

de volksbank

2019

GRI Content Index

The original report was drafted in Dutch. This document is an English translation of the original.  
In case of any discrepancy between the English and Dutch text, the latter will prevail.

---

# GRI CONTENT INDEX DE VOLKSBANK N.V.

Indicator	Description indicator	Reference/description
<b>SRS 102: General indicators</b>		
<b>1. Organisational profile</b>		
102-1	Name of the organisation	de Volksbank N.V.
102-2	Primary brands, products and/or services	Better for each other, Ch. 2: Four brands  De Volksbank rules out investments in companies and loans to persons and companies involved in corruptions, financial, tax, environmental and/or social scandals. De Volksbank also rules out investments in arms, fossil fuels and child labour (3.2.3 Socially responsible investments).
102-3	Location of the organisation's headquarters	Utrecht
102-4	Number of countries in which the organisation operates	The Netherlands
102-5	Ownership structure and legal form	6.5 Developments legal structure of de Volksbank
102-6	Markets served	Better for each other Ch. 2: Our strategy: Four brands and VCM
102-7	Scale of the reporting organisation	i. 3.3 Genuine attention for our employees ii. Better for each other iii., iv, en v Keyfigures 3.7. Commercial developments 3.8 Financial results Ch. 2 Four brands and three core services
102-8	Composition workforce	3.3 Genuine attention for our employees  De Volksbank does not report information on 102-8 b. This is because reporting per region is less relevant as the Netherlands is a very small country.
102-9	Description of the organisation's supply chain	Better for each other Ch. 2 Our strategy: Four brands 2.2. Mission, ambitions and objectives 2.4 How we create value (VCM)
102-10	Significant changes in the reporting period	There have not been any significant changes in the financial structure of de Volksbank and its brands.
102-11	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. 4.1.1 Risk management structure 4.1.3 Risk appetite and risk indicators
102-12	Externally developed economic, environmental and social charters, principles to which the organisation subscribes or which it endorses	About the non-financial information in this report: Sustainability policy principles, Data collection and reporting. 3.2.1 MVO banking covenant
102-13	Memberships of associations (such as industry associations) and national or international advocacy organisations	Link to our website: <a href="http://www.devolsbank.nl/verantwoord-ondernemen/idmaatschappen-verdragen">www.devolsbank.nl/verantwoord-ondernemen/idmaatschappen-verdragen</a>
<b>2. Strategy</b>		
102-14	Statement from the most senior decisionmaker of the organisation	Interview CEO
<b>3. Ethics and integrity</b>		
102-16	Description of the organisation's values, principles, standards and norms of conduct such as a code of conduct	3.3.4 Room for professionalism and personal growth 4.1 Risk management structure 4.5.2 Types of risks and areas of focus 6.3 Banking Code 6.4. Dutch Cooperate Governance Code
<b>4. Governance</b>		

Indicator	Description indicator	Reference/description
102-18	Governance structure of the organisation	6.1 Composition, appointment and functioning of the Board of Directors Management approach to corporate responsibility
<b>5. Stakeholder engagement</b>		
102-40	List of stakeholders groups engaged in the organisation	2.2 Mission, ambitions and objectives 2.4 How we create value, Ch. 3 Banking with a human touch
102-41	Employees covered by a collective bargaining agreement	3.3.2 Responsible remuneration policy: the collective agreement is applicable to 99% of the employees; senior management does not come under the collective agreement
102-42	Basis for the identification and selection of stakeholders	2.4 How we create value: dialogue with our stakeholders About the non-financial information in this report: determination of materiality
102-43	Organisation's approach to stakeholder engagement	2.4 How we create value: dialogue with our stakeholders About the non-financial information in this report: determination of materiality
102-44	Key aspects and concerns that have been raised through stakeholder engagement	2.4 How we create value: dialogue with our shareholders About the non-financial: information in this report: determination of materiality
<b>6. Reporting practice</b>		
102-45	List of all entities that are incorporated in the consolidated financial statements but are not covered by this report	About the non-financial information in this report: Scope and boundaries 6.5 Legal structure of de Volksbank
102-46	Process to determine the report content and specific boundaries and principles used	About the non-financial information in this report: Data collection and reporting - Guidelines Determination of materiality
102-47	Material Aspects determined in the process of defining report content	2.4 How we create value About the non-financial information in this report: determination of materiality
102-48	Impact of any restatements of information provided in previous reports, and the reasons for such restatements	On the non-financial information in this report: Materiality determination. This section describes how the recalibration took place. A choice was made for doing personal interviews. The number of material topics presented was reduced from 22 to 13. In addition, the changes compared to the 2018 years are described. Otherwise, there were no restatements, the scope is the same as last year since there have been no mergers, acquisitions or divestments. Nor have there been any material changes to measurement methods.
102-49	Significant scope and boundary related deviations from previous reporting periods	2.4 How we create value About the non-financial information in this report: Determination of materiality
102-50	Reporting period for information provided	1 january 2019 until 31 december 2019
102-51	Date of most recent previous report	7 march 2019
102-52	Reporting cycle	Annually
102-53	Point of contact for questions regarding the report or its contents	De Volksbank values your opinion on this annual report  verantwoord.ondernemen@devolksbank.nl
102-54	GRI application level and GRI content index	About the non-financial information in this report: data collection and reporting, determination of materiality
102-55	GRI content index	Website
102-56	Policy with regard to assurance	External assurance
<b>Topic specific standards</b>		
<b>Privacy and safety of customer data</b>		
103-1/2/3	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	1.4 Technology 1.5 Laws and regulations 2.4 How we create value Ch. 3: 3.1.3 Customer privacy and data security (privacy master switch), 3.2.5 Compliance and de Volksbank H4: 4.1 Risk management structure, 4.1.3 Risk appetite and risk indicators

Indicator	Description indicator	Reference/description
V1	De Volksbank has not yet developed its own indicator for the topic 'privacy and security of customer data'.	<p>About the non-financial information in this report: scope and boundaries, data collection and reporting.</p> <p>No goals and targets have as yet been set for this material topic. For further information on how de Volksbank deals with this: <a href="http://www.devolsbank.nl/verantwoord-ondernemen/data-privacy">http://www.devolsbank.nl/verantwoord-ondernemen/data-privacy</a> Ch. 3: 3.1.3 Customer privacy and data security (privacy master switch) 3.2.5 Compliance and de Volksbank .</p>
<b>Simple and transparant products</b> 103-1/2/3	<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>Ch. 2: 2.3 Strategic pillars 2.4 How we create value, Ch. 3: 3.1.2 Simple and transparant products Ch. H4: 4.1.1 Risk management structure 4.1.3 Risk appetite and risk indicators About the non-financial information in this report: Scope and boundaries and Data collection and reporting</p>
V2	De Volksbank has not yet developed its own indicator for the topic 'Simple and transparant products'.	<p>No goals and targets have as yet been set for this material topic. Ch. 3: 3.1.2 Simple and transparant products</p>
<b>Socially responsible investing</b> 103-1/2/3	<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>Ch. 2: 2.4 How we create value Ch 3: 3.2.3 Sustainability Ch 4: 4.1 Risk management structure 4.1.3 Risk appetite and risk indicators About the non-financial information in this report: Scope and boundaries and Data collection and reporting</p>
V3	No KPI: we apply our sustainability policy and the associated investment criteria to all loans, financing and investments. our assessment is based on our three sustainability pillars: human rights, climate and biodiversity.	<p>No goals and targets have as yet been set for this material topic. Ch. 3: 3.2.3 Sustainability</p>
<b>Climate-neutral income statement</b> 305. Emissions 103-1/2/3	<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>Ch 2: 2.2 Mission, ambition and objectives: responsibility for society 2.4 How we create value Ch 3: 3.2.1 Sustainability Ch 4: 4.1 Risk management structure 4.1.3 Risk appetite and risk indicators About the non-financial information in this report: Scope and boundaries and Management approach to corporate responsibility, Calculation of CO2 emissions climate-neutral operations, Calculation of CO2 emissions climate-neutral income statement, Climate-neutral business operations</p>
305-5	Reduction of CO2 emissions as a result of the business operations in CO2 kiloton or equivalent.	<p>Key figures Ch. H3: 3.2 Responsibility for society: 3.2.1 Sustainability About the non-financial information in this report: calculation of CO2-emissions, Climate-neutral business operations, Calculation of CO2 emissions climate-neutral income statement. In our annual report, we have reported on our climate impact since 2015, which is also our reference year, with the objective of working towards a climate-neutral bank balance sheet to be achieved no later than in 2030.</p>

Indicator	Description indicator	Reference/description
<b>Financial resilience</b> 103-1/2/3	<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>Ch. 2: 2.2 Mission, ambition and objectives, Responsibility for society 2. 4 How we create value</p> <p>Ch. 3: 3.2.2 Financial resilience</p> <p>Ch. 4: 4.1 Risk management structure, 4.1.3 Risk appetite and risk indicators</p> <p>About the non-financial information in this report: scope and boundaries, Data collection and reporting</p>
<b>V4</b>	<p>KPI: Financial resilience score: Average score of 50 (1 fully disagree until 100 fully agree) of our customers in 2020 on the question whether they notice that de Volksbank is ready to assist them in case of financial stress.</p>	<p>Ch. 3: 3.2.2 Financial resilience</p>
<b>Genuine attention for our employees</b> 103-1/2/3	<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>Ch. 2: Mision, ambition and objectives: Genuine attention for the employees</p> <p>Ch. 3: 3.3 Genuine attention for our employees</p> <p>Ch. 4: 4.1 Risk management structure, 4.1.3 Risk appetite and risk indicators</p> <p>About the non-financial information: Scope and boundaries, Management approach to corporate responsibility, Data collection and reporting, How we obtain the results for other non-financial issues.</p>
<b>V5</b>	<p>Own indicator: genuine attention for our employees</p> <p>The KPI consists of the following 4 pillars: 1. mission &amp; strategy, 2. trust, 3. open &amp; people-oriented leadership, 4. profesionalism &amp; growth. To every pillar the same weight is attributed.</p>	<p>Ch. 3: 3.3 Genuine attention for our employees</p>

