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User Guide

Portfolio Impact Analysis Tool for Banks (v.3)

Consumer Banking/
Identification Module

July 2022

UN Environment Programme Finance Initiative, 2022

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About the UNEP FI Impact Analysis Tools

UNEP FI’s Holistic Impact Methodology

The Impact Analysis Tools are based on UNEP FI’s unique Holistic Impact Methodology. This methodology is itself derived from a unique theory of change on the role of main-stream business and finance to close the SDG financing gap and the way in which this can be achieved.¹

As per Figure 1 below, the UNEP FI Holistic Impact Analysis Methodology is a two-step process to understand and manage actual and potential positive and negative impacts across the spectrum of environmental, social and economic issues.

Step one consists in understanding the impact areas and topics (e.g. employment, climate, economic convergence) that are associated with the object of analysis (e.g. a portfolio, a corporate’s business activities, or a physical asset such as real estate). It also involves understanding the impact needs that exist in the location/s that the object of analysis finds itself in or interacts with, so as to contextualize its impact profile and determine its most significant impact areas. This is referred to as Impact Identification.

Step two consists in reviewing current practice and performance vis a vis the impact areas/topics identified in step one. Are the potential impacts identified in step one happening in reality? To what extent? How does current practice and performance relate to the impact needs, gaps and priorities in the geography/ies that the object of analysis finds itself in or interacts with? This is referred to as Impact Assessment.

The purpose of the Holistic Impact Analysis Methodology is to enable concrete action. Out of the insights generated by the analysis, users are empowered to define strategies, establish action plans and set meaningful financial and extra-financial targets.

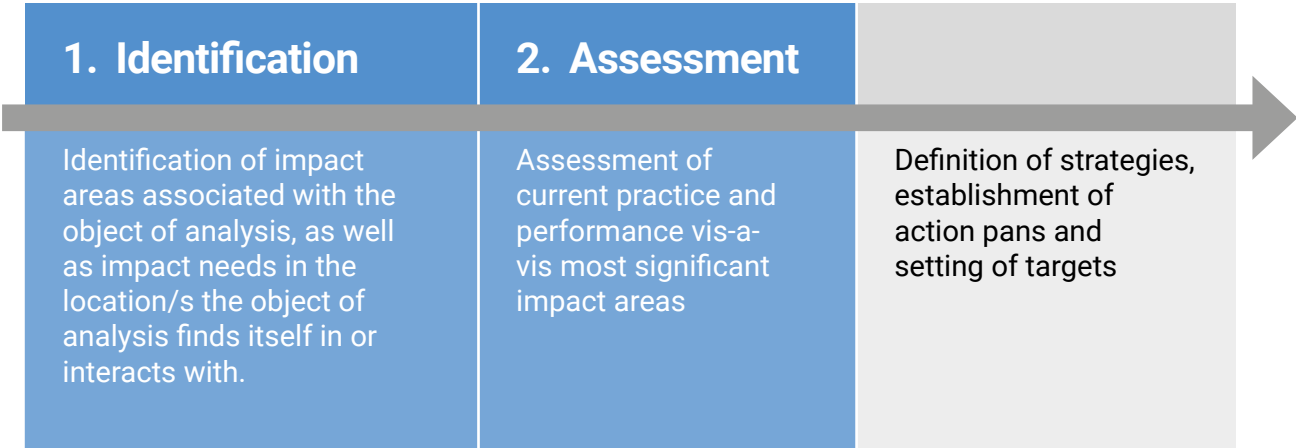


Figure 1: UNEP FI Holistic Impact Methodology

¹ *Rethinking Impact to Finance the SDGs—United Nations Environment Programme Finance Initiative*. November (2018). UNEP FI. unepfi.org/positive-impact/rethinking-impact/

About the Impact Analysis Tools

The Impact Analysis Tools are iterative input-output workflows built in Excel.² They requires users to input data to describe their business or portfolio (e.g. percentage of gross income per business line, percentage of drawn outstanding loans for a given sector and in a given country, etc.) and to reflect their current impact performance (e.g. quantitative data such as GHG reductions, diversity of SMEs financed, number of persons from vulnerable populations serviced and qualitative data such as the existence of policies and processes to detect and deal with wage theft or domestic violence).

The Tools use the input data in combination with a set of in-built impact mappings to produce a number of outputs, in particular a set of impact profiles by business line, and to guide the user in identifying most significant impact areas and determining priorities, thus setting the basis for strategy development and target-setting.

As of 2022, UNEP FI’s Impact Analysis Tools are gradually transitioning to a ‘modular’ format, where main components of impact analysis are contained within distinct ‘modules’ (see Figure 2 below).

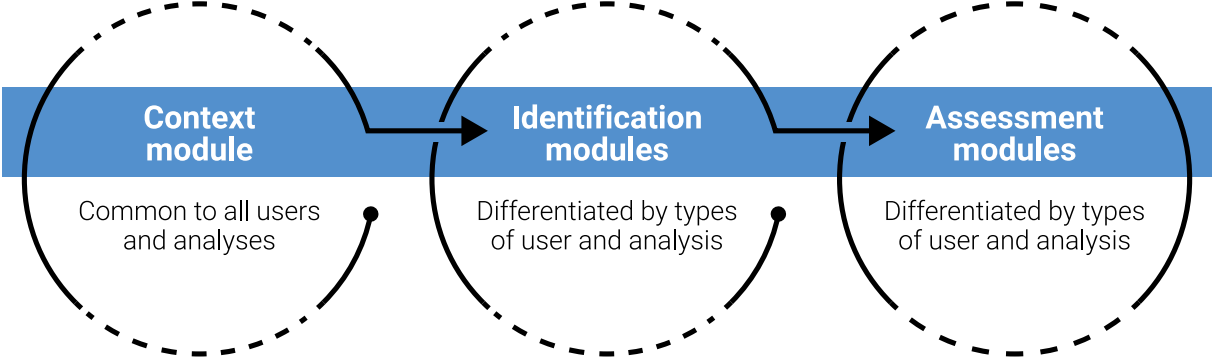


Figure 2: Overview of the Impact Analysis Modules

About the Impact Analysis Tools for Banks

The Impact Analysis Tools for Banks were designed specifically to support signatories to the Principles for Responsible Banking (PRB) in achieving Principle 2:

‘We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.’

² The Portfolio Tool is built in the Excel of Microsoft 365. Note that some functionalities may be affected if earlier versions of Excel are used.

The Consumer Banking Identification Module

Overview

The Consumer Banking Identification Module enables you to understand the environmental, social, and economic impacts (positive and negative) associated with your Consumer portfolio/s, and to overlay these associations with the impact needs and priorities of the countries and locations in which your bank operates, in order to identify the portfolio’s most significant impact areas/topics.

Scope of the Consumer Banking Identification Module

Figure 3 below lists the products and services understood to form part of Consumer Banking (sometimes also called personal or retail banking). All items except those in red are within scope of this module (investments are the object of separate impact analysis tool).³

Definition	Products & Services
Provision of products and services to individuals	<p>Generic: Consumer credit & overdraft Credit cards Current accounts Savings accounts Certificates of deposits/Term investments Specialised (purpose): Home loans and other housing-related credit Education-related loans Access to justice-related loans Health-related loans Leasing Other</p> <p>Specialised (type of client): Student accounts & loans Professional activities* Running of associations* Other (e.g. gender, minorities, elderly, etc.)</p> <p>Specialised (income-level of client): Microcredit Wealth Planning/Family Offices (e.g. estate, art, family, etc.) Securities backed lending (Lombard loans) Structured lending and risk solutions Investments (direct/indirect, custodian/discretionary/advisory, research) Other</p>

Figure 3: Consumer Banking

3 Investment Portfolios Impact Analysis Tool (2021) unepfi.org/positive-impact/unep-fi-impact-analysis-tools/investment-portfolio-impact-analysis-tool/

This Module will enable you to comply with the ‘exposures’ requirement for Principle 2 on Impact Analysis and Target-setting of the Principles for Responsible Banking (PRB) and lays the basis for performance assessment and target-setting, also required under Principle 2.

The workflow is divided into three main steps:

- a. Setting your **parameters** (i.e., specifying your geographic scope, making your choice of indicators, etc.)
- b. Detailing your **portfolio composition**, by product type and by client type
- c. Reviewing your portfolio **impact profile** (by country/location and, if applicable, across all countries/locations) and identifying your most significant impact areas.

UNEP FI IMPACT ANALYSIS TOOLS
Consumer Banking Identification Module
July 2022

The Impact Analysis Tools are iterative input-output workflows designed to help organisations implement UNEP FI’s unique Holistic Impact Methodology. As of 2022, UNEP FI’s Impact Analysis Tools are gradually transitioning to a ‘modular’ format, where the main components of impact analysis are contained within distinct modules.

As per the figure below, the Consumer Banking Identification Module enables you to understand the positive and negative impact associated with your portfolio based on your product and client types. This will enable you to comply with the corresponding requirement for Principle 2 on Impact Analysis and Target-setting of the Principles for Responsible Banking (PRB). If you have also completed the Needs Module, the present Module will also enable you to identify your most significant impact areas, also as per Principle 2 of the PRB.

For guidance on how to complete this Module, please refer to the Consumer Banking Identification Module User Guide.

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Navigation: Overview | My Parameters | Portfolio Composition | Impact Profile-Country 1 | Impact Profile-Country 2 | Impact Profile-Co ...

► [Click here to watch a presentation of the Consumer Banking Identification Module](#)

Data checklist

Below is a list of the main data points requested in the Module.

For the first two data points please use gross income.

- Size of your consumer banking business and what proportion this is relative to your total business activity.
- If your consumer banking business spans several countries, the size of the business in each country. Please use gross income.

For the remaining data points, You can use up to three different indicators: amounts (use drawn outstanding loans, outstanding loans or exposure at default/EAD; currency must be specified), number of products, number of clients.

- Total volume of your consumer banking portfolio.
- If your consumer banking business spans several countries, volume of consumer banking portfolio per country.
- Volume of business for each product type (per country).
- Volume of business per client types for each product type

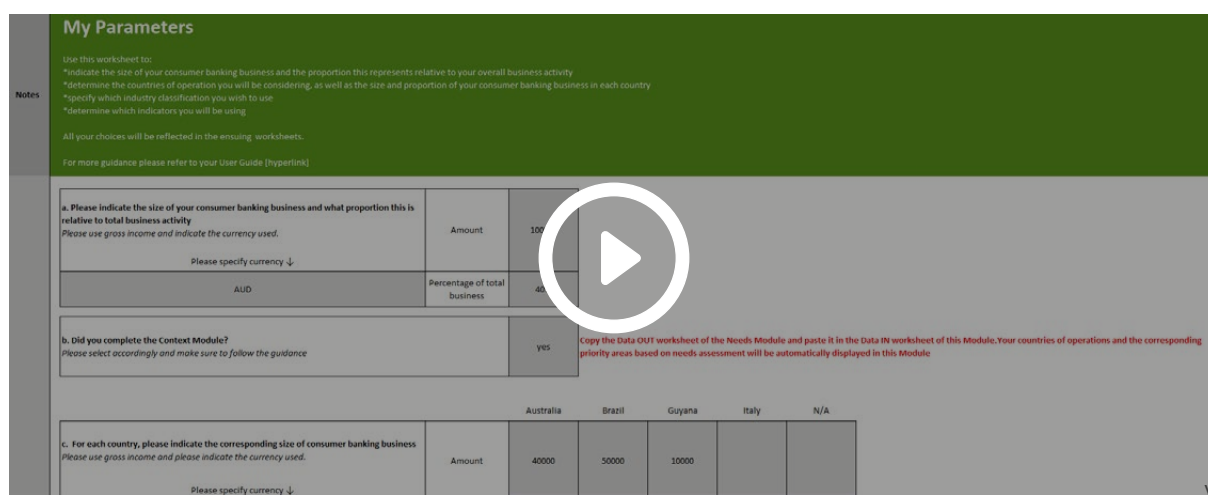
A. Setting your Parameters

What is this about?

Use the 'My Parameters' worksheet to:

- indicate the size of your consumer banking business and the proportion this represents relative to your overall business activity
- determine the countries of operation you will be considering, as well as the size and proportion of your consumer banking business in each country
- specify which industry classification you wish to use
- determine which indicators you will be using

All your choices will be reflected in the ensuing worksheets.



▶ [Click here to watch a demo of the 'My Parameters' worksheet](#)

How do I do it?

1. Size of the Consumer Banking portfolio

a. Please indicate the size of your consumer banking business and what proportion this is relative to total business activity <i>Ideally, please provide both gross income and balance sheet. Indicate the currency used.</i> Please specify currency ↓	Gross income (amount) →	2.000.000.000,00	Balance sheet (amount) →
€	Gross income (percentage of total business) →	30,00%	Balance sheet (percentage of total business) →

Screenshot 1: Size of Consumer Banking portfolio

Please indicate the size of your consumer banking portfolio and what proportion this is relative to total business activity. Ideally, please provide both gross income and balance sheet. Please indicate the currency used.

This information will display in the subsequent worksheets; it will also carry forward to the Assessment Module (should you chose to use it). This enables you keep in mind the

relative significance of the portfolio when setting targets and action plans; it also serves to clarify the scope of your impact analysis in your disclosures.

2. Country selection

If you previously used the Context Module copy the Data OUT worksheet of the Context Module and paste it in the Data IN worksheet of this Module. Then select 'yes' for question b. 'Did you complete the Context Module'. Your country/ies of operation will then automatically display.

b. Did you complete the Context Module? <i>Please select accordingly and make sure to follow the guidance</i>	yes	Copy the Data OUT worksheet of the Needs Module and paste it in the Data IN worksheet of this Module. Your countries of operations and the corresponding priority areas based on needs assessment will be automatically displayed in this Module
Australia N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A		

Screenshot 2: Country selection (using data from the Context Module)

If you did not previously use the Context Module, select 'no' for question b. 'Did you complete the Context Module' and manually select your country/ies of operation from the drop-down list.

b. Did you complete the Context Module? <i>Please select accordingly and make sure to follow the guidance</i>	no
<i>Please specify your countries of operations</i>	(Select country or area) (Select country or area) (Select country or area) (Select country or area) (Select country or area) (Select country or area) (Select country or area) (Select country or area) (Select country or area) (Select country or area)

Screenshot 3: Country selection (using drop-down lists)

Finally, for each country, you must indicate the corresponding size of the portfolio. Please use gross income and please indicate the currency used. The percentage relative to your overall consumer portfolio will display automatically..

This information will display in the subsequent worksheets; it will also carry forward to the Assessment Module (should you chose to use it). This enables you keep in mind the relative significance of the portfolio when setting targets and action plans; it also serves to clarify the scope of your impact analysis in your disclosures.

c. For each country, please indicate the corresponding size of consumer banking business <i>Please use gross income and please indicate the currency used.</i>	Amount	40000	50000	10000		
Please specify currency ↓						
AUD	Percentage of total business	40%	50%	10%	0%	0%

Screenshot 4: Size of portfolio per country

3. Industry classifications

<p>d. Industry classification <i>Please select the industry classification you wish to use for your sector selection</i></p>	<p>ANZSIC</p>
--	---------------

Screenshot 5: Selection of industry classification

By default the Module is set to ISIC Rev 4. If you wish to use another industry classification, please select the industry classification you wish to use from the drop-down menu.

Note that consumer banking activities are not originally listed in detail in any of the industry classifications and were added for the purpose of the Impact Analysis Tools—there may therefore be limited benefit in selecting other industry classifications.

4. Indicators

<p>e. Indicators <i>Please specify which indicators (among three types) you intend to use for your data collection. Please note that 'amount' is used as a default indicator and others can be added as complementary indicators.</i></p>	<p>amount</p>	<p>number of products</p>	<p>number of customers</p>
	<p>yes</p>	<p>(please select)</p>	<p>yes</p>
<p>Please indicate the specific indicator for 'amount'</p>	<p>outstanding loans</p>		

Screenshot 6: Selection of indicators

The 'Portfolio Composition' worksheet will require you to provide data on the volume of your business activity per product type. To do this, you can use up to three different indicators:

- drawn outstanding loans/outstanding loans/ exposure at default-EAD
- number of products
- number of customers

Please specify which indicators you intend to use for your data input in the 'Portfolio Composition' worksheet. Note that 'amount' is used as a default indicator to produce the main data visualizations on the 'Impact Profile' worksheets. The others can be added as complementary indicators to produce additional data visualizations and to better inform your practice and performance assessment, as well as your target-setting.

B. Portfolio Composition

What is this about?

A bank's consumer banking impacts are driven by the nature of its business activities; they depend on the types of products and the types of clients and activities that this support. The first step is therefore to lay out the composition of the portfolio.

Use the 'Portfolio Composition' worksheet to provide data on the products and services you offer to your customers as well as the types of customers you are serving. More specifically, you are required to:

- Indicate the types of products/services you are offering to your customers and specify the total volume and percentage for each product/service.
- For each type of product or service offered by the bank, indicate the corresponding customer types among different population groups.

► [Click here to watch a demo of the 'Portfolio Composition' worksheet](#)

How do I do it?

Data must be inputted country by country, however, before inputting country-by-country data, you must provide the total volume of your consumer banking portfolio, using the indicator/s specified in the 'My Parameters' worksheet (these will display automatically).

Total volume of your consumer banking portfolio (across all countries)	Indicator 1-credit: amount (outstanding loans)	Indicator 1-current accounts & savings: amount	Indicator 2: number of products - not selected	Indicator 3: number of customers
	45.000.000.000,00	55.000.000.000,00		25.000.000,00

Screenshot 7: Total volume of consumer banking portfolio

1. Products and services

You can input data for up to five countries (scroll down for additional countries as needed and click the '+' sign in the margin on the left to expand the sections).

At the top of the table(s), please specify the volume of the consumer banking portfolio in the corresponding country, using the indicator/s specified in the 'My Parameters' worksheet (these will display automatically).

Italy

Volume of consumer banking portfolio in the country →	Indicator 1-credit: amount (outstanding loans)	Indicator 1-current accounts & savings: amount	Indicator 2: number of products - not selected	Indicator 3: number of customers
	30.000.000.000,00	40.000.000.000,00		20.000.000,00

Volume of consumer banking portfolio in the country, by product/service type ↓ <small>In the columns below, please indicate the volume of business for each product type. You can use up to three different indicators. Note that your indicator selection needs to have been made in the 'My Parameters' worksheet.</small>							
Types of products & services (as per ISIC industry classification)	Names of products & services (as named in your bank)	Indicator 1: € amount		Indicator 2: number of products - not selected		Indicator 3: number of customers	
		Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)
644 Consumer banking	<i>(unhide the rows and indicate the names of your products)</i>		0,00%				0,00%
6441 Current accounts	<i>(unhide the rows and indicate the names of your products)</i>		0,00%				0,00%
64411 Current accounts with payment services (cheques, debit cards)	<i>(unhide the rows and indicate the names of your products)</i>	20.000.000.000,00	50,00%			6.000.000,00	30,00%
	Easybanking	5.000.000.000,00	12,50%			1.500.000,00	7,50%
	Premium	5.000.000.000,00	12,50%			1.500.000,00	7,50%
	Evergreen	5.000.000.000,00	12,50%			1.500.000,00	7,50%
	InfinityPlus	5.000.000.000,00	12,50%			1.500.000,00	7,50%
			0,00%				0,00%

Screenshot 8: Volumes per product types (and products)

It is also possible to input data product by product. To do this, please indicate the names of your products in the 'Names of products & services' column. Make sure you input them alongside the right product type (e.g. car loans should fall under 'Vehicle related loans'). Please note that for the 'amount' section, data entered will display in two different colours. The data entered for current accounts and savings will display in brown, while the data on credit products will display in black. This helps to distinguish the data relating to these two different categories of products, the totals of which are also calculated separately.

- Q. If I am capturing numbers of clients, should first holders only be captured or all holders?**
- A.** Ideally all holders should be captured as all holders benefit from the products and services rendered.
- Q. What should I do about customers whose accounts, loans, deposits and transactions are in reality linked to a business activity?**
- A.** If you are able to track such cases as well as the sectors/activities they are associated with, you can obtain a more granular and accurate representation of impacts by capturing this part of your business via the Institutional Banking/Identification Module. Consider doing this if you find a significant portion of portfolio is made up of such cases.

2. Client types

Data continues to be inputted country by country, product type by product type; please see the tables to the right of the ‘Volumes’ columns. Click the ‘+’ signs to expand the different tables; each table corresponds to a different population group. There are four pre-determined population groups (income level, gender, age, and location), and one ‘open’ group—you can add or define an additional category here depending on what is relevant for the country (e.g. race, ethnic groups, refugees, ex-convicts, etc.).

In these tables, please indicate the volume of business for each client type/population group. You can still use up to three different indicators: currency amounts, number of products, and number of clients (note that your indicator selection needs to have been made in the ‘My Parameters’ worksheet). Once volumes have been entered, the percentages are auto-generated. To help you check that your data input is correct, the figures in the ‘Volume’ column of the different population groups (e.g. “Low-income populations”) will display in red if they add up to more than the total indicated in the previous table (“Volume of consumer banking portfolio in the country, by product/service type”).

Here also, it is also possible to input data product by product.

Income															
Low-income populations				Middle-income populations				High-income population				Unspecified (Income)			
Indicator 1: amount		Indicator 2: number of products - not selected		Indicator 1: amount		Indicator 2: number of products - not selected		Indicator 1: amount		Indicator 2: number of products - not selected		Indicator 1: amount		Indicator 2: number of products - not selected	
Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)	Volume	% (automatically generated)
5,000,000,000.00	12.50%			1,500,000,000.00	2.50%	10,000,000,000.00	25.00%	1,000,000,000.00	15.00%	5,000,000,000.00	12.50%	1,500,000,000.00	2.50%	0.00%	0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%
	0.00%				0.00%		0.00%		0.00%		0.00%		0.00%		0.00%

Screenshot 9: Volume per client type (income levels)

Q. What definitions of high/middle/low-income populations am I supposed to use?

A. Definitions and thresholds vary from geography to geography along with the cost of living. Therefore, locally applicable definitions should be used. National or international (e.g., OECD) statistics can be used in complementarity.

Q. What if my bank is prevented by law from collecting information on client typology?

A. A. This will not stop the Tool from generating results, they will just be less precise. You can partly compensate by bringing more precision to your product selection (e.g., singling out home loans specifically aimed at low-income populations).

C. Impact Profile & Most Significant Impact Areas

What is this about?

Use the ‘Profile’ worksheets to:

- review the impacts associated with the bank’s activities, based on the bank data

captured under the 'Portfolio Composition' worksheet (a range of different visual representations are provided)

- determine your most significant impact areas accordingly

There is one 'Profile' worksheet per country (note that only one profile worksheet is displayed by default, right click on worksheet tab to unhide the other worksheets). If you have inputted data for more than one country, use 'Summary' worksheet to look at an aggregated view of the different country-level profiles. The 'Summary' worksheet also displays your selection of most significant impact areas in each country and enables you to determine priority impact areas at the global level/ across your different countries of operation.

Impact Profile-Australia

Use this worksheets to:

- *review the impacts associated with the bank's activities, based on the bank data captured under the "Portfolio Composition" worksheet (a range of different visual representations are provided)
- *determine your most significant impact areas accordingly

N.B: Only grey coloured cells are input cells. Text in red indicate warning messages to help you fill out the worksheet correctly.

	amount (drawn outstanding loans)	Indicator 2: no indicator selected	Indicator 3: no indicator selected
Proportion of Consumer Banking portfolio in country relative to total Consumer Banking portfolio	50%	N/A	N/A
Proportion of portfolio under analysis relative to total Consumer Banking portfolio in the country	80%	N/A	N/A

1. Impact associations

a. Impact associations driven by products and services

Summary view of country priorities and impact associations

This section provides an overview of the impacts associated with your bank's activity in the country. The first and second charts show the positive and negative impacts on the 12 Impact areas (as per the UNEP FI Impact Radar), while the third and fourth charts show the positive and negative impacts on the 17 SDGs. More specifically, the lines in the spider charts represent the proportion of portfolio associated with the different impact areas/SDGs. Blue lines represent positive impact associations; orange lines represent negative impact associations. In addition, the dots on the charts represent the priorities in the country based on the needs assessment conducted in the Context Module (if the Module was used and data was imported).

POSITIVE IMPACTS NEGATIVE IMPACTS

▶ [Click here to watch a demo of the 'Profile' worksheets](#)

How do I do it?

1. Reviewing the impacts associated with the bank's activities

Based on the bank data captured under the 'Portfolio Composition' worksheet a range of different visual representations are provided. These are of two different types: the first set displays impacts driven by product types, while the second set displays impacts driven by client types.

a. Impact associations driven by products and services

A summary and a detailed view of these impact associations is provided.

The summary view provides an overview of the impacts associated with your bank's activity in the country. There are two sets of charts: one for credit products and one for current accounts and savings. The charts show the positive and negative impacts on the 12 impact areas (as per the UNEP FI Impact Radar). More specifically, the lines in the spider charts represent the proportion of portfolio associated with the different impact areas. Blue lines represent positive impact associations and orange lines represent negative impact associations. Darker blue/orange indicates 'key' impact associations.

In addition, the dots on the charts represent the priorities in the country based on the needs assessment conducted in the Context Module (if the Module was used and data was imported).



Screenshot 10: Summary of positive and negative impact associations (impact areas of the Impact Radar)

The detailed view again provides information on both context/impact needs and on impact associations.

Table (i) shows the main priorities in the country (and in specific locations) at a more granular level (i.e at the 'impact topic' level) based on the needs assessment conducted in the Context Module (if the Module was used and data was imported).

Table (ii) shows the impact associations between the individual products/services you are offering in the country and the different impact areas and topics. More specifically, blue cells indicate positive associations and orange cells indicate negative associations. Darker blue/orange signals 'key' impact associations. If you entered individual product names in the 'Portfolio composition' worksheet, a heat map per product is also available (click on the '+' sign on the left-hand side of the worksheet to unhide the product-specific

section of the table). Please note that the totals (at the bottom of the heatmap) are split between credit products and current accounts/savings.

For each impact area/topic, you can also see the corresponding SDGs. In addition, areas/topics that relate to potential human rights violations are in red.

Sustainable Development Pillars → Impact Areas → Impact Topics → Corresponding SDG(s) →	Integrity & security of person								Health & safety	
	Conflict	Modern slavery	Child labour	Data privacy	Natural disasters	Health & safety	Water	Food		
	SDG 16	SDGs 8, 16	SDGs 8, 16	SDG 16	SDGs 11, 13	SDG 3	SDG 6	SDG 2		

i. Context

Priority areas/topics based on country needs and priorities	Italy										X	X
Priority areas/topics based on local needs and priorities	N/A											

Screenshot 11: Detailed view of priorities in the country (and specific locations)

ii. Products/services

Types of products/services	Names of products/services	Total % of portfolio (indicator 1)	Total % of portfolio (indicator 2)	Total % of portfolio (indicator 3)	Associations across all impact areas/topics	type of association	Use this filter to see the impacts on Housing	Use this filter to see the impacts on Healthcare & Sanitation	Use this filter to see the impacts on Education	Use this filter to see the impacts on Mobility	Use this filter to see the impacts on Information	Use this filter to see the impacts on Connectivity	Use this filter to see the impacts on Culture & Heritage	Use this filter to see the impacts on Finance	Use this filter to see the impacts on Employment
62211 Consumer & Private banking product a, product b,	62211 Consumer & Private banking	100%				positive impacts									
N/A		100%				negative impacts									
N/A						positive impacts									
N/A						negative impacts									

Screenshot 12: Detailed view of positive and negative impact associations (impact topics of the Impact Radar)

b. Impact associations driven by client/population types

Once more the data visualisations provide information on both context/impact needs and on impact associations.

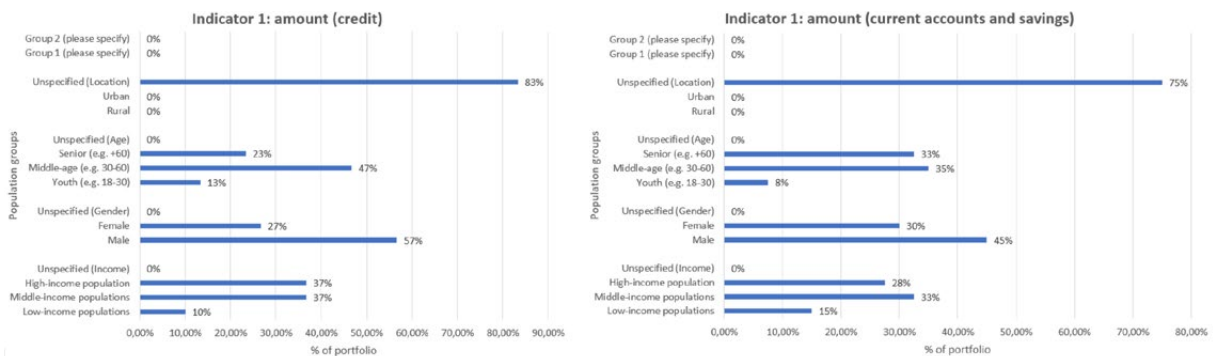
The spider chart shows the priorities in the country (and in specific locations). This is based on the needs assessment conducted in the Context Module (if the Module was used and data was imported). Note that these relate specifically to the ‘Equality & Justice’ impact area/topics, which focuses on different population types.

CONTEXT (EQUALITY AND JUSTICE)



Screenshot 13: Country Equality & Justice needs/priorities

The bar charts show the distribution of products and services across populations based on the data provided in the 'Portfolio Composition' worksheet. Note that each bar chart is based on a different indicator and will therefore only be populated if you provided data for the corresponding indicator in the "Portfolio composition" worksheet. Also, for the first indicator (amounts) there are two bar charts: one for credit products and one for current accounts and savings).



Screenshot 14: Distribution of products & services across population groups

These data visualisations enable you identify potential population gaps in the customer base relative to country needs in the 'Equality and Justice' impact area/topics.

Q. I only see associations to a limited number of impact areas/topics. Is this normal?

A. Yes. The array of impacts associated with consumer banking is much narrower than the range obtained for Institutional Banking as consumer portfolios focus on individuals as opposed to companies.

Q. How are the profiles drawn, where do they come from?

A. The data visualisations in the 'Profile' worksheets all pull from the following sources:

- the data inputted into the 'My Parameters' and 'Portfolio composition' worksheets (e.g., the percentage of the portfolio associated to a given product, the names of the countries).
- the Context Module data imported into the 'Data IN' worksheet
 - the 'Sector/Impact Map' worksheet. In this worksheet, positive and negative impacts associated with the sectors and activities in the ISIC industry classification code are mapped out for the impact areas and topics of the Impact Radar. This mapping builds on the IFC's EHS Guidelines, as well as UNEP FI's Risk Briefings. When a sector/activity is associated with an impact area, a '1' shows in the corresponding cell or cells (one cell if there is only a positive or only a negative association, two cells if there is both a positive and a negative association). If the sector is 'key sector' for the impact area, a '2' shows. The list of 'key sectors' per impact area, along with the justification and supporting research can be seen in the standalone Sector Mappings.⁴ The maps will be further refined and updated over time based on engagement with experts, as well as to take into account user experience.

Q. Do the profiles show my bank's actual impacts?

A. No. The profiles illustrate your bank's potential impacts, not its actual impacts. At this point of the analysis only descriptive data and set impact mappings have been used; no performance data has been involved yet—this is what happens next, in the second, 'Assessment' phase.

Q. How come the spider charts show both positive and negative associations for some of the impact areas?

A. This is not a mistake. All sectors have both positive and negative impacts. The chart simply shows that the bank is involved in sectors that have a positive impact on the impact area/s as well as sectors that have a negative impact. Note that some sectors can have both positive and negative impacts on different aspects of a single impact area

2. Determining and prioritising the bank's most significant impact areas/topics.

Having reviewed the impacts associated with your consumer portfolio and how this relates to country needs, it is now time to determine and prioritise your most significant impact areas/topics.

⁴ [Sector Mappings](#), UNEP FI, 2023.

While the 'Profile' worksheets provide a range of visualisations of the impacts associated with the bank's activities and puts them into the context of the impact needs of the bank's countries (and specific locations) of operation, ultimately it is for the user to make the determination of which impact areas are the bank's most significant impact areas.

For consumer banking portfolios most significant impact areas are usually quite predictable, with the 'Finance' impact area always included, and 'Equality and Justice' also a cross-cutting concern.

Use the first table in this section to select your significant impact areas/topics based on the impact associations displayed sections 1.a. (associated impact areas/topics will be displayed automatically). Then use the second table, just underneath, to prioritise populations based on any gaps identified in section 1.b. Note that the latter relate specifically to the 'Equality & Justice' impact area/topics, which focuses on different population types.

If you do have further impact areas (beyond 'Finance' and 'Equality & Justice') to consider, note that you should prioritise based on the following considerations:

- impact areas that correspond to the main priorities in the country and/or locations
- impact areas associated with large parts of the bank's portfolio
- impact areas associated with countries and or products where the bank is a market leader
- impact areas which, if addressed will enable other impact areas to be addressed (leveraging interlinkages)⁵

The listing of most significant impact areas is based on the bank's judgement and cannot be attributed to UNEP FI.

The table on the far right provides an automatically generated read-across to the SDGs.⁶

Significant impact areas (based on section 1.a.)			
Impact area/topic	Associated impacts (positive)	Associated impacts (negative)	Comments
Finance	Education, Mobility, Information, Flourishing MSMEs, Socio-economic convergence		
Mobility	Employment, Infrastructure, Socio-economic convergence, Climate stability, Air	Health & safety, Climate stability, Air, Species, Habitat, Resource intensity	
(select impact area/topic)			
(select impact area/topic)			
(select impact area/topic)			
(select impact area/topic)			
(select impact area/topic)			
(select impact area/topic)			
(select impact area/topic)			

Prioritised SDGs	
SDG 1	SDG 2
SDG 3	SDG 4
SDG 5	SDG 6
SDG 7	SDG 8
SDG 9	SDG 10
SDG 11	SDG 12
SDG 13	SDG 14
SDG 15	SDG 16
SDG 17	

Populations/ Equality & Justice (based on section 1.b.)	Income	Age	(please select)	(please select)	(please select)

Screenshot 15: Selection of most significant impact areas/topics (and related SDGs)

5 The UNEP FI Interlinkages Map considers the positive and negative impacts that can arise from taking action on sustainability issues (based on the Impact Areas and Topics of the UNEP FI Impact Radar, 2022 edition). [Interlinkages Map](#), UNEP FI, 2023.

6 A mapping between the Impact Areas and Topics of the UNEP FI Impact Radar (2022 edition) and the SDGs is available. [SDGs Mapping](#), UNEP FI, 2023.

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United Nations Environment Programme Finance Initiative (UNEP FI) is a partnership between UNEP and the global financial sector to mobilise private sector finance for sustainable development. UNEP FI works with more than 450 members—banks, insurers, and investors—and over 100 supporting institutions—to help create a financial sector that serves people and planet while delivering positive impacts. We aim to inspire, inform and enable financial institutions to improve people’s quality of life without compromising that of future generations. By leveraging the UN’s role, UNEP FI accelerates sustainable finance.

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