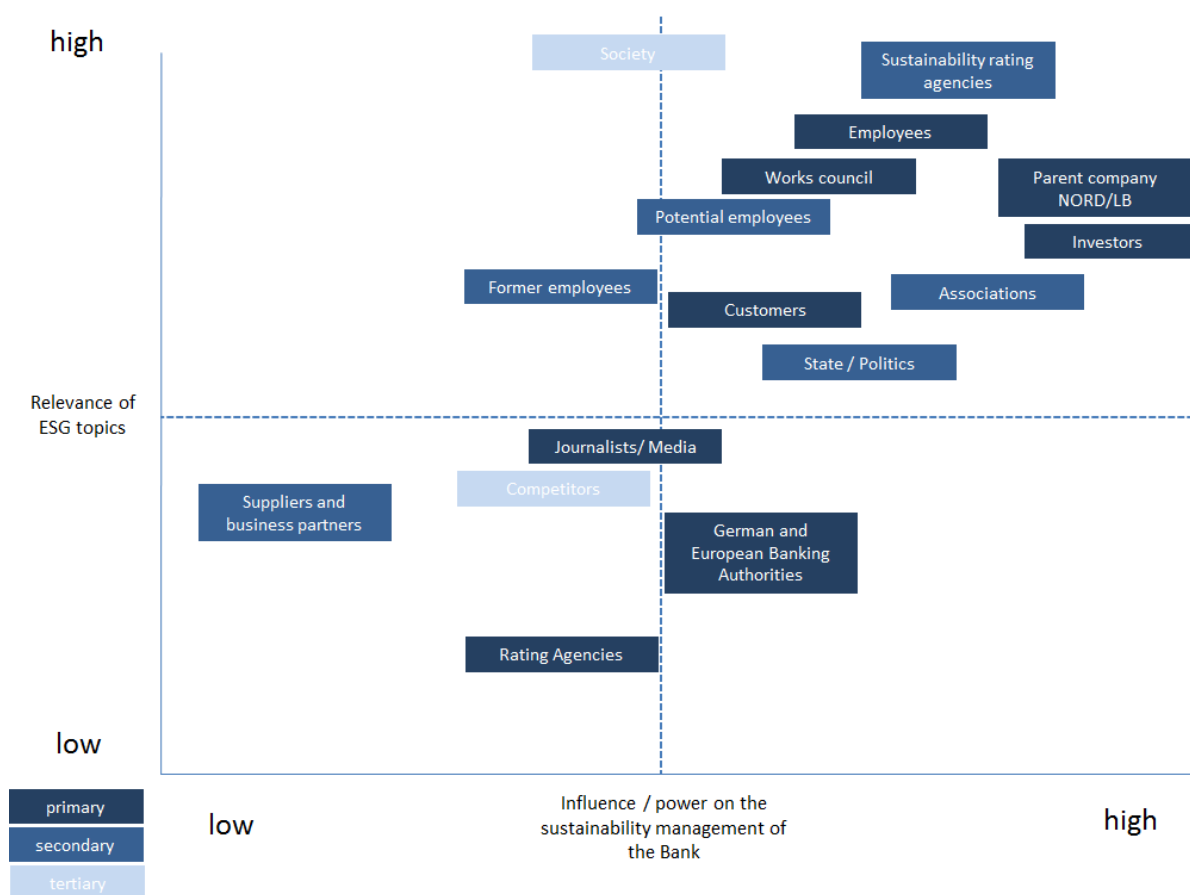


## Stakeholder analysis

Deutsche Hypo recognizes all individuals and organizations that are directly or indirectly affected by the corporate activities of Deutsche Hypo or may exert influence on the company's success as stakeholders. The following matrix shows the stakeholders of Deutsche Hypo, their expectations of the Bank, and a classification by importance (primary, secondary, tertiary). Also, the kind of dialogue in which the Bank is with stakeholders is illustrated. The aim of this analysis is to provide a basis for the materiality analysis and to work out the relevant fields of action for the sustainability measures.



<b>FINANCIAL LEVEL</b>			
<i>Stakeholder</i>	<i>Expectation</i>	<i>Classifi- cation</i>	<i>Form of stakeholder dialogue</i>
Investors	<ul style="list-style-type: none"> <li>• Capital returns</li> <li>• Security</li> <li>• Sustainability</li> <li>• Due Diligence</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Roadshows</li> <li>• Conferences</li> <li>• Customer events</li> <li>• Investor presentations</li> <li>• Annual report</li> <li>• Studies on real estate topics</li> <li>• Website</li> <li>• Enquiries</li> <li>• Personal conversations</li> </ul>
<b>GOVERNANCE LEVEL</b>			
<i>Stakeholder</i>	<i>Expectation</i>	<i>Classifi- cation</i>	<i>Form of stakeholder dialogue</i>
German and European Banking Authorities	<ul style="list-style-type: none"> <li>• Compliance</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Regular communication</li> <li>• Meetings with the Board</li> <li>• Annual report</li> <li>• Website</li> </ul>
State / Politics	<ul style="list-style-type: none"> <li>• Taxes</li> <li>• Jobs</li> <li>• Adherence to laws</li> </ul>	Secondary	<ul style="list-style-type: none"> <li>• Membership in associations</li> <li>• Contacts with authorities</li> <li>• Annual report</li> <li>• Website</li> </ul>
Associations	<ul style="list-style-type: none"> <li>• Membership</li> <li>• Representation of common interests</li> </ul>	Secondary	<ul style="list-style-type: none"> <li>• Regular communication</li> <li>• Annual report</li> <li>• Website</li> <li>• Work in committees</li> </ul>
<b>PUBLICITY</b>			
<i>Stakeholder</i>	<i>Expectation</i>	<i>Classifi- cation</i>	<i>Form of stakeholder dialogue</i>
Sustainability rating agencies	<ul style="list-style-type: none"> <li>• Information</li> <li>• Transparency</li> <li>• Sustainability</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Annual report</li> <li>• Questionnaires</li> <li>• Press releases</li> <li>• Website</li> <li>• Regular meetings and direct communication</li> </ul>
Rating agencies	<ul style="list-style-type: none"> <li>• Transparency</li> </ul>	Primary	
Journalists /Media	<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Cooperation</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Annual report</li> <li>• Press releases</li> <li>• Website</li> <li>• Articles</li> <li>• Press conferences</li> <li>• Studies on real estate</li> </ul>

			topics <ul style="list-style-type: none"> <li>• Fairs</li> <li>• Regular exchange</li> </ul>
<b>INTERNAL / DIRECT LINK</b>			
<i>Stakeholder</i>	<i>Expectation</i>	<i>Classifi- cation</i>	<i>Form of stakeholder dialogue</i>
Parent company NORD/LB	<ul style="list-style-type: none"> <li>• Profitability</li> <li>• Accountability</li> <li>• Value creation</li> <li>• Inclusion in relevant decisions</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Ongoing communication</li> <li>• Internal reports</li> <li>• Events</li> <li>• Committee meetings</li> <li>• Committees for Group management</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Responsibility</li> <li>• Social corporate governance</li> <li>• Transparency</li> <li>• Information</li> <li>• Flexibility</li> <li>• Prestige</li> <li>• Workplace security</li> <li>• Adequate remuneration</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Staff information on current events</li> <li>• Personal exchange</li> <li>• Black board (Intranet)</li> <li>• Employee magazine FACHWERK</li> <li>• Dialogue with employee representatives</li> <li>• Employee surveys</li> <li>• Social benefits</li> </ul>
Works council	<ul style="list-style-type: none"> <li>• Compliance with labour laws</li> <li>• Transparency</li> <li>• Protection of Employees</li> <li>• Involvement in decisions</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Permanent dialogue with the Supervisory Board, Board of Managing Directors and Human Resources</li> <li>• Economic committee</li> <li>• Employee information</li> <li>• Employee magazine FACHWERK</li> </ul>
Potential employees	<ul style="list-style-type: none"> <li>• Good Image</li> <li>• Reputation</li> <li>• Social responsibility</li> <li>• Good conditions for employees</li> <li>• Working environment</li> </ul>	Secondary	<ul style="list-style-type: none"> <li>• Annual report</li> <li>• Website</li> <li>• Studies on real estate topics</li> <li>• Fairs</li> <li>• Graduate congresses</li> <li>• Internships</li> <li>• Hospitations</li> <li>• Public reporting</li> </ul>
Former employees	<ul style="list-style-type: none"> <li>• Good Image</li> <li>• Reputation</li> <li>• Social responsibility</li> </ul>	Secondary	<ul style="list-style-type: none"> <li>• Employee magazine FACHWERK</li> <li>• Pensioner events</li> </ul>

<b>COOPERATION LEVEL</b>			
<i>Stakeholder</i>	<i>Expectation</i>	<i>Classifi- cation</i>	<i>Form of stakeholder dialogue</i>
Customers	<ul style="list-style-type: none"> <li>• Trustworthiness</li> <li>• Reliability</li> <li>• Know-how</li> <li>• Adequate conditions</li> <li>• Professionalism</li> <li>• Reputation</li> <li>• Fast processing</li> </ul>	Primary	<ul style="list-style-type: none"> <li>• Successful cooperation</li> <li>• Personal conversations</li> <li>• Annual report</li> <li>• Website</li> <li>• Customer events</li> <li>• Fairs</li> <li>• Studies on real estate topics</li> <li>• Customer letters</li> <li>• Market surveys</li> <li>• Public reporting</li> </ul>
Suppliers and business partners	<ul style="list-style-type: none"> <li>• Trustworthiness</li> <li>• Good image</li> <li>• Professionalism</li> <li>• Reliability</li> </ul>	Secondary	<ul style="list-style-type: none"> <li>• Conversations for supplier management</li> <li>• Annual report</li> <li>• Website</li> </ul>
Society	<ul style="list-style-type: none"> <li>• Jobs</li> <li>• Taxes</li> <li>• Corporate Citizenship</li> <li>• Engagement</li> </ul>	Tertiary	<ul style="list-style-type: none"> <li>• Promotion of social projects</li> <li>• Volunteerism of employees</li> </ul>
Competition	<ul style="list-style-type: none"> <li>• Fair Competition</li> <li>• Cooperation in individual Deals</li> </ul>	Tertiary	<ul style="list-style-type: none"> <li>• Personal exchange</li> <li>• Annual report</li> <li>• Press releases</li> <li>• Website</li> </ul>