The assessment of a company’s sustainability performance is based on approximately 100 criteria, selected specifically for each industry. A company’s failure to disclose, or lack of transparency, regarding these matters will impact a company’s rating negatively.

**Industry Leaders**

<table>
<thead>
<tr>
<th>Company name</th>
<th>Country</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Berlin Hyp AG</td>
<td>DE</td>
<td>B-</td>
</tr>
<tr>
<td>Münchener Hypothekenbank eG</td>
<td>DE</td>
<td>B-</td>
</tr>
<tr>
<td>de Volksbank N.V.</td>
<td>NL</td>
<td>B-</td>
</tr>
</tbody>
</table>

**Distribution of Ratings**

50 companies in the industry

**Rating History**

**Key Issue Performance**

- **Sustainability impacts of lending and other financial services/products**
- **Statutory ESG-standards linked to the geographical allocation of the lending portfolio**
- **Customer and product responsibility**
- **Employee relations and work environment**

**Strengths and Weaknesses**

- + green loans for private customers
- + reasonable measures regarding responsible treatment of customers with debt repayment problems
- + reasonable programmes regarding financial services to projects with high social benefit
- + reasonable measures taken to guarantee responsible sales practices
- + almost entire loan portfolio in countries with fairly good environmental and social minimum standards
- - executive board compensation not adequately disclosed

**Controversy Monitor**

- **Company**
  - Controversy Score: 0
  - Controversy Level: Minor

- **Industry**
  - Maximum Controversy Score: -2
  - Controversy Risk: Minor

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Münchener Hypothekenbank eG

Methodology - Overview

ISS-oekom Corporate Rating - The ISS-oekom Universe comprises more than 3,900 companies (mostly companies in important national and international indices, but also small and mid caps drawn from sectors with direct links to sustainability as well as significant non-listed bond issuers).

The assessment of a company's social & governance and environmental performance is based on approximately 100 environmental, social and governance criteria, selected specifically for each industry. All criteria are individually weighted and evaluated and the results are aggregated to yield an overall score (rating), in which the key issues account for at least 50 per cent of the total weight. In case there is no relevant or up-to-date company information available on a certain criterion and no assumptions can be made based on predefined standards and expertise, e.g. known and already classified country standards, the criterion is graded with a D-.

In order to obtain a comprehensive and balanced picture of each company, our analysts assess relevant information reported or directly provided by the company itself as well as information from independent sources. In addition, our analysts actively seek a dialogue with the assessed companies during the rating process and companies are regularly given the opportunity to comment on the results and provide additional information.

An external rating committee assists the analysts at ISS-oekom with the content-related design of industry-specific criteria and carries out a final plausibility check of the rating results at the end of the rating process.

Controversy Monitor - The Controversy Monitor is a tool for assessing and managing reputational and financial risks associated with companies' negative environmental and social impacts.

The controversy score is a unit of measurement for the number and severity of a company's current controversies. All controversial business areas and business practices receive a negative score, which can vary depending on the significance, number and severity of the controversies. Both the company's score and the maximum score obtained in the industry are displayed.

For better classification, the scores are assigned different levels: minor, moderate, significant and severe. The industry level relates to the average controversy score.

Only controversies for which reliable information from trustworthy sources is available are recorded. In addition to proven misconduct and activities of companies, alleged misconduct and activities are also assessed when the facts and circumstantial evidence provided by those sources, taking into account the experience of specialised analysts for each topic, is estimated to be sufficiently reliable. It should be noted that large international companies are more often the focus of public and media attention. Thus, the information available on those companies is often more comprehensive than for less prominent companies.

Distribution of Ratings - Overview of the distribution of the ratings of all companies from the respective industry that are included in the ISS-oekom Universe (company portrayed in this report: dark blue).

Industry Classification - The social and environmental impacts of industries differ. Therefore, based on its relevance, each industry analysed is classified in a Sustainability Matrix. Depending on this classification, the dimensions of the ISS-oekom Corporate Rating, the Social & Governance Rating and the Environmental Rating, are weighted and the sector-specific minimum requirements for the ISS-oekom Prime Status (Prime threshold) are defined (absolute best-in-class approach).

Industry Leaders - List (in alphabetical order) of the top three companies in an industry from the ISS-oekom Universe at the time of generation of this report.

Key Issue Performance - Overview of the company's performance with regard to the key social and environmental issues in the industry, compared to the industry average.

Rating History - Development of the company's rating over time and comparison to the average rating in the industry.

Rating Scale - Companies are rated on a twelve-point scale from A+ to D-:
A+: the company shows excellent performance.
D-: the company shows poor performance (or fails to demonstrate any commitment to appropriately address the topic).

Overview of the range of scores achieved in the industry (light blue) and indication of the grade of the company evaluated in this report (dark blue).

Status & Prime Threshold - Companies are categorised as Prime if they achieve/exceed the minimum sustainability performance requirements (Prime threshold) defined by ISS-oekom for a specific industry (absolute best-in-class approach) in the ISS-oekom Corporate Rating. Prime companies rank among the sustainability leaders in that industry.

Strengths & Weaknesses - Overview of selected strengths and weaknesses of a company with regard to the key issues of the industry from a sustainability point of view.