

2016 GRI table

2016

GRI-table de Volksbank N.V.

The references in the table below reference to the chapters of de Volksbank NV annual report 2016

GRI-tabel

Indicator	Description indicator	Reference/description	Omission
General indicators			
Strategy and Analysis			
G4-1	Statement from the most senior decision-maker of the organisation.	Introduction; Interview CEO	
G4-3	Name of the organisation.	de Volksbank N.V.	
G4-4	Primary brands, products and/or services.	1.1. Profile	
G4-5	Location of the organisation's headquarters.	Utrecht	
G4-6	Number of countries in which the organisation operates.	Nederland	
G4-7	Ownership structure and legal form.	5.5 Developments in the legal structure of de Volksbank	
G4-8	Markets served.	The Netherlands	
G4-9	Scale of the reporting organisation.	Introduction; Key figures	
G4-10	Composition workforce.	2.6 Our people	
G4-11	Employees covered by a collective bargaining agreement.	2.6 Our people	
G4-12	Description of the organisation's supply chain.	Introduction; value creation model	
		Our purchasing organisation: https://www.devolsbank.nl/verantwoord-ondernemen/verantwoorde-inkooporganisatie	
G4-13	Significant changes in the reporting period.	5.5 Developments in the legal structure of de Volksbank	
G4-14	Explanation about the application of the precautionary principle by the reporting organisation.	We have not formally adopted the precautionary principle, but we do systematically assess and manage environmental, safety, supply chain, operational and other risks as described throughout this report.	
G4-15	Externally developed economic, environmental and social charters, principles to which the organisation subscribes or which it endorses.	Memberships & conventions: https://www.devolsbank.nl/verantwoord-ondernemen/lidmaatschappen-verdragen Responsible Investment policy: https://www.devolsbank.nl/verantwoord-ondernemen/verantwoord-investeren In 2016, de Volksbank announced that the ASN Sustainability policy will be leading for all activities of de Volksbank . Our purchasing organisation: https://www.devolsbank.nl/verantwoord-ondernemen/verantwoorde-inkooporganisatie	
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations.	Memberships & conventions: https://www.devolsbank.nl/verantwoord-ondernemen/lidmaatschappen-verdragen	
Material Aspects and boundaries			
G4-17	List of all entities that are incorporated in the consolidated financial statements but are not covered by this report.	Annex - About this report	
G4-18	Process to determine the report content and specific boundaries and principles used.	Annex - About this report	
G4-19	Material Aspects determined in the process of defining report content.	Annex - About this report	
G4-20	Material Aspect boundary within the organisation.	Annex - About this report	
G4-21	Material Aspect boundary outside of the organisation.	Annex - About this report	

Indicator	Description indicator	Reference/description	Omission
G4-22	Impact of any restatements of information provided in previous reports, and the reasons for such restatements.	Annex - About this report	
G4-23	Significant scope and boundary related deviations from previous reporting periods.	Annex - About this report	
Stakeholder Engagement (link with material Aspects: 17)			
G4-24	List of stakeholder groups engaged by the organisation.	1.7 Stakeholder engagement	
G4-25	Basis for the identification and selection of stakeholders.	1.7 Stakeholder engagement	
G4-26	Organisation's approach to stakeholder engagement.	Annex - About this report	
G4-27	Key aspects and concerns that have been raised through stakeholder engagement.	1.7 Stakeholder engagement Annex - Additional stakeholder information	
		Comprehensive stakeholder experiences have been incorporated as cases throughout the report.	
Reporting profile			
G4-28	Reporting period for information provided.	1 January 2016 until 31 December 2016	
G4-29	Date of the most recent previous report.	24 March 2016	
G4-30	Reporting cycle.	Annually	
G4-31	Point of contact for questions regarding the report or its contents.	corporatecommunicatie@devolksbank.nl, verantwoord.ondernemen@devolksbank.nl	
G4-32	GRI application level and GRI table.	Annex - About this report	
G4-33	Policy with regard to assurance.	Annex - About this report	
Governance			
G4-34	Governance structure of the organisation.	5.1 Composition, appointment and functioning of the Board of Directors	
Ethics and Integrity (link with material Aspect: 5)			
G4-56	Description of the organisation's values, principles, standards and norms of conduct such as a code of conduct.	2.3 Shared value developments 3.10 Non-financial risks 5.3 Future-oriented banking Responsible Investment policy: https://www.devolksbank.nl/verantwoord-ondernemen/verantwoord-investeren Purchasing policy: https://www.devolksbank.nl/verantwoord-ondernemen/verantwoorde-inkooporganisatie	
Specific indicators			
Material Aspects			
Economic performance (link with material Aspects: 3 & 19)			
DMA	a. Explanation to materiality per Aspect.	3.6 Capital management	
	b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	Annex - About this report	
G4-EC1 (incl. FSSS)	Direct economic value generated and distributed.	Introduction; Key figures Introduction; Value creation model 2.4 Financial and commercial performance 6. Financial Statements	

Indicator	Description indicator	Reference/description	Omission																														
		<table><tr><td>* € 1,000,000</td><td>2016</td><td>2015</td></tr><tr><td colspan="3">Direct economic value generated</td></tr><tr><td>Revenue</td><td>1,007</td><td>1,125</td></tr><tr><td colspan="3">Economic value distributed</td></tr><tr><td>Operating costs</td><td>223</td><td>218</td></tr><tr><td>Employee wages and benefits</td><td>398</td><td>371</td></tr><tr><td>Payments to providers of capital</td><td>100</td><td>--</td></tr><tr><td>Payments to government</td><td>103</td><td>128</td></tr><tr><td>Community investments</td><td>--</td><td>--</td></tr><tr><td>Economic value retained</td><td>183</td><td>408</td></tr></table>	* € 1,000,000	2016	2015	Direct economic value generated			Revenue	1,007	1,125	Economic value distributed			Operating costs	223	218	Employee wages and benefits	398	371	Payments to providers of capital	100	--	Payments to government	103	128	Community investments	--	--	Economic value retained	183	408	
* € 1,000,000	2016	2015																															
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Community investments	--	--																															
Economic value retained	183	408																															
G4-EC2	Financial implications and other risks and opportunities due to climate change.	<p>2.3 Shared value developments</p> <p>Annex - Additional stakeholder information</p> <p>Annex - About this report</p> <p>Climate-neutral balance-sheet: https://www.devолksbank.nl/verantwoord-onder nemen/onze-projecten/klimaatneutraal</p>																															
G4-EC4	Significant support received from the government.	<p>5.5 Developments legal structure of the Volksbank</p> <p>5.6 Update EC commitments</p>																															
Indirect Economic Impact (link with material Aspect: 10)																																	
DMA	<p>a. Explanation to materiality per Aspect.</p> <p>b. Management's approach to the material Aspect and its impact.</p> <p>c. Evaluation of the management approach per material Aspect.</p>	<p>2.3 Shared value developments</p> <p>Annex - About this report</p> <p>Climate-neutral balance-sheet: https://www.devолksbank.nl/verantwoord-onder nemen/onze-projecten/klimaatneutraal</p>																															
G4-EC8	Indirect economische invloed, inclusief het bereik van de invloed.	<p>2.3 Shared value developments</p> <p>2.5 Brand performance</p>																															
Energy (link with material Aspect: 10)																																	
DMA	<p>a. Explanation to materiality per Aspect.</p> <p>b. Management's approach to the material Aspect and its impact.</p> <p>c. Evaluation of the management approach per material Aspect.</p>	<p>Annex - About this report</p>																															
G4-EN4	Energy consumption outside the organisation.	<p>2.3 Shared value developments</p> <p>2.5 Brand performance</p>																															
G4-EN5	Energy intensity.	<p>2.3 Shared value developments</p> <p>2.5 Brand performance</p> <p>Annex - Additional stakeholder information</p> <p>Annex - About this report</p>																															
Biodiversity (link with material Aspect: 18)																																	
DMA	<p>a. Explanation to materiality per Aspect.</p> <p>b. Management's approach to the material Aspect and its impact.</p> <p>c. Evaluation of the management approach per material Aspect.</p>	<p>2.4 Strategic developments</p> <p>2.5 Brand performance</p> <p>Annex - About this report</p> <p>https://www.devолksbank.nl/verantwoord-onder nemen/verantwoord-investeren</p> <p>In 2016, de Volksbank announced that the ASN Sustainability Policy will become leading for all activities of de Volksbank.</p>																															

Indicator	Description indicator	Reference/description	Omission
G4-EN12	Description of impact of activities, products and services on biodiversity in protected areas and areas of high ecological value outside protected areas.	<p>2.5 Brand performance</p> <p>Annex - Additional stakeholder information</p> <p>De Volksbank has a Responsible Investment policy in place for its investments in companies and other institutions: https://www.devолksbank.nl/verantwoord-ondernemen/verantwoord-investeren</p> <p>In 2016, de Volksbank announced that the ASN Sustainability Policy will become leading for all activities of de Volksbank</p>	
Emissions (link with material Aspect: 18)			
DMA	<p>a. Explanation to materiality per Aspect.</p> <p>b. Management's approach to the material Aspect and its impact.</p> <p>c. Evaluation of the management approach per material Aspect.</p>	<p>2.3 Shared value developments</p> <p>Annex - Additional stakeholder information</p> <p>Annex - About this report</p> <p>Climate-neutral balance-sheet: https://www.devолksbank.nl/verantwoord-ondernemen/onze-projecten/klimaatneutraal</p>	
G4-EN17 (incl. FSSS)	Other indirect GHG (CO2) emissions.	<p>2.3 Shared value developments</p> <p>Annex - Additional stakeholder information</p> <p>Annex - About this report</p> <p>Climate-neutral balance-sheet: https://www.devолksbank.nl/verantwoord-ondernemen/onze-projecten/klimaatneutraal</p>	
G4-EN18	GHG emission intensity.	<p>2.3 Shared value developments</p> <p>Annex - Additional stakeholder information</p> <p>Annex - About this report</p> <p>On average, the homes of our mortgage customers emitted 4.4 tonnes of CO2 in 2016.</p>	
G4-EN19	GHG emission reduction.	<p>2.3 Shared value developments</p> <p>2.5 Brand performance</p> <p>Annex - Additional stakeholder information</p> <p>Annex - About this report</p> <p>Climate-neutral balance sheet: https://www.devолksbank.nl/verantwoord-ondernemen/onze-projecten/klimaatneutraal</p>	
Products and Services (link with material Aspect: 9 & 16)			
DMA	<p>a. Explanation to materiality per Aspect.</p> <p>b. Management's approach to the material Aspect and its impact.</p> <p>c. Evaluation of the management approach per material Aspect.</p>	<p>The Duurzaam Woondesk collaborates with the brands in developing propositions that help customers to make their home more sustainable. Objectives to make homes more sustainable are included in the annual performance cycle and the progress will be reported on at least quarterly. If</p>	

Indicator	Description indicator	Reference/description	Omission
G4-EN27	Environmental impact of products and services.	required, adjustments will be made for each brand. 2.3 Shared value developments 2.5 Brand performance Annex - About this report	
Employer/employee relationship (link with material Aspect: 13 & 20)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	2.6 Our people Annex - About this report	
G4-LA1	Total number of (new) employees and staff turnover by age group and gender.	2.6 Our people	
Employee health and security (link with material Aspect: 13)			
DMA (incl. FSSS)	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	2.6 Our people Annex - About this report Based on the shared value for employees, company-wide KPIs have been defined to manage HR themes such as employee satisfaction (engagement and commitment), diversity and sustainable employability (prepared for the future). HR uses a 'PDCA' cycle in which policy, KPIs and KRIs are evaluated on an annual basis and adjusted to de Volksbank's strategy where necessary. The security risk arising from bank robberies does not apply. De Volksbank has no branches, but shops that do not have cash available, minimising the risk of a robbery.	
G4-LA6	Absenteeism and accidents.	2.6 Our people In 2016, there were six accidents that lead to sickness absence.	
Training and Education (link to material Aspect: 20)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	2.6 Our people Annex - About this report Based on the shared value for employees, company-wide KPIs have been defined to manage HR themes such as satisfaction (engaged and committed), diversity and sustainable employability (prepared for the future). HR uses a 'PDCA' cycle in which policy, KPIs and KRIs are evaluated on an annual basis and adjusted to de Volksbank's strategy where necessary.	
G4-LA9	Hours of training by employee, age group and gender category.	2.6 Our people De Volksbank registers training costs per employee, not training hours.	
Diversity and Equal Opportunity (link with material Aspect: 20)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact.	2.6 Our people Annex - About this report	

Indicator	Description indicator	Reference/description	Omission
	c. Evaluation of the management approach per material Aspect.	Based on the shared value for employees, company-wide KPIs have been defined to manage HR themes such as employee satisfaction (engagement and commitment), diversity and sustainable employability (prepared for the future). HR uses a 'PDCA' cycle in which policy, KPIs and KRIs are evaluated on an annual basis and adjusted to de Volksbank's strategy where necessary.	
G4-LA12	Composition of governance bodies and breakdown of employees by gender, age group, minority group and other indicators of diversity.	2.6. Our people	
Investments (link with material Aspect: 18)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	Anex - About this report	
G4-HR1 (incl. FSSS)	Total number and percentage of significant investment and agreements with human rights screening and / or clauses.	2.3 Shared value developments Annex - Additional stakeholder information Annex - About this report De Volksbank has a Responsible Investment policy in place for its investments in companies and other institutions: https://www.devolsbank.nl/verantwoord-ondernemen/verantwoord-investeren	
Anti-corruption (link with material Aspect: 5 & 7)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	3.10 Non-financial risks Annex - About this report	
G4-SO 4	Communication and training regarding corruption policies and procedures.	2.6. Our people 3.10 Non-financial risks 5.3 Future-oriented banking	
Public policy (link with material Aspect: 5)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect.	Annex - Additional stakeholder information Annex - About this report	
G4-SO6	Total value of political contributions.	This indicator does not apply to de Volksbank as the bank does not make any political contributions.	
Anti-competitive behavior (link with material Aspect: 5 & 7)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	3.10 Non-financial risks Annex - About this report	
G4-SO7	Total number of lawsuits on anti-competitive conduct, distrust and monopoly cases, including outcomes.		This is not reported for confidentiality reasons.

Indicator	Description indicator	Reference/description	Omission
Compliance with laws and regulations (link with material Aspect: 5 & 7)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	3.10 Non-financial risks Annex - About this report	
G4-SO8	Monetary value of significant fines and number of non-monetary sanctions for non-compliance with laws and regulations.	De Volksbank did not receive any fines from regulatory authorities in 2016 for non-compliance with laws and regulations.	
Information on products and services (link with material Aspect: 1 & 2)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	2.3 Shared value developments Annex - About this report All new financial products and adjustments to existing products offer to customers require prior assessment and approval by the Product Approval and Review Committee (PARC). The PARC comprises representatives from various departments in the bank, including Fiscal Affairs and brand directors. All financial products will periodically be reviewed by the PARC after they have been launched.	
G4-PR1	Results of customer satisfaction surveys.	2.3 Shared value developments 2.5 Brand performance	
Customer privacy (link with material Aspect: 6)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	2.3 Shared value developments 3.10 Non-financial performance Annex - About this report	
G4-PR8	Total number of complaints concerning breaches of customer privacy and losses of customer data.	We aim to report on the number of substantiated complaints concerning breaches of customer privacy per brand in 2017. For 2016 this data is not yet available.	Dataleaks are not reported for confidentiality reasons.
Products and services portfolio (link with material Aspect: 1, 4, 10, 16, 18)			
DMA-FSSS	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	Annex - About this report 2.3. Shared value developments Responsible investment policy: https://www.devолksbank.nl/verantwoord-ondernemen/verantwoord-investeren Purchasing policy : https://www.devолksbank.nl/verantwoord-ondernemen/verantwoorde-inkooporganisatie	
G4-FS6	Percentage of the portfolio per region, size (small, medium and large enterprises) and sector	https://www.devолksbank.nl/verantwoord-ondernemen/verantwoord-investeren	
G4-FS7	Monetary value of products and services developed with a specific social contribution	Annex - About this report 2.3. Shared value developments	
G4-FS8	Monetary value of products and services developed with a specific social contribution	Annex - About this report 2.3. Shared value developments Climate-neutral balance sheet: https://www.devолksbank.nl/verantwoord-ondernemen/onze-projecten/klimaatneutraal	

Indicator	Description indicator	Reference/description	Omission
Audit (link with material Aspect: 8)			
DMA-FSSS	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	Annex - about this report 3.5. Risk management setup	
Active ownership (link with material Aspect: 18)			
DMA - FSSS	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	Annex - About this report	
G4-FS10	Percentage and number of customers in the portfolio with whom the organisation engages on social and environmental issues	ACTIAM manages the investment funds of SNS and votes and engages with companies in the SNS funds portfolio on behalf of de Volksbank. http://www.actiam.nl/nl/duurzaamheid/uitvoering-beleid ASN Bank executes its voting rights and carries out engagement activities for the ASN investment funds: https://www.asnbank.nl/algemeen/duurzaamheid/duurzaamheidsbeleid/invloed-uitoefenen.html	
G4-FS11	Percentage of assets for which positive and negative social or environmental screening takes place	Annex - About this report 2.3. Shared value developments	
Own indicator	Description indicator	Reference/description	Omission
Availability of services (material Aspect: 11)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	Annex - About this report 3.10. Non-financial risks	
deVolksbank	Availability percentage of customer payment services	2.3. Shared value developments 3.10. Non-financial risks	
Medewerkerstevredenheid (materieel onderwerp: 15)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	Annex - About this report 2.6. Our people	
deVolksbank	Results of employee satisfaction surveys	2.6. Our people	
Responsible remuneration policy (material Aspect: 12)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	5.7. Remuneration Report	

Own indicator	Description indicator	Reference/description	Omission
deVolksbank	Remuneration policy and level of remuneration and bonuses of the Board of Directors, Supervisory Board and Identified staff	For information on the remuneration policy and remuneration of the Board of Directors and Supervisory Board see: 5.7 Remuneration Report For information on the remuneration policy of Identified staff see https://www.devolsbank.nl/corporate-governance/beloningen	
Responsible tax policy (material Aspect: 19)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	2.4. Financial and commercial developments	
deVolksbank 4	Overview of tax payments	2.4. Financial and commercial developments	
Technologie & innovatie (materieel onderwerp: 9)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	2.7. The importance of information technology	
deVolksbank	Partnerships and developments for the purpose of innovative technologies	2.7. The importance of information technology	
Maatschappelijke betrokkenheid (materieel onderwerp: 14)			
DMA	a. Explanation to materiality per Aspect. b. Management's approach to the material Aspect and its impact. c. Evaluation of the management approach per material Aspect	Bijlage Over dit verslag 2.3. Ontwikkelingen gedeelde waarden	
deVolksbank	Initiatives to improve the financial resilience of customers	2.3. Shared value developments	
deVolksbank	Number of children who received financial education	2.3. Shared value developments	
G4-FS13	Service points in sparsely populated or economically disadvantaged areas	2.4. Strategic developments 2.5. Brand performance	
G4-FS14	Initiatives to improve access to financial services	2.4. Strategic developments 2.5. Brand performance	