

Sustainability Accounting Standards Board (SASB) index

This is our first time reporting against the SASB disclosure framework (version 2018-10). The tables that follow detail our disclosures against the six Financial Industry Standards that we have identified as most closely aligned to our business, Mortgage Financing (FN-MF), Commercial Banks (FN-CB), Consumer Finance (FN-CF), Investment Banking and Brokerage (FN-IB), Asset Management and Custody Activities (FN-AC) and Investment Banking (FN-IB). The tables indicate where to find information either in this report or within our wider reporting suite.

Unless otherwise stated all data and descriptions are for NatWest Group on a consolidated basis and not just the business segment or legal entity within the group relevant to that sector. The tables are structured by topic to take into account that some disclosure and indicator requirements appear in more than one sector. As SASB is a global framework with a US-focus we have in some instances had to provide the equivalent relevant UK disclosure. We do not currently disclose all metrics within these six standards, but we are aware of the increasing importance of providing our investors and other stakeholders with relevant and meaningful sustainability information so will continue to work with SASB to monitor develop the alignment of our disclosures going forward.

	Code	Accounting metric	Reference or Response
Business Ethics			
Quantitative	FN-IB-510a.1 FN-CB-510a.1 FN-AC-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	A “Provisions for liabilities and charges” in Note 20 p306, “Litigation and regulatory matters” in Note 26 p315 to 319
Discussion and Analysis	FN-IB-510a.2 FN-AC-510a.2 FN-CB-510a.2	Description of whistleblower policies and procedures	A Speak-up p58 and Whistleblowing p109 E Whistleblowing p56
Data Security			
Quantitative	FN-CF-230a.2	Card-related fraud losses from (1) card-notpresent fraud and (2) card-present and other fraud	A Operational risk p243 to 244
Discussion and Analysis	FN-CF-230a.3 FN-CB-230a.2	Description of approach to identifying and addressing data security risks	A Operational risk p243 to p244 E Information security and system availability p65, Protecting privacy and customer confidentiality p70
Employee Diversity & Inclusion			
Quantitative	FN-AC-330a.1 FN-IB-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	A Diversity and Inclusion p60 to 61, Annual report on remuneration p133 to 146 E Diversity and Inclusion p75 to 77 W Building a more inclusive bank

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Employee Incentives & Risk Taking			
Quantitative	FN-IB-550b.1	Percentage of total remuneration that is variable for Material Risk Takers (MRTs)	A Other remuneration disclosures p147 to 150
Quantitative	FN-IB-550b.2	Percentage of variable remuneration of Material Risk Takers (MRTs) to which malus or clawback provisions were applied	A Other remuneration disclosures p147 to 150
Discussion and Analysis	FN-IB-550b.3	Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities	A Note 12 Financial instruments – valuation p292 to 297
Environmental Risk to Mortgaged Properties			
Quantitative	FN-MF-450a.1	1) Number and (2) value of mortgage loans in 100-year flood zones	A Climate-related scenario analysis p73 to 75, Managing Climate-related risks p75 to 76, Climate-related risk p242 to 243 C Scenario analysis p22 to 28, Risk management p34 to 39, Risk for residential mortgages in the Retail Banking portfolio p43
Discussion and Analysis	FN-MF-450a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	A Climate-related scenario analysis p73 to 75, Managing Climate-related risks p75 to 76, Climate-related risk p242 to 243 C Scenario analysis p22 to 28, Risk management p34 to 39, Risk for residential mortgages in the Retail Banking portfolio p43
Financial Inclusion & Capacity Building			
Quantitative	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	A Commercial Banking lending p31, 38, 39 and 92 E Commercial Banking lending p12 and Enterprise p37 to 43
Discussion and Analysis	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	E Addressing barriers to financial health p66 to 67
Quantitative	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	A Moneysense p23, 31, 34 and 36 E Building financial confidence and resilience p46 to 48
Incorporation of Environmental, Social and Governance Factors in Investment Management Advisory			
Quantitative	FN-AC-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies	E Integrating ESG across our products, services and operations p22 to 23
Quantitative	FN-AC-410a.3	Description of proxy voting and investee engagement policies and procedures	W Coutts has appointed EOS at Federated Hermes to advise and support voting and engagement activity. In doing so, Coutts applies EOS' responsible ownership principles

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Incorporation of Environmental, Social, and Governance Factors in Credit Analysis			
Quantitative	FN-CB-410a.1	Commercial and industrial credit exposure, by Industry	A Heightened climate-related risk sectors p76, Credit risk portfolio summary – sector analysis p186 to 190 E Heightened climate-related risk sectors p32 C Heightened climate-related risk sectors p41
Discussion and Analysis	FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	A Climate-related risk p242 to 243, Reputational risk p245 E Environmental, Social and Ethical risk management p58 to 59
Incorporation of Environmental, Social, and Governance Factors in Investment Banking & Brokerage Activities			
Quantitative	FN-IB-410a.2	(1) Number and (2) total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry	A Climate and Sustainable Funding and Financing p71, p72 and p77 E Climate and Sustainable Funding and Financing: p31 C Climate and Sustainable Funding and Financing p17 and p44 to 46
Quantitative	FN-IB-410a.3	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment banking and brokerage activities	A Climate and Sustainable Funding and Financing p71, p72 and p77 E Climate and Sustainable Funding and Financing: p22 to 23 and p31 C Climate and Sustainable Funding and Financing p17 and p44 to 46
Lending Practices			
Quantitative	FN-MF-270a.3	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators	A “Provisions for liabilities and charges” in Note 20 p306, “Litigation and regulatory matters” in Note 26 on p315 to 319
Quantitative	FN-MF-270a.4	Description of remuneration structure of loan originators (Employee rem linked to mortgage sales)	A Directors’ remuneration report p127 and 130 and Other remuneration disclosures p148. In recent years the decision was taken to remove front-line incentives for large numbers of employees to support the desired culture E Fair and transparent reward p80 to 82
Managing Business Continuity & Technology Risks			
Discussion and Analysis	FN-EX-550a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	A Operational risk p243 to 244 E Information security and system availability p65 and Protecting privacy and customer confidentiality on p70
Quantitative	FN-EX-550a.3	Description of efforts to prevent technology errors, security breaches, and market disruptions	A Operational risk on p243 to 244 E Information security and system availability p65 and Protecting privacy and customer confidentiality on p70

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Managing Conflicts of Interest			
Quantitative	FN-EX-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	A “Provisions for liabilities and charges” in Note 20 p306, “Litigation and regulatory matters” in Note 26 p315 to 319
Professional Integrity			
Quantitative	FN-IB-510b.4	Description of approach to ensuring professional integrity, including duty of care	A Human rights and modern slavery p26, Our Code p157 E Our Code – how we work p54, Respecting human rights p63
Selling Practices			
Quantitative	FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	A Directors’ remuneration report p127, p130 and Other remuneration disclosures p148. In recent years the decision was taken to remove front-line incentives for large numbers of employees to support the desired culture E Fair and transparent reward p80 to 82
Discussion and Analysis	FN-CF-270a.4	1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	A Compliance and conduct risk p240 to 241 E Meeting our customer needs p68 to 69 W Customer complaints
Quantitative	FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	A “Provisions for liabilities and charges” in Note 20 p306, “Litigation and regulatory matters” in Note 26 p315 to 319.
Systemic Risk Management			
Discussion and Analysis	FN-IB-550a.2 FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	A Risk management framework – Stress testing p161 to 164 C Our approach to Climate change scenario analysis p22 to 28
Quantitative	FN-AC-550a.3	Total exposure to securities financing transactions	A Credit risk – Securities financing transactions and collateral p209
Discussion and Analysis	FN-AC-550a.4	Net exposure to written credit derivatives	A Credit risk – Derivatives p210 to 211

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Transparent Information & Fair Advice for Customers			
Quantitative	FN-AC-270a.3	Description of approach to informing customers about products and services	A Our Code p157 E Our Code – how we work and The Yes check – how we make decisions p24, Meeting our customer needs p68 to 69
Activity Metrics			
Quantitative	FN-MF-000.A	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	A Business review p84 to 96, Credit risk p165 to 212
Quantitative	FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	A Business review p84 to 96, Credit risk p165 to 212
Quantitative	FN-AC-000.A	(1) Total registered and (2) total unregistered assets under management (AUM)	A Private Banking p93
Quantitative	FN-AC-000.B	Total assets under custody and supervision	A Private Banking p93

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