

# Nykredit fact sheet Q1, 2019

14.05.2019

This fact sheet provides a holistic overview of our key financial, governance, social, and environmental metrics that demonstrate Nykredit's ESG-performance. The fact sheet is updated on an ongoing basis.

Further data, information and initiatives can be found at [Nykredit.com](http://Nykredit.com). Please also see Nykredit's [Gri Reporting](#) on page 67 in Nykredit's [Corporate Responsibility Report 2018](#).

Financial data	Numbers	Note
Cost: income ratio	0.339	
Income	3,627 DKKm	
Cost	1,230 DKKm	
Impairment	219 DKKm	
Business profit	2,178 DKKm	
Tax	Tax calculated on profit for the period was 329 DKKm, corresponding to 16.8% of profit before tax	See Nykredit's tax policy <a href="https://www.nykredit.com/en-gb/om-os/organisation/politikker/skattepolitik">https://www.nykredit.com/en-gb/om-os/organisation/politikker/skattepolitik</a>  See Nykredit's tax payment in Nykredit's Q1 Interim Report 2019
Profit for the period	1,629 DKKm	
ROE	8.3%	
ROAC	11.3%	
CET1	20.4%	
Leverage Ratio	4.8%	

Read more in the [Nykredit Group Q1 Interim Report 2019](#) and the [Risk and Capital Management Report 2018](#)

Risk management	Description / Meets requirement	Note
Governance for risk management	See description page 4 in <a href="#">Risk and Capital Management Report 2018</a>	
Credit and loan standards	See description page 22 in <a href="#">Risk and Capital Management Report 2018</a>	
Credit risks	See description page 22 in <a href="#">Risk and Capital Management Report 2018</a>	
Capital planning	See description page 12 in <a href="#">Risk and Capital Management Report 2018</a>	
Liquidity planning	See description page 47 in <a href="#">Risk and Capital Management Report 2018</a> and the <a href="#">Annual report 2018</a> page 32	
Market Risk planning	See description page 41 in <a href="#">Risk and Capital Management Report 2018</a> page 41	
Operational Risk planning	See description page 36 in <a href="#">Risk and Capital Management Report 2018</a>	
Compliance programme	See description page 6 in <a href="#">Risk and Capital Management Report 2018</a>	
Anti-money laundering policy	Yes	A description can be found in the <a href="#">Risk and Capital Management Report 2018</a> page 40
Whistle Blower Programme	Yes	

<b>Staff training on KYC and AML</b>	Yes, 96.7% of Nykredit's staff have completed and passed AML certification	A description can be found in the <a href="#">Corporate Responsibility Report 2018</a> page 39
<b>Audit of risk management</b>	Yes	Internal Audit is responsible for testing and providing an opinion on whether Nykredit's overall risk management approach, risk management framework, business procedures and internal controls established in all material areas and risk areas have been established and are working satisfactorily
<b>Asset Quality evaluation</b>	Yes	A description of asset quality can be found in the <a href="#">Nykredit's Fact Book</a>

Read more in the [Risk and Capital Management Report 2018](#) and in the [Fact Book 2019](#)

<b>Governance</b>	<b>Description / Meets requirement</b>	<b>Note</b>
<b>Ownership of Nykredit</b>	78.9% of the shares in Nykredit A/S are owned by the association Forenet Kredit	An overview can be found in the <a href="#">Annual Report 2018</a> page 42
<b>Members of Forenet Kredit</b>	Borrowers of Totalkredit can become members of Forenet Kredit. All borrowers of Nykredit Realkredit or banking customers with a deposit or a loan of no less than DKK 50,000 with Nykredit Bank are automatically members	See <a href="https://forenetkredit.com/membership/">https://forenetkredit.com/membership/</a>
<b>Democracy</b>	All members of Forenet Kredit can vote for Forenet Kredit's Committee of Representatives	See <a href="https://forenetkredit.com/home/democracy/">https://forenetkredit.com/home/democracy/</a>
<b>Controlling shareholder policy</b>	Yes, the association Forenet Kredit	See <a href="https://forenetkredit.dk/wp-content/uploads/2017/10/Policy-for-active-ownership-FINAL.pdf">https://forenetkredit.dk/wp-content/uploads/2017/10/Policy-for-active-ownership-FINAL.pdf</a>
<b>Corporate Governance policy</b>	Yes	<a href="https://www.nykredit.com/corporate-governance">https://www.nykredit.com/corporate-governance</a>
<b>Independent Chair of the Board of Directors</b>	No, the chairman of the Board of Directors has been a member for more than 12 years	See Chair of the Board Mr. Steffen Kragh's expertise in the <a href="#">Annual Report 2018</a> , page 153
<b>Percentage of independent board members</b>	33%, 5 out of 15 of the board of Nykredit A/S	A description of the board independence can be found in <a href="#">Corporate Governance Report 2018</a>
<b>Staff representatives on the Board of Directors</b>	Yes, 5 out of 15 of the board of Nykredit A/S	See <a href="https://www.nykredit.com/en-gb/om-os/organisation/bestyrelsen-i-nykredit-as/">https://www.nykredit.com/en-gb/om-os/organisation/bestyrelsen-i-nykredit-as/</a>
<b>Audit committee independence</b>	2 out of 4 members are independent	The principal tasks of the Audit Board are to inform the Board of Directors of the results of the statutory audit and to oversee the financial reporting process. In addition to this, the Audit Board oversees the effectiveness of Nykredit's internal control systems, internal audit and risk management and various other audit matters See <a href="https://www.nykredit.com/en-gb/om-os/organisation/board/audit-board/">https://www.nykredit.com/en-gb/om-os/organisation/board/audit-board/</a>
<b>Auditor</b>	Deloitte, 28 years of tenure	
<b>Remuneration Board independence</b>	1 out of 4 members are independent of the Remuneration Board	See <a href="https://www.nykredit.com/en-gb/om-os/organisation/board/remuneration-board/">https://www.nykredit.com/en-gb/om-os/organisation/board/remuneration-board/</a> The principal tasks of the Remuneration Board are to qualify proposals for Nykredit's remuneration policy and guidelines for incentive pay and to oversee compliance thereof. Furthermore, it reviews the criteria for appointing special risk takers and assesses the Group's risks relative to the remuneration structure, which is

		coordinated with the Risk Board as required. Details on bonuses to risk takers as well as remuneration policy and practices are available at <a href="https://www.nykredit.com/en-gb/om-os/organisation/board/remuneration-board/">https://www.nykredit.com/en-gb/om-os/organisation/board/remuneration-board/</a>
<b>Remuneration for the Board of Directors</b>	Remuneration for the Board of Directors can be found in the <a href="#">Annual Report 2018</a> page 39	
<b>Expertise of the Board of Directors</b>	See resumes of the Board of Directors on <a href="https://www.nykredit.com/en-gb/om-os/organisation/bestyrelsen-i-nykredit-as/">https://www.nykredit.com/en-gb/om-os/organisation/bestyrelsen-i-nykredit-as/</a> and the <a href="#">Annual Report 2018</a> , page 153	

See also under "Human Capital" and read more in [Corporate Governance Report 2018](#) and the [Risk and Capital Management Report 2018](#)

<b>Human capital</b>	<b>Description / Meets requirement</b>	<b>Note</b>
<b>Signatory of UN Global Compact (respect of human rights)</b>	Yes	<a href="https://www.unglobalcompact.org/what-is-gc/participants/7047-Nykredit">https://www.unglobalcompact.org/what-is-gc/participants/7047-Nykredit</a>
<b>Average no. of full-time staff</b>	3,382	See <a href="#">Corporate Responsibility Report 2018</a> , page 59
<b>Staff turnover</b>	13.70%	See <a href="#">Corporate Responsibility Report 2018</a> page 59
<b>- of which voluntary</b>	9%	See <a href="#">Corporate Responsibility Report 2018</a> page 59
<b>% women on Board of Directors</b>	33%	See <a href="#">Corporate Responsibility Report 2018</a> page 60
<b>% women on executive level</b>	20%	See <a href="#">Corporate Responsibility Report 2018</a> page 60
<b>% women on Middle level management</b>	29%	See <a href="#">Corporate Responsibility Report 2018</a> page 60
<b>% women on lower-level management</b>	43%	See <a href="#">Corporate Responsibility Report 2018</a> page 60
<b>Paid maternity/paternity leave</b>	Yes	Up to 30 weeks maternity leave with full compensation (female). In addition four weeks parental leave (male) with full compensation
<b>Average no. of days per paid maternity/paternity leave</b>	128	See <a href="#">Corporate Responsibility Report 2018</a> page 60
<b>No. of staff on paid maternity/paternity leave</b>	340	See <a href="#">Corporate Responsibility Report 2018</a> page 60
<b>Health care insurance for staff</b>	Yes	All staff have health care coverage
<b>Staff satisfaction</b>	Yes	See results of Staff survey in <a href="#">Corporate Responsibility Report 2018</a> page 59
<b>Whistleblower protection</b>	Yes	
<b>Code of Conduct</b>	Yes	
<b>Policy for bribery and corruption</b>	Yes	A part of the Code of Conduct
<b>Freedom of Association</b>	Yes	Enshrined in Danish legislation
<b>% covered by collective bargaining agreement</b>	100% have the possibility to be covered by a membership. The rate of membership is approximately 80%	See the agreement (in Danish only) <a href="https://www.finansforbundet.dk/da/Kredse/Nykredits/Overenskomst/Documents/Nykredit_Koncernoverenskomst_17.pdf">https://www.finansforbundet.dk/da/Kredse/Nykredits/Overenskomst/Documents/Nykredit_Koncernoverenskomst_17.pdf</a>
<b>Diversity policy</b>	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 47 for description of initiatives
<b>Talent programme</b>	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 47 for description of initiatives
<b>Graduate programme</b>	Yes	See description of program <a href="https://www.nykredit.com/karriere/karriereveje/#graduate">https://www.nykredit.com/karriere/karriereveje/#graduate</a>

<b>Performance and career development programme</b>	Yes, 73% received regularly reviews in 2018	The numbers is lower than 100% because of maternity and other leave, illness, change of jobs etc.  See <a href="#">Corporate Responsibility Report 2018</a> page 61
<b>Means allocated to training for all staff</b>	1,200 paid days of education for staff	See <a href="#">Corporate Responsibility Report 2018</a> page 44
<b>Remuneration policy</b>	Yes	<a href="https://www.nykredit.com/globalassets/nykredit.com/pdf/lonpolitik-2018_uk.pdf">https://www.nykredit.com/globalassets/nykredit.com/pdf/lonpolitik-2018_uk.pdf</a>
<b>Executive remuneration</b>	Please see <a href="#">Annual report 2018</a> , page 82	
<b>Human capital development commitment</b>	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 44 for description of initiatives
<b>Career management systems</b>	Yes	PS – People System

Read more in the [Corporate Responsibility Report 2018](#) and the [Risk and Capital Management Report 2018](#)

<b>Responsibility</b>	<b>Description / Meets requirement</b>	<b>Note</b>
<b>Responsibility policy</b>	Yes	(In Danish only) <a href="https://www.nykredit.com/siteassets/om-os/politik_for_samfundsansvar_november_2018-11-27_da.pdf">https://www.nykredit.com/siteassets/om-os/politik_for_samfundsansvar_november_2018-11-27_da.pdf</a>
<b>Corporate Responsibility Board</b>	Yes	The Board of Directors constitutes the Corporate Responsibility Board
<b>Unit dedicated to Responsibility</b>	Yes	Department for Public Affairs and Responsibility, contact <a href="mailto:ul@nykredit.dk">ul@nykredit.dk</a>
<b>Code of conduct for suppliers</b>	Yes	See our <a href="#">Code of Conduct</a> for suppliers
<b>UN PRI signatory</b>	Yes	<a href="https://www.nykredit.dk/globalassets/pdf-falles/nykredit-invest/2018_assessment_report_for_nykredit_realkredit_group.pdf">https://www.nykredit.dk/globalassets/pdf-falles/nykredit-invest/2018_assessment_report_for_nykredit_realkredit_group.pdf</a>
<b>Commitment to UN Sustainable Development Goals</b>	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 12
<b>Responsible Investment Policy</b>	Yes	<a href="https://www.nykredit.com/en-gb/samfundsansvar/investments/politik-for-baredygtige-investeringer/">https://www.nykredit.com/en-gb/samfundsansvar/investments/politik-for-baredygtige-investeringer/</a>

Read more in the [Corporate Responsibility Report 2018](#)

<b>Product offering and customer relations</b>	<b>Description / Meets requirement</b>	<b>Note</b>
<b>Personal customers satisfaction</b>	72	See <a href="#">Corporate Responsibility Report 2018</a> page 58
<b>Business customers satisfaction</b>	67	See <a href="#">Corporate Responsibility Report 2018</a> page 58
<b>No. of complaints</b>	180	See <a href="#">Corporate Responsibility Report 2018</a> page 58
<b>Policy for treatment of complaints</b>	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 38
<b>Customer Ambassador (Ombudsman)</b>	Yes	See description (in Danish only) <a href="https://www.nykredit.dk/kundeservice/kundeambassador/">https://www.nykredit.dk/kundeservice/kundeambassador/</a>
<b>Hotline for complaints</b>	Yes	The Customer Ambassador (Ombudsman) can be reached daily between 8.30 AM and 15.30 PM CET
<b>Policy commitment on responsible products and services</b>	Yes, and on all products are substantial information shared incl. risks. See all products (in Danish only) <a href="https://www.nykredit.dk/dit-liv/produkter/">https://www.nykredit.dk/dit-liv/produkter/</a>	Nykredit's credit policy guides the product offering, please see the <a href="#">Risk and Capital Management Report 2018</a> page 22
<b>Managerial responsibility for responsible product offering</b>	Yes	See <a href="#">Risk and Capital Management Report 2018</a> page 9 for a description
<b>Impact and risk assessment of product offering</b>	Yes, all relevant products are marked	The Products Committee, see <a href="#">Risk and Capital Management Report 2018</a> page 9

Percentage of mortgages with LTV > 80%	2.19%	See the <a href="#">Factbook 2019</a> page 32 for more information
Policy to assist customers facing financial difficulties	Yes	Read more in the <a href="#">Risk and Capital Management Report 2018</a> page 25
Certified staff on responsible products	Yes	All staff with customers relations are trained and certified
Remuneration for staff linked to selling of profitability of products	None	
High risk consumer loans	None	Nykredit does not offer high risk consumer loans to costumers

Read more in the [Corporate Responsibility Report 2018](#) and the [Risk and Capital Management Report 2018](#)

Sustainability	Description / Meets requirement	Note
Sustainable financial initiatives	Yes	See our <a href="#">Sustainable Investments Policy</a> and find more information on our website: <a href="https://www.nykredit.com/en-gb/sam-fundsansvar/">https://www.nykredit.com/en-gb/sam-fundsansvar/</a>
Environmental policy	Yes	See our <a href="#">Responsible Climate and Environmental Policy</a>
CDP Participation	Yes	See <a href="https://www.cdp.net/en/responses/13627">https://www.cdp.net/en/responses/13627</a>
Environmental Management System	Yes	ISO 14001
GHG Reporting	Yes	See the <a href="#">Corporate Responsibility Report 2018</a> page 63
Commitment to reduce GHG	Yes, 65% reduction since 2012. New target is 5% reduction every year towards 2025	See the <a href="#">Corporate Responsibility Report 2018</a> page 51
Commitment to reduce waste	Yes, 80% of waste must be recycled by 2023. Waste per employee must be reduced by 100 kilo by 2023	See the <a href="#">Corporate Responsibility Report 2018</a> page 51
Commitment to reduce electricity	25% reduction before end of 2025	See the <a href="#">Corporate Responsibility Report 2018</a> page 52
Commitment to renewable energy	Yes, all Nykredit's electricity will come from wind power by 2019	See the <a href="#">Corporate Responsibility Report 2018</a> page 52
Green procurement policy	Yes	Is part of the <a href="#">Code of conduct for suppliers</a>
Sustainable/Responsible Asset Management	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 30
Sustainable products offering	Yes	All products are evaluated on sustainability, see <a href="#">Corporate Responsibility Report 2018</a> page 38. Please also see description of our <a href="#">green car loans</a> (in Danish only)
Carbon Intensity Trend	Yes	See <a href="#">Corporate Responsibility Report 2018</a> page 61
Environmental Fines & Penalties	None	

Read more in the [Corporate Responsibility Report 2018](#) and [Green Bond Framework](#)

Data protection	Description / Meets requirement	Note
IT Security policy	Yes	See the <a href="#">Risk and Capital Management Report 2018</a> page 39 for more information
GDPR compliant	Implemented	See the <a href="#">Risk and Capital Management Report 2018</a> page 40 for more information
Terms for use of personal data	Yes	<a href="https://www.nykredit.com/en-gb/politik/personoplysninger---bank/">https://www.nykredit.com/en-gb/politik/personoplysninger---bank/</a> (In Danish only)
Secure communication channels for customers	Yes	<a href="https://www.nykredit.dk/kundeservice/selvbetjening/gdpr/senddoku-menter/">https://www.nykredit.dk/kundeservice/selvbetjening/gdpr/senddoku-menter/</a> (in Danish only)
Staff training on data privacy	Yes	Mandatory training for all staff
Staff training on IT security	Yes	Mandatory training for all staff

Measures to prevent data security breach	Yes	See the <a href="#">Risk and Capital Management Report 2018</a> page 40 for more information
Risk assessment and audit of IT security procedures	Yes	See the <a href="#">Risk and Capital Management Report 2018</a> page 39 for more information

Read more in the [Risk and Capital Management Report 2018](#)

Financial inclusion	Description / Meets requirement	Note
Access to finance in rural areas	64% of new loans in rural areas are originated by Nykredit	See the <a href="#">Corporate Responsibility Report 2018</a> page 18 for more information
Access to affordable housing	Financing more than 5,460 public houses	See the <a href="#">Factbook 2019</a> page 58
Sponsorships of communities in rural areas	2 DKKm	See sponsorships (in Danish only) <a href="https://www.nykredit.com/en-gb/samfundsansvar/the-nykredit-foundation/uddelinger-2018/">https://www.nykredit.com/en-gb/samfundsansvar/the-nykredit-foundation/uddelinger-2018/</a>
Loans to the agricultural sector	90 DKKbn	Read more in the <a href="#">Corporate Responsibility Report 2018</a> page 19
Loans to senior citizens	124,015 (101.9 DKKbn), hereof 9,325 new loans in 2018	Read more in the <a href="#">Corporate Responsibility Report 2018</a> page 57
Loans to citizens under 30 years old	30,315 (36.1 DKKbn), hereof 10,431 new loans in 2018	Read more in the <a href="#">Corporate Responsibility Report 2018</a> page 57
Partner of PengeUge – program for financial education on primary schools	Yes, 45 advisors participated in 2018	Read more about PengeUge (in Danish only) <a href="https://www.pengeuge.dk/Pages/For-side.aspx">https://www.pengeuge.dk/Pages/For-side.aspx</a>
Partner of Råd til Livet - program for victims of domestic violence	Yes, 32 advisors participated in 2018	Read more in the <a href="#">Corporate Responsibility Report 2018</a> page 48
Accounts for homeless	Yes	See description (in Danish only) <a href="https://www.nykredit.dk/dit-liv/bolig/nyheder-om-bolig--og-privat-ekonomi/2017/12/nykredit-klar-med-konti-til-hjemlose/">https://www.nykredit.dk/dit-liv/bolig/nyheder-om-bolig--og-privat-ekonomi/2017/12/nykredit-klar-med-konti-til-hjemlose/</a>

Read more in the [Corporate Responsibility Report 2018](#)