, gender, age, nationality, religion, disability, sexual orientation, political views or social origin) at minimum in accordance with the prohibition of discrimination contained in the Equal Opportunities Act. All employees are protected against harassment in the workplace, particularly of a sexual nature.

3.7 Sustainable supplier management

Taking account of environmental and social factors is an important element of the DZ BANK purchasing strategy. In 2010, DZ BANK already introduced and integrated into its procurement processes new social and environmental minimum standards for purchasing based on existing standards. These form a framework for sustainable supplier relations for all companies within the DZ BANK Group.

Since then, all DZ BANK suppliers have been obliged to comply with both the DZ BANK minimum standards and also the principles of the United Nations Global Compact and the requirements of the International Labour Organization (ILO).