KBC Group

Sustainability Report

Reporting on our sustainability journey: our achievements, our progress and our ambitions



About this report







Collective Commitment to Climate Action

- Prepared in accordance with the GRI Universal Standards and the GRI Topic Standards
 - In 2022, we completed the biannual **materiality assessment** to identify material topics and is included in the annex of the report
 - The material topics define the content of the report, and are discussed throughout the report
- Includes relevant disclosure topics and associates metrics under the SASB Commercial Banks industry standard
- Includes reporting on our ongoing climate change actions in line with our commitment to the Collective Commitment to Climate Action and structured according to the four pillars of the TCFD Framework. The parts relevant to the TCFD report are indicated throughout the report with a blue bar in the left margin
- Target progress report of KBC Group's lending portfolio, the calculations of KBC Group's direct footprint and our PRB selfassessment have been assured by an external party.

GRI/SASB Content Index







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- · Leadership statement
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Sustainability highlights Strong performance in ESG in 2022 and first part of 2023

Commitment to climate action



2030 and 2050 climate targets

Committed to a first set of climate targets for the most material carbon-intensive industrial sectors and product lines in our lending business and our asset management activities

Sustainable business



7.4bn EUR

Financing contributing to social objectives

Social responsibility



Social bond

Issued a second social bond for investments in healthcare and education in 2Q23



On track

Despite the short lead time since our baseline establishment, our latest sustainability report shows that, overall, we are well on track in meeting our portfolio climate targets



14.3bn EUR

Financing contributing to environmental objectives



34% Female entrepreneurship

among our start-up community in Belgium



Partner in the transition

More than 3 000 customer engagement dialogues since the start to support our clients' transition



600 000 tonnes CO2e

Avoided GHG emissions through renewable energy project finance



10m EUR

Outstanding loans to microfinance institutions and investments in microfinance funds



SBTi

KBC bolstered its intentions with regard to climate action by committing our banking activities to the Science-Based Targets (SBTi)



37bn EUR Responsible Investing funds in 1H23

or 39% of total assets under distribution (direct client money)



Diversity in senior

24% females in senior management roles KBC together.



Recognised as an ESG leader by independent rating providers

KBC aims to be the reference

Our ESG ratings (July 18, 2023)

KBC also received broad external recognition for its efforts on ESG themes in the shape of several sustainability-related awards. We highlight some of these awards throughout the report,





S&P Dow Jones Indices A Division of S&P Global







Leader in addressing climate change

Low risk rating (12.5)

9th of 381 diversified banks (3rd percentile)

75

Top 5% of 762 banks assessed (95th percentile) Included in the Sustainability Yearbook for the 4th consecutive year

AAA

Leader among 488 banks assessed

C+ prime

1st decile rank of 299 commercial banks and capital markets assessed

Top 4% of banks assessed (96th percentile)

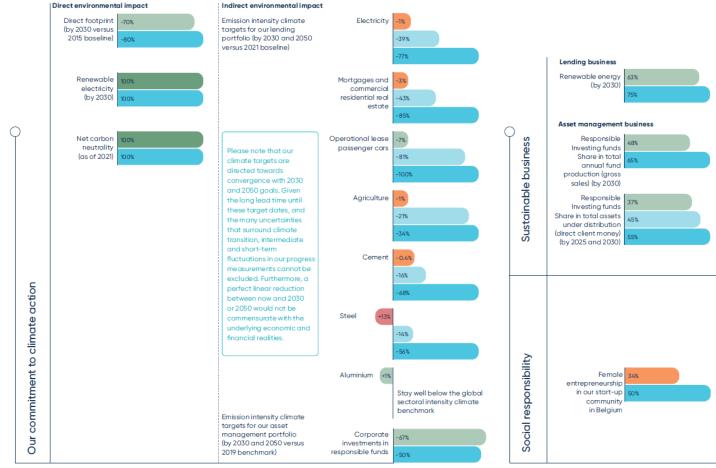


KBC is one of 19 companies worldwide to have been awarded the 2022 Terra Carta Seal.



Sustainability targets

Our progress in brief: a non-exhaustive overview...



Intermediate target End target

Actual 2022; off track

Actual 2022: below track

Actual 2022: on/above track



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+ Sustainability strategy

- The world in which we operate
- + Value creation

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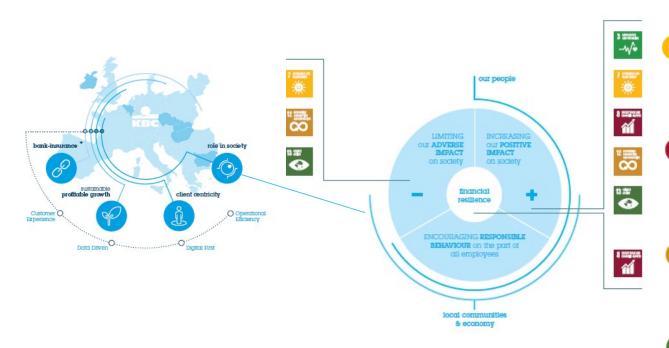
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Sustainability strategy

The cornerstones of our sustainability strategy





Good health and well-being

Focus on improving healthcare, quality of life and road safety.

Affordable and clean energy

Contribute to increasing the share of local renewable energy production and its efficient use. Gradually exiting from the financing and insurance of non-sustainable energy

Decent work and economic growth

Supporting entrepreneurs and investing in innovative new businesses. Especially stimulating female entrepreneurship. Providing microfinance and microinsurance in the Global South.

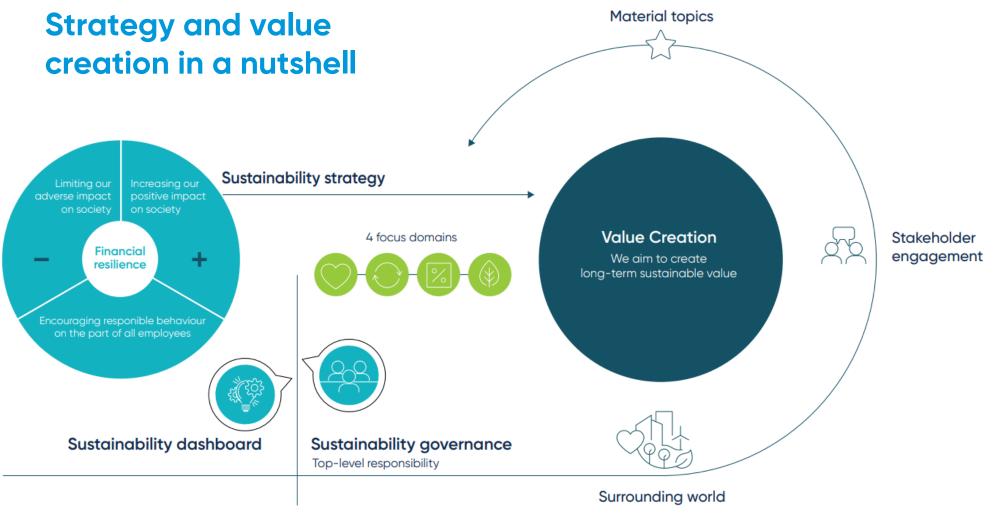
Responsible consumption and production

Developing banking and insurance products which support low-carbon or circular businesses.

Promoting responsible investing as our first offer and preferred investment solutions

Climate action

Strict sustainability policies in place for our portfolios. Setting climate targets for the most carbon intensive sectors and product lines in our lending portfolios. Setting targets for reducing our direct climate impact



Business solutions with a positive societal impact

Four focus domains, within our realm of influence and through which we can address current societal needs.

- Environmental responsibility
- Financial literacy
- Entrepreneurship
- Health and longevity

IN THE SPOTLIGHT

We provide sustainable business solutions in each of these domains. Practical examples of such solutions are included in the 'In the spotlight' cases throughout the report.

IN THE SPOTLIGHT



Environmental responsibility: Planting trees in Bulgaria and Slovakia

In 2022, KBC Bank Bulgaria partnered with Gorata Bg. to start a campaign called 'Your Green Footprint'. Within this campaign, the Bank committed to plant a tree for every ten square meters of new home financed with its mortgage loans.

ČSOB Slovakia is a partner of Slovakia's oldest national park 'High Tatras'. As part of this collaboration, ČSOB made a commitment to plant 150 000 new trees before the end of 2024.



Entrepreneurship: supporting start-up and scale-ups

We support start-ups and scale-ups at our Start it @KBC communities in Belgium, Hungary and the Czech Republic. We provide product development and investment support, mentoring and workshops to budding businesses. Over its lifetime, 'Start it' has supported more than 1,600 start-ups and scale-ups. The Start it communities also have programmes to help women go into business. These address some of the challenges women face when setting up a company.



Financial literacy: Get a teacher

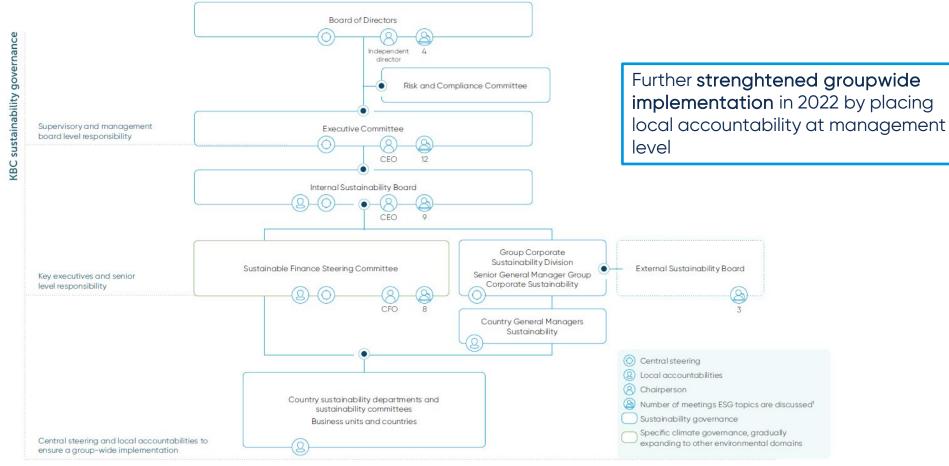
We have developed teaching programmes in several of our core countries. With Get a Teacher, we teach young people practical ways to handle money and think critically about means of payment, credit and insurance. We interact with them and translate all those boring money matters into what really concerns them. In 2022, we again reached thousands of children in Belgium, Czech Republic and Hungary.



Health and longevity: Supporting our ageing clients in navigating the digital world

We rolled out several initiatives in our core countries to deal with the challenges faced by our senior clients. For example, ČSOB CZ operates a free help line for seniors. In 2022, 65 000 help calls were made on this line. ČSOB CZ also introduced an e-book for seniors giving practical advice related to finances and safe use of the Internet. In Belgium, the 'KBC Belmobiel' service provides access to banking services for non-digitial and less mobile private clients. Clients can request a KBC employee comes to come to their house.

Solid sustainability and climate related governance Ensuring integration of sustainability strategy throughout KBC Group



KBC Sustainability Dashboard

Follow-up and evaluation of implementation of sustainability strategy

Environment	Social	Governance	Overarching	Outside-in
Climate target setting	Supporting female entrepreneurship	Sustainability objectives of senior management	Responsible Investing funds targets	ESG-ratings of KBC group
Own footprint target setting	KBC Group gender balance	Responsible behaviour	KBC Group sustainability training	Structural stakeholder dialogue
Sustainable business opportunity track	BRS: financial inclusion and impact investing		Overview of new policy decisions linked to sustainability	Follow-up on concerns from our stakeholders
			KBC Green and Social bonds	Net promoter score results
				Corporate reputation index results

- Thoroughly reviewed in 2022
- Variable remuneration of Executive Committee members and senior management partly linked to sustainability performance





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- Talent management
- +Listening to our people
- +Health and well-being
- · Diversity and inclusion

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Our people in a nutshell



Talent management

Room for talent development and creativity Al-driven learning and talent platform Continuous progression and feedback



Listening to our people

Regular employee consultation Social dialogue Fair remuneration





Health and well-being

Creating a safe working environment Managing the psychological well-being Flexible working conditions



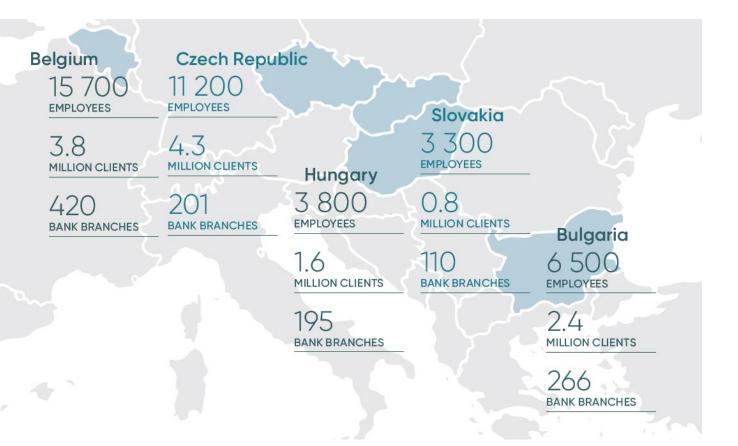
Diversity and inclusion

Respect as driver Fostering diversity and inclusion Equal opportunities and equal pay

Our people as the driving force of our organisation – **TEAM BLUE**

42 000 EMPLOYEES GROUP-WIDE

PEARL+
STRONG BUSINESS CULTURE

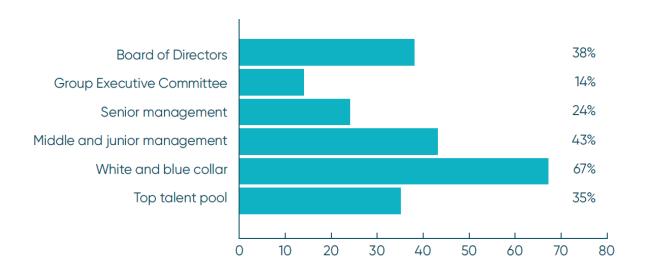




Diversity and inclusion Treating all our people equally, in all circumstances

- Diversity policy specifies how we approach the topics of diversity and inclusion at KBC
- Main focus of the policy lies on gender
- Further actions:
 - Yearly tracking of equal pay and gender bias in reward and compensation in Belgium
 - Several local networks on diversity and inclusion (e.g. LGBTQIA+)
 - Strive to maintain age diversity
 - Focus on inclusion of colleagues with a disability
 - Advanced local family care and parental leave options
 - Trainings for managers on unconscious bias
 - Focus on inclusive panels

WOMEN AT KBC, % PER EMPLOYEE CATEGORY







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- · Responsible behaviour
- *Business ethics
- +Human rights
- Information security and cyber risk
- · Privacy and data protection

SUSTAINABLE FINANCE

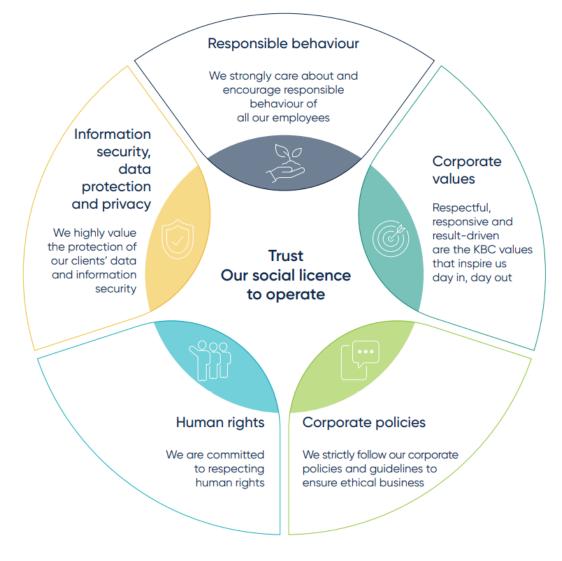
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Our responsibility in a nutshell





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- · Our approach to sustainable finance · Our sustainabilty policies
- · Responsible Investing on behalf of our clients
- · Sustainability in own investments
- · Our commitment concerning our
- ·Our commitment to the environment and climate action

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Sustainable finance in a nutshell

Our approach to sustainable finance

- Applicable to business activities
- Strict exclusion criteria
- Updated regularly
- Externally challenged

- Own investments and investments for our clients
- · Strict sustainability criteria
- Focus on positive impact
- Independent assessment of our methodology

- Financing with social impact
- Social bond
- Accessibility of our goods and services
- Microfinance and microinsurance

- Main focus on climate adaptation and mitigation
- Direct and indirect impact
- Measuring climate impact of our portfolios
- Climate targets



Our sustainability policies



Responsible Investing



Social impact



Environmental impact

Our approach to sustainable finance

- We use our core operations as tools to stimulate the most sustainable activities of our clients and supporting them in their sustainability transition
- We are gradually restricting the most harmful activities
- Steadily aligning offered solutions with EU sustainability legislation
- Expanding the scope beyond climate change, towards other environmental themes
- Acknowledging the importance of active stakeholder collaboration

Table 6.1: Sustainable finance (KBC Group, millions of euros, end-of-year data)¹

	2022	2021	2020
Financing contributing to environmental objectives (granted amount)			
Renewable energy and biofuel sector	2 255 ²	2 115	1840
Mortgages for energy-efficient housing	11 711 ³	9 517 ³	8 817 ³
Financing for low carbon vehicles (outstanding amount)	3194	1204	_
Total	14 285	11 752	10 657
Financing contributing to social objectives (granted amount)			
Healthcare and senior living sectors	6 202	6 059	6 0 8 5
Education sector	1154	1 093	1 031
BRS Microfinance Coop: loans to microfinance institutions and investments in microfinance funds (cooperative share capital)	10 (22)	10 (22)	12 (22)
Total	7 366	7 162	7 128
Responsible investing (RI) on behalf of our clients			
RI funds under distribution⁵	32 300	31 700	16 780



KBC Sustainability policies

A solid sustainability framework with strict sustainability policies as the backbone of our business activities

- Strict sustainability policies applied to our business activities with respect to human rights, environment, climate, biodiversity and sensitive and controversial societal issues.
- The KBC sustainability policies are **regularly reviewed**, at least once every 2 years, <u>to make sure that they continue to meet the concerns and expectations of society</u>.
- KBC is assisted in this by two external boards: panels of outside, independent experts
 with expertise in the various sustainability domains (one for asset management and one
 for all other activities).
- In 2022, we particularly updated our sustainability policies in the area of energy and biodiversity:
 - Further refinement of our coal policy in order to support as widely as possible
 the energy transition of existing as well as new clients, irrespective of their
 existing activities. This financing being subject to strict conditions.
 - Updated and extended our biodiversity policy: restrictions implemented to aim
 to reduce large-scale operations resulting in methane emissions and
 inappropriate land use and no financing or insuring of activities in protected
 areas or activities that could have a potentially negative impact on these areas.



Sustainable investing On behalf of our clients and in our own investments

Responsible Investing (RI) on behalf of our clients

- Pioneer in RI solutions for our clients for over 30 years
- Offering RI funds as our first and preferred investment solution in all our core countries
- In 2022, we reviewed our existing RI related targets and introduced a new target on the carbon intensity for a part of our RI portfolio.

TARGET

RESPONSIBLE INVESTING FUNDS

Indicator	2019 bench- mark	Base- line 2021	20221	2025 target	2030 target
RI funds in % of total AUD (direct client money)	-	33%	37%	45%	55%
RI funds in % of total annual fund production (gross sales)	-	55%	48%²		65%
Carbon-intensity (Scope 1 + 2) of corporate investees in Responsible funds (tCO ₂ e/million USD revenue)	196	-	66 (-67%)	-	98 (-50% versus 2019 bench- mark) ³

Sustainability in own investments

- Several exclusion policies in place and detailed investment policy for investments by KBC entities for their own accounts. As such, KBC's own investments need to comply with most of the exclusion criteria for RI funds.
- Increasingly integrating sustainability in the management of investments by Pensioenfonds KBC.

Climate-related impact of our investment portfolios

 Using Trucost data and methodology to assess the carbon intensity of our most significant investment portfolios



Our commitment concerning our social impact

Social impact financing

6.2

BILLION EUROS FINANCING TO THE HEALTHCARE AND SENIOR LIVING SECTOR

1.2

BILLION EUROS FINANCING TO THE EDUCATION SECTOR

Financial inclusion and impact investing

9.7

MILLION EUROS OUTSTANDING LOANS TO MICROFINANCE INSTITUTIONS AND INVESTMENTS IN MICROFINANCE FUNDS

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DAYS COACHING AND TRAINING VIA BRS VZW AND MICROFACT

- Financing and insuring projects that contribute to and provide access to important social services such as education, basic infrastructure, essential services, healthcare and employment.
- In 2022, we issued our **first social bond** worth 750 million euros used for investments in healthcare. Our second social bond, issued in 2023, supports the access to schools and healthcare.
- Focusing on accessibility and affordability of products and services
- Through our unique partnership with BRS we facilitate sustainable local development and contribute to financial inclusion
- Microfinance and microinsurance
 - Collaboration with cooperative microfinance institutions (MFI) with a distinct social vision
 - **BRS Microfinance Coop** invests capital raised through the issue of cooperative shares in microfinance institutions in Africa, Latin America or Asia. Used to provide microcredits to rural entrepreneurs and farmers, or to the cooperatives that unite them.
- Focus on advice, coaching and training based on unique practical experience and knowledge of cooperative banking and insurance



GOVERNANCE

GOVERNANCE

RISK MANAGEMENT

OUR INDIRECT **ENVIRONMENTAL** IMPACT: RISK MANAGEMENT p. 66

METRICS AND TARGETS

OUR DIRECT **ENVIRONMENTAL** FOOT PRINT: MEASURE p. 59

OUR INDIRECT IMPACT: METRICS **AND TARGETS** p. 69

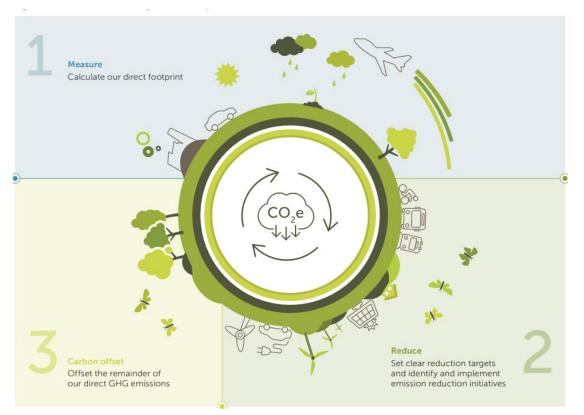
Our commitment to the environment and climate action

- KBC is actively working on reducing its environmental impact through a dedicated Sustainable Finance Programme.
- Until now the focus has been primarily on climate change mitigation and adaptation
 - We are an early signatory of the CCCA, in which we have committed to align our portfolios with the Paris Agreement goals.
 - We closely examine and follow-up the initiatives and the approach of the different Net Zero initiatives, however, we prefer to first diligently execute the commitments already undertaken.
- We are also gradually expanding the focus of the programme to other environmental themes
- As a part of our CCCA commitment, in September 2022 we published our first Climate Report containing:
 - Stringent decarbonisation targets for the sectors that cover the majority of our lending portfolio and related GHG emissions
 - Clear targets for KBC Asset Management's Responsible Investing funds
- Our current focus is on gradually implementing policies and actions to put these commitments into practice

This section of the report includes our TCFD report, which is marked by the blue bar in the left margin

Our direct footprint

In 2022, we reached net-climate neutrality with respect to our direct footprint scope for the second consecutive year. We took three steps to achieve this:





TARGETS

Direct environmental footprint

Indicator	Target	2022	2021	2020	2019
Total CO ₂ e emissions from own operations (direct footprint scope) in tonnes CO ₂ e	-80% for the period 2015-2030	-70%1	-71%	-56%	-42%
Renewable electricity consumption in %	100% by 2030	100%	100%	87%	83%
Carbon credits purchased (in % of remaining GHG emissions from own operations)	Net climate neutrality as of 2021	100%	100%	-	

- In 2022, we restated our 2015 baseline and recalculated 2021 due to:
 - The acquisition of Raifeissen Bank in Bulgaria
 - The switch from NEDC values to WLTP values to quantify the emissions from KBC's entire business and commuter travel.
- We already substantially reduced our direct footprint by -70% in 2022.

Carbon offset

- We offset our emissions that cannot be eliminated or reduced since 2021
- In 2022, we again invested in high-quality climate projects, with a clear link with our sustainability strategy

Avoided deforestation: Protecting 200 000



Afforestation and reforestation:

Mangrove restoration in Pakistan



Efficient resource use: Improved cookstoves in Malawi



Our indirect environmental impact

- Our largest environmental impact is indirect.
- We disclose our efforts on the management of climate-related risks and opportunities across the four pillars of the TCFD recommendations:

Climate- White papers related Customer governance is engagement integral to Product sustainability development manageme governance Internal carbon overnanc Top level pricing 6 responsibility Strate sustainability and climate strategy Risk

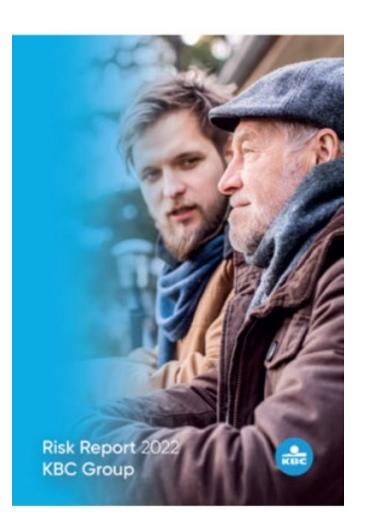
- Identifying ESG risks in risk taxonomy Climaterelated risk is top risk for KBC Solid risk management • Embedded in existing risk management
- Gathering climaterelevant data for monitoring, target setting targ and reporting Variety of methods

O

 Data and metrics project

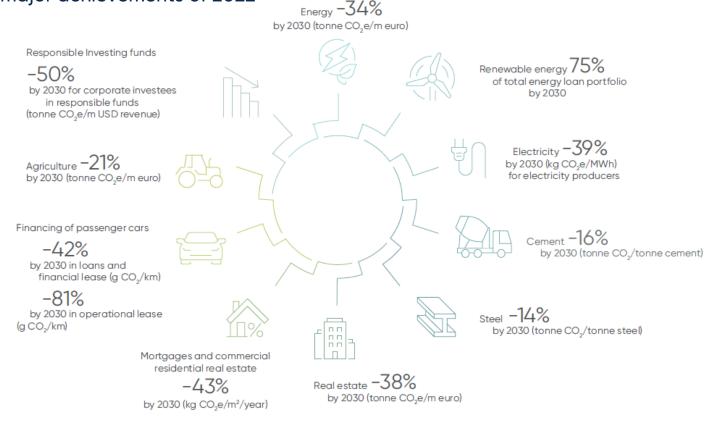
Our indirect environmental impact Risk management

- ESG risks are identified and defined in our risk taxonomy.
- Climate-related risk confirmed as a top risk for KBC.
- Solid risk management:
 - Embedded in existing risk management processes.
 - Top level representation of Group risk and Group Credit Risk in the Sustainable Finance governance bodies
- Continuous risk identification process, supplemented with a strategic 'risk scan' exercise
- Clear risk appetite objectives to define and realise our strategic sustainability goals
- Incorporation of climate-related risks into stress testing and sensitivity analysis
- Our risk report provides a detailed overview of our approach to ESG risks



Our indirect environmental impact Metrics and targets: 2030 and 2050 targets for our portfolios

Setting 2030 and 2050 decarbonisation targets for a subset of our White Paper (sub-)sectors is one of our major achievements of 2022



Percentage reduction 2030 compared to 2021 baseline levels for our lending business and compared to 2019 benchmark for our asset management activities. The figure highlights only part of the targets set.

Loan portfolio assessment

For each White Paper sector, we disclose:

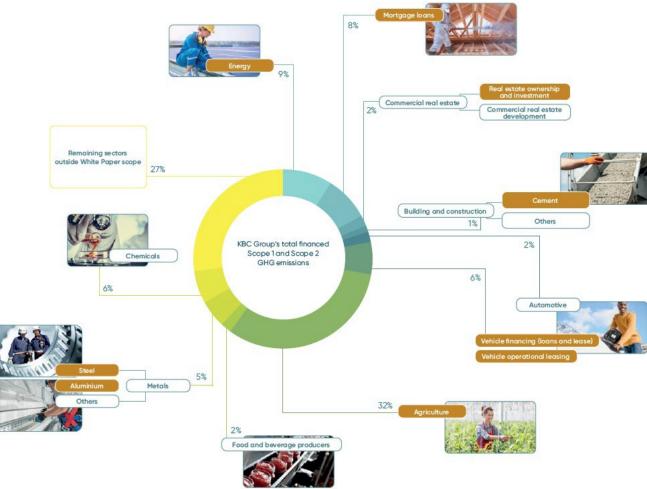
- · Outstanding loan portfolio
- Financed GHG emissions
- Coverage of climate targets where relevant.

The White Paper sectors cover:

- 73% of the total financed Scope 1 and 2
 GHG emissions of KBC Group
- Approximately two thirds of KBC Group's total outstanding loan portfolio

Scope of our existing climate targets currently covers about **56%** of our total financed Scope 1 and 2 emissions

Please note: The overview only shows Scope 1 and 2 emissions (= financing share in our clients' Scope 1 and 2 GHG emissions). The full financed emissions (Scope 1, 2, and 3) are reported in the facts and figures section of the report.



Loan portfolio assessment CCCA targets progress report



- Includes our first yearly progress reporting on our emission reduction targets for our lending portfolio.
- It outlines our approach of measuring progress:
 - Calculating the 2022 emission intensities or reduction rates.
 - Comparing them against the values of the KBC portfolio-specific and scenario-based sectoral decarbonisation pathways. We use these theoretical intermediate values to assess how well the subject portfolios proceed in reaching the 2030 targets



- Green: KBC portfolio value is currently at or below the KBC pathway value
 Amber: KBC portfolio value is currently maximum 5% higher than the KBC pathway value
- Red: KBC portfolio value is currently more than 5% above the KBC pathway value
- Gives an overall impression of initial progress compared to the scenario pathways. However, the period between the first climate report and this progress report has been too short to reach fundamental conclusions.

Loan portfolio assessment CCCA targets progress report



Table 6.3: Overview of our climate targets and progress (restated figures highlighted)

Data independently verified by PwC (limited assurance) as part of this progress report are expressly earmarked with the adjoining symbol P. Where relevant, PwC verified any subsequent changes to the 2021 baseline data and underlying calculations.

White Paper sectors	(Sub)sector within so setting	ope of target	Scope	Scenario/ Pathway (if applicable)	Data measurement methodology	Financial exposure in scope in m euro ²	Metric	Baseline 2021 portfolio	2022 KBC portfolio value	2022 KBC pathway value	Progress indicator ³	2022 versus baseline	2030 target	2050 target	
									ø			Ø			
Energy	Energy ^a (whole secto	r)	1+2	Not applicable	PCAF	4 389	t CO ₂ e/m euro outstanding	453	419	434	13	-8%	-34%	-82%	
	Electricity ^a		1	Below 2°C (NGFS Phase 2)	PCAF	2 4 4 8	kg CO ₂ e/MWh	210	208	204	1	-1%	-39%	-77%	
mortgages (whole	Commercial real esta mortgages (whole se commercial develop	ector excl. pure	1+2	Not applicable	PCAF inspired ^s	76 880	t CO ₂ e/m euro outstanding	27	26	26	1	-4%	-38%	-72%	
	Mortgages and com residential real estate		1+2	Below 2°C (NGFS Phase 2)	PCAF inspired ⁵	69 294	kg CO ₂ e/m²/year	50	49	48		-3%*	-43%	-85%	
Transport	Vehicle loans and financial lease	Passenger cars	1		PCAF inspired ^s	2 969		139	140	137		+1%	-42%	-100%	
		Light commer- cial vehicles	1	Net Zero 2050 (European Commission	PCAF inspired ⁵	715	g CO ₂ /km	208	203	206		-2%	-30%	-84%	
	Vehicle operational lease	Passenger cars	1		PCAF inspired ⁶	1158		133	124	131	131	-7%	-81%	-100%	
		Light commer- cial vehicles	1	MIX)	PCAF inspired ⁵	71	71	71		196	197	195	171	+1%	-33%
Agriculture	Agriculture (whole se	ctor)	1+2	Below 2°C (NGFS Phase 2)	PCAF	5 012	$t\mathrm{CO_2e/m}$ euro outstanding	1405	1392	1 372	1	-1%	-21%	-34%	
Building and construction	Cement producers		1+2	Below 2°C (IEA ETP 2020 SDS)	PACTA	126	t CO ₂ /t cement	0.69	0.68	0.67	1	-0.4%	-16%	-68%	
Metals	Steel producers		1+2	Below 2°C (IEA ETP 2020 SDS)	PACTA	767	t CO ₂ /t steel	1.34	1.51	1.31	151	+13%	-14%	-56%	
	Aluminium producers		1+2	Below 2°C (TPI)	Client information	22	t CO ₂ e /t aluminium	0.59	0.59	4.647	131	+1%	Stay well b global sec dimate be	toral intensity	

Loan portfolio assessment White Paper sectors



2022: focus on White Paper sectors for which we have set climate targets. Reference is made to the 2021 Sustainability Report for the other White Paper sectors.

Each White Paper update includes:

- Portfolio overview: including relevance of each sector, exposure (outstanding and/or granted) and financed GHG emissions
- Portfolio climate targets: 2021 baseline, 2022 progress and 2022 KBC pathway value
- Portfolio steering: including brief analysis of progress versus baseline, actions to steer
 portfolio and financed emissions towards target levels and some concrete examples of
 products and services to seize climate-related opportunities in the respective sector.
- Portfolio actions: focus going forward and future actions

Energy

Energy production, oil and gas, transmission and distribution

4.4

BILLION EUROS OUTSTANDING IN SCOPE

Electricity

-39%

TARGET 2030 VERSUS 2021 (kg CO₂e/MWh)

-1%

2022 VERSUS 2021 BASELINE



Energy

-34%

TARGET 2030 VERSUS 2021 (tonne CO₂e/m euros outstanding)

-8% 2022 VERSUS 2021 BASELINE



White Paper sectors Energy

TARGETS

ENERGY SECTOR CLIMATE TARGETS AND PROGRESS

Renewable energy	Baseline 2021	2022 progress	2030 target
Share of renewables in total energy loan portfolio (excluding transmission and distribution)	63%	63%	Minimum 75%

Electricity	Baseline 2021 (kg CO ₂ e/MWh)	2022 progress (kg CO ₂ e/ MWh)	2022 KBC pathway value (EU NGFS Phase 2 – Below 2°C)	2030 target	2050 target
Aggregated KBC Group target	210	208 🔎	204	127	49
% change		-1% 🔎		-39%	-77%
Energy whole sector	Baseline 2021 (t CO ₂ e/m euros)	2022 progress (t CO ₂ e/m euros)	2022 KBC pathway value ¹	2030 target	2050 target
Aggregated KBC Group target	453	419 🔎	434	300	82
% change		-8% 🔎		-34%	-82%

The financial targets are not adjusted for inflation.



¹ The KBC pathway value reflects the 2022 value in the linear reduction path between our 2021 baseline and our first intermediate (2030) target.



Thank you!

