Energy efficient houses and buildings

How financial institutions can empower owners to take action.

Sandra Schoonhoven, ING Bank N.V.
ING is a Dutch-based Wholesale and Retail bank serving more than 37 million customers across 40 countries worldwide

Empowering people to stay a step ahead in life and in business.
Empowering people to stay a step ahead in life and business

The world is changing so quickly, sometimes it’s hard to keep up.

We at ING are here to **empower people to stay a step ahead of these changes**. To help them thrive in tomorrow’s world by turning the threats of climate change and fast-changing technology into opportunities.

We have a Sustainability Direction to guide us: all of our initiatives will help contribute to a **low-carbon and self-reliant society**.
Our commitment
Our biggest impact lies within our lending - by providing financing for our clients

“ING commits to steer its entire €600 billion lending portfolio towards the well-below 2 degree goal of the Paris Agreement.”

Isabel Fernandez
Board Member and Head of WB
Our commitment for the built environment
Our approach on making houses and buildings sustainable is about empowerment of customers and setting clear ambitions

Why does it matter

- It’s good for our customers as they **avoid potential risk** by acting now
- Providing financial solutions offers us a good **business opportunity**
- It’s good for society as buildings have a **significant impact on CO2 emissions**

How do we do this

- **Create awareness** by making it part of our customer dialogue
- **Offer financial solutions** to help customers pay for the renovations
- Develop solutions to **make it easier to act**

What can we as a bank do about it

- We can **empower our customers** to take action.

**Ambition mortgage portfolio**

- Current: 14% A / A+ / A++, 31% B / C, 55% D to G
- Ambition: 25% A / A+ / A++, 75% D to G

**Ambition commercial real estate**

100% “green” buildings in portfolio by 2023
Empowerment x Collaboration = Impact
Empowerment x Collaboration = Impact

ING and Vattenfall
• Empower home owners to make it real easy to get advice, financial tools and insights and to get the work executed

R2 – CO2
• The energy robot detects the energy being wasted in a building
• This will identify up to 15% of energy saving opportunities

Valuation tool
• Largest appraisal offices to develop a new model to value the sustainability and create a more objective, transparent and consistent valuation.
Three ways to increase impact
Three ways to increase impact

**Accurate data**
- Data on energy labels and real consumption needs to be available to all to be able to drive the transition.

**Clear policy**
- Dutch policy on commercial real estate demonstrates effect on built environment.

**Easy & Cheap to be Green**
- Owners needs to be empowered by offering them tools (including financial offerings) that make it easy and cheap to be(come) green.
Thank you