

GRI tabel

Introduction

The GRI reporting framework is a generally accepted guideline for reporting on an organisation's economic, environmental and social performance. The framework can be found on the GRI website (www.globalreporting.org). NWB Bank has opted to report on its sustainability performance in accordance with the GRI framework. In its 2015 Annual Report, NWB Bank reports on the basis of GRI 4.0 guidelines. KPMG has issued NWB with an assurance report on the CSR section. An overview of the standard disclosures and specific disclosures (material issues, indicators, management approach) belonging to the 'in accordance' G4 core level is provided below. This table contains a GRI index with references to the 2015 Annual Report. A list of terms is included in Appendix 4.

G4-1 Strategy and analysis

The vision of NWB Bank forms the starting point for its CSR policy:

Entering into lasting relationships with our stakeholders as a customer-focused, robust and sustainable finance partner, and enabling them to fulfil their duties in Dutch society in the best possible manner – that is the mission of NWB Bank. Social responsibility, a strong financial position and efficient business operations form the basis in this vision. NWB Bank seeks to contribute to a stable and robust financial sector that, in turn, contributes to an economy that serves mankind while burdening the environment to the least possible extent. By providing finance to its customers on the most favourable terms possible, NWB Bank enables the public sector to keep the cost of fulfilling its duties in Dutch society and of the public facilities in that society as low as possible.

1

Strategy

Ever since it was incorporated in 1954, NWB Bank has implemented its strategic concept of operating as a bank 'of and for' the Dutch public sector, which aims to provide the Dutch public sector and institutions in the public sector with access to funding at the lowest possible cost, thanks to its efficient, high-quality and committed organisation. The bank does not expect the strategy and the business model to change substantially in the coming years.

NWB Bank's CSR ambitions are visible in its core duties, operations and social engagement. In the longer term, NWB Bank plans to continue reporting at 'in accordance' G4 core level in respect of the standard disclosures and specific disclosures (material issues, indicators, management approach).

In addition to innovation in the area of water bonds, the Bank's unique qualities are being deployed to establish a partnership with the European Investment Bank (EIB) and develop joint actions in supporting long-term investment in the public sector.

G4-2 Description of important consequences, risks and opportunities

The description of important consequences, risks and opportunities based on the strategy is presented in the form of a SWOT analysis. This analysis is used to determine the objectives in the CSR policy. The objectives are accounted for in the annual report.

Strength

While the Bank's lending is inherently beneficial to society and sustainable, given its customer base and field of operations, efforts have been made over the past few years to set out in further detail the Bank's aspirations in terms of embedding CSR in its core processes, business operations and commitment to society. The outcome is that NWB Bank has linked its CSR policy to four themes.

The Bank's core values – consciousness, engagement and reliability – have formed the starting point in setting these themes. The themes selected were derived from, and are consistent with, the Bank's overall objectives, so that they can contribute to the achievement of those objectives. Being a public-sector bank, NWB Bank's interests and values differ from those of strictly commercial parties. This is reflected in its themes:

1. Sharing financial expertise with the public sector
2. Providing finance in a sustainable and committed way
3. Operating in a sustainable and socially relevant way
4. Acting with integrity and transparency

2

These themes were formulated by NWB Bank based on various stakeholders' interests that have been duly weighed. Measurable objectives will be linked to them, on which the Bank will report each year. Those objectives will be discussed and monitored every six months in the CSR Committee. In so doing, NWB Bank seeks to account for its social performance, in addition to accounting for its financial performance.

Weakness/Strength

The management approach to CSR and the Bank's choices in the area of sustainability were based on the fact that the Bank is a relatively small office-based organisation that has a minor impact (weakness) and on the duties it fulfils as a financial services provider in the public sector with a major impact (strength). This approach provides the best match with the Bank's compact organisational structure and is expected to continue to do so in the future.

Opportunities

CSR may contribute to a low risk profile. NWB Bank makes well-considered choices for certain products, customers and investments, and sets well-considered limits. NWB Bank operates on the basis of its core values: consciousness, engagement and reliability. There are opportunities for the future in terms of devoting greater attention to greening the assets on NWB Bank's balance sheet and those of its customers and translating them further to NWB Bank's funding.

Risks

In the area of CSR, the following risks are the most relevant to NWB Bank:

- Reputation risk
- Supply chain risk
- Integrity risk
- Knowledge level
- Burden on the environment and energy wastage

The CSR-related subjects of governance, compliance and integrity are fundamental to NWB Bank's reputation risk. The compliance role was designed to promote and supervise, or arrange for supervision of, compliance with laws and regulations and with internal procedures and rules of conduct that are relevant to the organisation's integrity and associated reputation. NWB Bank has assigned the compliance role, which oversees the Bank's primary processes, to its Legal Affairs Department.

NWB Bank's social risks mainly relate to the integrity and the level of education and knowledge of its staff. These risks are largely controlled by holding external and in-house training sessions, as well as biannual job appraisal and career development interviews, and by sharing knowledge on an ongoing basis. In addition, risks are mitigated by submitting new recruits to pre-employment screening and ensuring that employees who work in commercial or integrity-sensitive positions are listed in the public DSI register.

Being a small office-based organisation, NWB Bank has only a small number of relevant environmental indicators and, accordingly, both NWB Bank and its stakeholders consider their impact to be relatively limited. NWB Bank believes, however, that it should act as a role model for its stakeholders (and vice versa), which is why it attaches importance to reporting on environmental factors. An additional risk is the accuracy of the reports on such environmental indicators as carbon emissions. That risk is mitigated by the assurance KPMG provides on the text and figures in the CSR report.

The Annual Report explains the impact developments in the banking environment have on NWB Bank's growth and its continuity.

CSR Risk Matrix			
<i>Categories</i>	<i>Risks</i>	<i>Management</i>	<i>Monitoring</i>
Economic	Reputation risk	Policy and Assurance	Annually
	Supply chain risk	Transparency and dialogue	Continuously
Labour	Integrity risk	Training sessions and provision of information	Continuously
	Knowledge level	Education and development	Continuously
Environment	Burden on the environment	Compensation, digitisation and reduction	Continuously
	Energy wastage	Reduction	Continuously

The extent to which NWB Bank is prepared to accept the abovementioned risks is reflected in the Bank's risk appetite. With regard to the social and environmental risk, this is also included in the CSR policy. The CSR policy is included on the website. In general, the Bank is prepared to accept a limited risk based on its strategy.

Organisational profile

G4-3 Name of the organisation

Nederlandse Waterschapsbank N.V. (trade name: NWB Bank)

G4-4 Products and/or services

NWB Bank is a leading financial services provider for the public sector. The Bank arranges short-term and long-term loans for water authorities, housing corporations, municipal and provincial authorities, healthcare and educational institutions and for activities in the field of water and the environment. As the principal bank of the water authorities, NWB Bank provides payment services.

In 2015, NWB Bank began financing PPP projects (infrastructure and accommodation projects within the Dutch public sector). In this way, the Bank makes a contribution in the area of sustainability and corporate social responsibility (for instance in the form of sustainable water projects), together with a government that is looking for opportunities to make the most of investments in a restrictive budgetary environment by means of PPP structures. NWB Bank will take up opportunities to expand the services it provides to institutions performing public tasks.

4

G4-5 Location of headquarters

The Hague

G4-6 Number and names of countries with either major operations or that are specifically relevant to sustainability issues covered in the report.

NWB Bank focuses on the Netherlands as regards lending.

G4-7 Nature of ownership and legal structure

Shareholders: Water authorities 81%, State of the Netherlands 17% and provincial authorities 2%.

Legal structure: public limited liability company.

G4-8 Markets served (geographical breakdown, sectors served and types of customers/beneficiaries)

NWB Bank focuses on the Dutch public sector and is active on the international capital markets for its funding. The Bank's customers, investors and relevant markets are discussed in further detail on pages 24 to 29 inclusive of the Annual Report.

G4-9 Scale of the reporting organisation

See the headline figures in the Annual Report and the HRM Report.

G4-10 Employees

The table below shows the total workforce, broken down into men and women.

Year	2013	2014	2015
Total workforce	51 (46.2 FTEs)	53 (48.5 FTEs)	54 (49.6 FTEs)
Number of men	31 (30.8 FTEs)	31 (30.7 FTEs)	34 (33.3 FTEs)
Number of women	20 (15.4 FTEs)	22 (17.9 FTEs)	20 (16.3 FTEs)

Of these employees, 52 persons held office positions and two held facilities positions. NWB Bank does not make substantial use of self-employed persons.

The following table contains the total workforce and the type of contract.

Year	%	number
a) disclosure of ratio of permanent to temporary contracts		
Percentage of employees with a permanent contract	98.15	53
Percentage of employees with a temporary contract	1.85	1
coverage	100.00	54
b) workforce not directly employed		
i) ratio of workforce directly employed to not directly employed		
Percentage of workforce directly employed	100.00	54
Percentage of workforce not directly employed	25.9	14
ii) Types of workforce not directly employed	Business activities	

The breakdown of men and women is provided below:

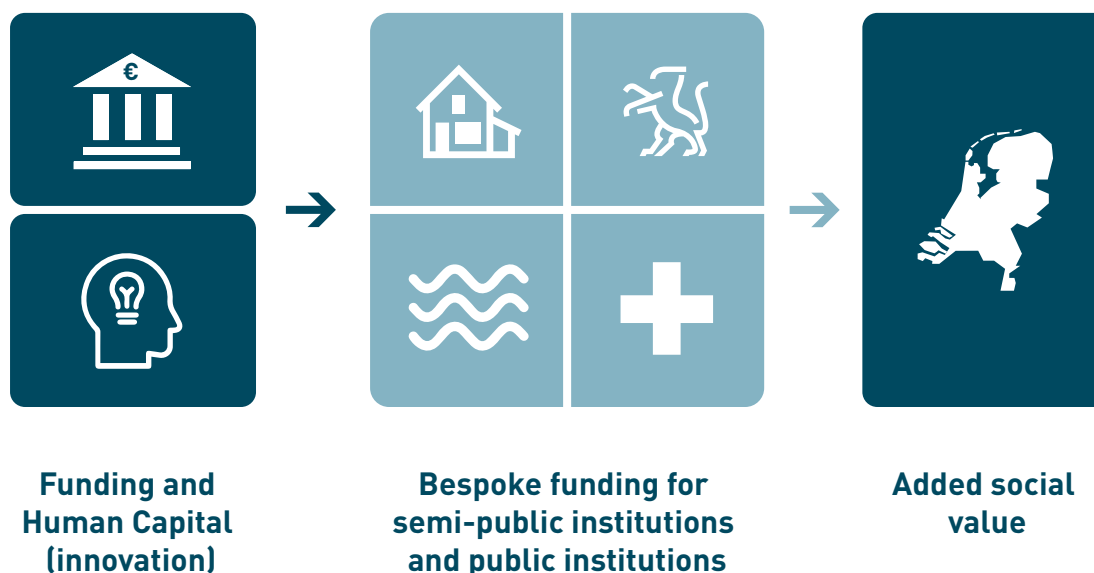
Men	Women	Number	Department
4	7	11	Back office
0	2	2	Secretariat
2	1	3	Managing Board
4	2	6	Finance & Control
0	2	2	HR
3	1	4	IAD
7	0	7	ICT
0	2	2	Legal & Compliance
4	0	4	Public Finance
6	0	6	Risk Management
2	2	4	Security & Facility Management
2	1	3	Treasury
34	21	54	

G4-11 Percentage of employees covered by collective bargaining agreements

Forty-nine employees are covered by the collective labour agreement for the banking industry, whereas nine employees, including the Managing Directors, are not. Most of the terms and conditions of employment ensuing from that collective agreement are applied to the latter category.

G4-12 Supply chain

The options for reporting in the value chain are based on the Material Issues Plot (MIP). Based on the MIP, the issues are selected in terms of materiality and the reporting is adjusted accordingly. NWB Bank's activities are focused on the Dutch public sector, which means the CSR reporting is also largely directed at issues relevant to that sector. Issues which do not feature in the MIP, for instance issues which are not relevant to the public sector, are usually not included in the reporting.



G4-13 Significant changes regarding size, structure or ownership

None

G4-14 Details of the application of the precautionary principle by the reporting organization

The precautionary principle means that, prior to marketing a product or starting up an activity, the potential risks for people and the public environment are assessed. This principle is frequently applied in the form of preliminary investigations. The various options are weighed up, for instance when new customers are accepted, lending is provided or products are developed. In so doing, the Bank applies the precautionary principle, which is reflected in processes such as the product approval process.

G4-15 Externally developed economic, environmental and social charters, principles or other initiatives endorsed by the Bank

- GRI guidelines (GRI is a binding principle for publicly held enterprises)
- Millennium Development Goals of the United Nations (indirectly through NWB Fonds) (voluntary initiative)
- (Revised) Banking Code (binding principle)
- Dutch Corporate Governance Code (voluntary application)
- Equator principles
- UN Global compact principles (see Appendix 2)
- Dutch Banking Association (NVB) climate statement (see Appendix 3)

Furthermore, NWB Bank again participated in the Transparency Benchmark of the Dutch Ministry of Economic Affairs, Agriculture and Innovation in 2015. The Bank ranked 31st in a group of 461 participants (2014: 28th).

G4-16 Associations (such as sector associations) of which the Bank is a member and/or other special-interest organizations in which NWB Bank participates

- Dutch Banking Association (*Nederlandse Vereniging van banken, NVB*)
- EAPB (European Association of Public Banks)
- ISDA (International Swap Dealers Association)
- ICMA (International Capital Markets Association)
- ICLC (International Centre for Local Credit)
- SUERF (The European Money and Finance Forum)
- NWP (Netherlands Water Partnership)
- IPFA (International Project Finance Association)
- Dutch Foundation for the Maintenance of Nieuwspoord (*Stichting Instandhouding Nieuwspoord*)

Several times during the year, consultative meetings are held with the statutory supervisory authorities – the Dutch Central Bank (DNB) and the European Central Bank (ECB) – on such subjects as risk management, compliance and integrity. NWB Bank aspires to lend more structure to the dialogue with its stakeholders. The Bank also participates in various regular meetings with ministries, the Dutch Banking Association and the European Association of Public Banks.

In addition, any responses to social trends affecting NWB Bank and its stakeholders may be included in the Bank's CSR policy. The responses to last year's Annual Report, primarily from the General Meeting of Shareholders, will be considered in preparing this year's report.

Material issues and scope

G4-17 Scope

NWB Bank has no subsidiaries; the data concern all the divisions of NWB Bank. For a summary of the financial data, reference is made to page 4 of the Annual Report.

In its Annual Report, NWB Bank reports on the overall organization. NWB Bank has no subsidiaries. At the end of 2006, NWB Bank, in close collaboration with its shareholders and in consultation with the Dutch Association of Regional Water Authorities, set up Stichting NWB Fonds. NWB Fonds (<http://www.nwbfonds.nl>) is an independent foundation to which the Bank makes a contribution (see also supply chain responsibility).

G4-18 Process for defining report content (relevance, prioritisation of topics, identification of stakeholders expected to use the report)

Report content

NWB Bank's core values have formed the starting point for setting the Bank's CSR themes. The themes selected were derived from, and are consistent with, the Bank's overall objectives. NWB Bank has identified the following CSR themes:

1. Sharing financial expertise with the public sector
2. Providing finance in a sustainable and committed way
3. Operating in a sustainable and socially relevant way
4. Acting with integrity and transparency

The themes are the result of a dialogue with the stakeholders. In so doing, NWB Bank seeks to account for its social performance, in addition to accounting for its financial performance. Specific issues are addressed in the Material Issues Plot, which is updated annually.

Target group

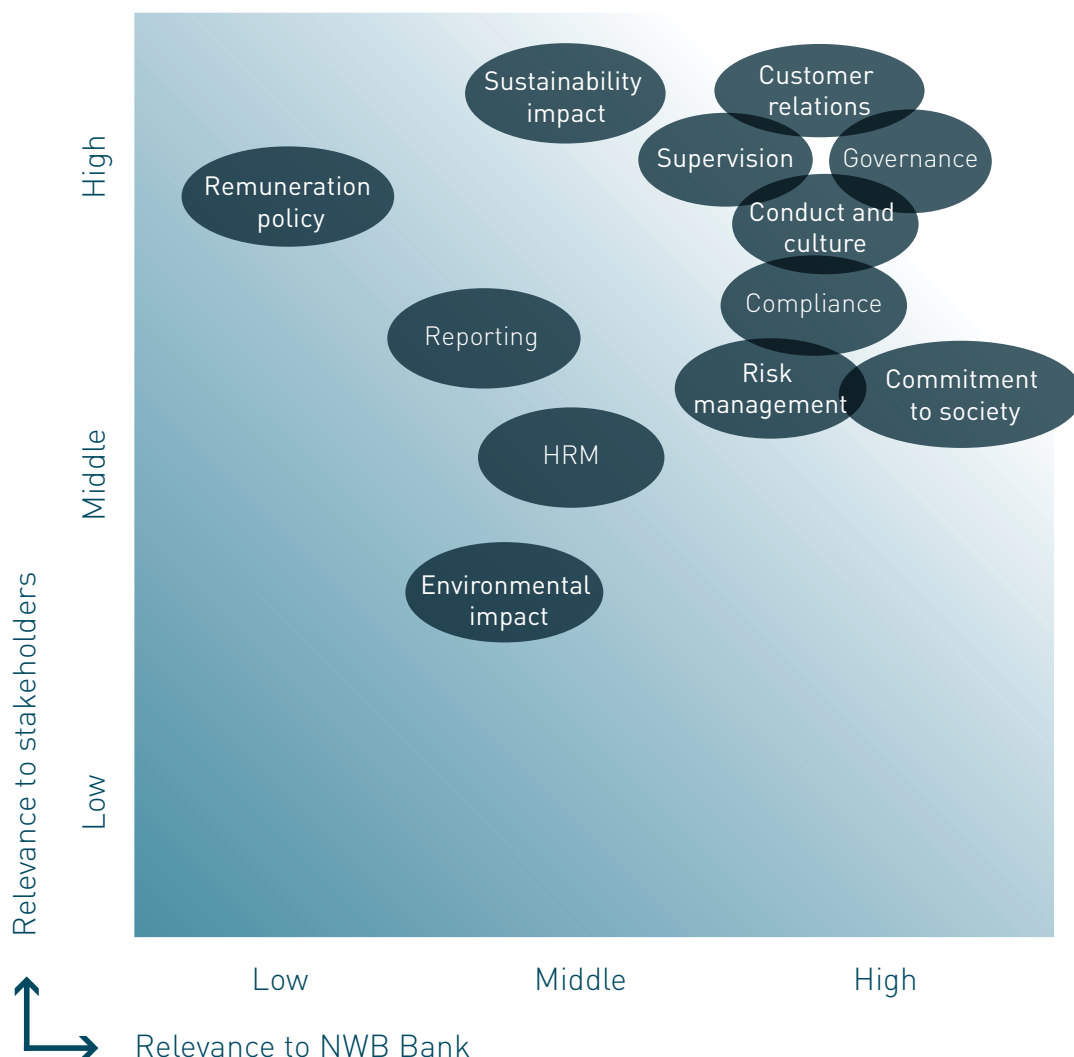
The target group for the report consists of our stakeholders: customers, investors, employees, shareholders, supervisory authorities and the government.

Assessment

The information for the report was provided by several organizational divisions. Report content was assessed internally by the Internal Audit Department (IAD). KPMG provided external assurance with respect to the CSR section.

G4-19 – G4-21 Material Issues Plot

The graph below represents the Material Issues Plot (MIP) for NWB Bank for the 2015 financial year. In presenting the MIP, the Bank aims to clarify which issues were selected for reporting and how they were selected on the basis of materiality. Twelve issues were selected, with the plot showing the relationship between the issue's importance to NWB Bank and its importance to the Bank's stakeholders. For CSR purposes, 'stakeholders' are shareholders, customers, investors, employees, the government and supervisory bodies. The issues that are increasingly relevant to those stakeholders are not always immediately increasingly relevant to the Bank. The material issues are increasingly relevant to both NWB Bank and its stakeholders.



Discussions were held with stakeholders, an online survey was conducted and peer comparison benchmarks were used to establish the issues that stakeholders consider important. Based on the impact issues have on stakeholders and using their feedback, the relevance each issue has to them was estimated. In doing so, the interests of the various stakeholders were taken into account, since not all stakeholders necessarily have the same interests. Their relevance to NWB Bank was discussed and established by the CSR Committee, in which the Managing Board is also represented. A number of issues were considered less material during the

discussion. Therefore these issues have not been included in the above plot. The CSR Committee attached particular importance to the issues conduct and culture, sustainability impact and social engagement. The issues considered material by the Managing Board were governance, supervision and compliance.

Stakeholder	Material issue	Theme and CSR policy
Shareholders	Remuneration policy	Acting with integrity and transparency
	Social engagement	Providing finance in a sustainable and committed way
Customers	Guidance for borrowers	Sharing financial expertise with the public sector
	Sustainability impact	Providing finance in a sustainable and committed way
Investors	Sustainability impact	Providing finance in a sustainable and committed way
	Transparency	Acting with integrity and transparency
	Governance	Acting with integrity and transparency
Employees	HRM	Acting with integrity and transparency
	Conduct and culture	Acting with integrity and transparency
	Social engagement	Providing finance in a sustainable and committed way
Supervisory authorities	Conduct and culture	Acting with integrity and transparency
	Supervision	Acting with integrity and transparency
	Compliance	Acting with integrity and transparency
	Risk management	Acting with integrity and transparency
Government	Facilities	Operating in a sustainable and socially relevant way

Below is a brief clarification of each issue from the stakeholders' perspective.

Clarification of the material issues

Governance

In 2014, the Dutch Banking Association issued a new Banking Code, which now includes aspects such as disciplinary law. This means that employees will be personally responsible for compliance with the rules of conduct and may be called to account for non-compliance, based on the banker's oath.

The Dutch Central Bank (DNB) expects boards of financial institutions to operate with expertise, integrity and effectiveness. Among other things, they must promote a culture in which sufficient attention is devoted to risks (in terms of knowing, understanding and controlling them), the customers' interests are put first, and harmful and illegal activities are not tolerated. As from 1 April 2015, people from lower levels of the management team (MT) have also been assessed. At NWB Bank, the entire MT is assessed in terms of the adequacy with which rules are complied with. The second tier reliability assessment was completed with a positive outcome. All MT members and Managing Directors are registered with the Dutch Securities Institute (DSI). This shows that the rules of conduct in respect of providing advice on financial products are taken seriously and the employees are satisfying the training and experience requirements.

Corporate Governance is one of the key priorities of the ECB based on a Thematic Review on Risk Governance and Appetite (RIGA).

Conduct and culture (integrity)

Society and the supervisory authorities require greater integrity in the conduct of financial institutions. Soft controls include the management measures aimed at encouraging employees and management to behave with integrity in the form of shared standards and values. Within the culture, it is important that employees challenge one another so as to bring about countervailing power.

Much attention is devoted to culture and conduct at NWB Bank. A change in culture and conduct requires a critical examination of existing practice because it cannot be allowed to hinder innovation. In 2016, a policy objective was formulated for disruptive thinking. In 2015, soft controls were audited by the external auditor and the management team and Managing Board discussed company culture at a dinner specially organised for this purpose.

Remuneration policy

DNB maintains its stepped-up supervision of remuneration policies pursued by financial institutions. Supervision is laid down in a regulatory scheme implemented by the Capital Requirements Directive (CRD). As of early 2011, banks, insurers and investment companies have been required to extend the scope of their restrained remuneration policies from their executive boards to all of their employees. Remuneration policies must be based on performance actually rendered over a prolonged period. This principle is central to the Regulation on Restrained Remuneration Policies (*Regeling beheerst beloningsbeleid*), with which financial institutions must comply with effect from 1 January 2011. The link between variable remuneration and environmental performance is also considered in such CSR assessment frameworks as the Transparency Benchmark and reviews by CSR rating agencies.

11

Compliance and regulations

The Financial Supervision Act (Wft) and also other decrees and regulations contain provisions on policy, organisational structure and risk management. Based on Sections 3:10 and 3:17 of the Financial Supervision Act, financial institutions must have clearly formulated policy principles, procedures and measures to manage integrity risks. In view of the importance of NWB Bank's reputation, specific attention is paid to this aspect in respect of compliance with legislation and regulations.

The rules are largely determined by EU Directives and Regulations. The supervisory authorities' interpretation appears to have become tighter and more in accordance with the letter of the law. It is important that new rules and new interpretations are integrated into the Bank's business processes and risk management. The Bank has set up a Regulatory Task Force to ensure that NWB Bank is in compliance with all the rules. This could also mean that there will be consultation with other banks from The Hague on the implementation and interpretation of rules.

Social engagement

Water authorities are regularly involved in projects in developing countries, with financial backing from NWB Fonds. NWB Bank set up this fund in 2006 for that purpose and has donated a total of €20.5 million to the fund to date.

Lending more substance to the Bank's role in society (e.g. by partnering with people with a physical or mental disability) is important to our stakeholders. Participating in CSR projects such as 'The Classroom Bank' (Bank voor de klas) in primary schools, is in line with the Bank's objectives. These projects are organised by various parties, including the Dutch Banking Association. NWB Bank wholeheartedly supports them on account of the

impact they have in society. We also achieve this by providing sponsorship in the form of money and/or time, and by encouraging employees to work as volunteers. In 2016, employees are also able to participate in NL Doet.

Within the context of its role as a financier, NWB Bank aims to encourage its borrowers in a wider sense, tying in with developments seen in the public sector. In previous years, NWB Bank has presented the CSR Award to customers who invested in sustainable and innovative projects. By collaborating with the Dutch Association of Regional Water Authorities' Water Innovation Award with effect from 2015, NWB Bank intends to extend further the stimulating part it plays in the area of sustainability and corporate social responsibility.

Being a bank of and for the Dutch (local and regional) authorities, NWB Bank aims to provide a 'counter service' to regular borrowers within the public sector. Regular borrowers (including the guarantee sector) find it important that NWB Bank can always issue a price immediately, regardless of the extent, structure and term of the capital requirement. Accordingly, the Bank's policy is geared to being able to do so.

Together with the other Dutch banks, NWB Bank acknowledges the risks of climate change. The banks are jointly taking further steps. That is the background to the climate statement, comprising ten points, which the Dutch banks presented to the Dutch government authorities and non-governmental organisations working on issues relating to climate change. Climate change is one of the most important issues of our time. As a contribution to the international climate summit, which started in Paris on 30 November 2015, Dutch banks published this statement on their role and on the additional contribution they wish the Dutch government to make.

12

Risk management

Risk management is an important link in the chain of identifying, measuring and assessing a bank's risks, including CSR risks. The extent to which NWB Bank is prepared to accept risks is reflected in the bank's risk appetite. With regard to social and environmental risk, this is also included in the CSR policy. For instance, the new housing law and rent agreement offer housing corporations greater scope for applying a rent increase where housing has been improved and made more sustainable. Expectations are that making the social housing stock more sustainable will result in a lower risk profile for corporations.

Sustainability impact

NWB Bank has successfully issued two green bonds (water bonds): a five-year EUR 500,000,000 in 2014 and a ten-year EUR 1,000,000,000 in 2015. The issuing of these water bonds emphasises the role of NWB Bank as a robust and sustainable finance partner for the Dutch public sector.

With these issues, NWB Bank continues to attract new investors and broaden the market span for green bonds. In addition to the traditional considerations such as safety of investment and risk-adjusted returns, 69% of the issue was bought by investors who purchase the bonds owing to their interest in supporting climate-friendly projects within their investment mandates. In 2015, three commercial banks announced a new initiative to encourage investment in social and sustainable projects. The Social Bond and Sustainability Bond Appendix (SSBA) presented builds on the successful Green Bond Principles (GBP) launched in 2014 and endorsed by NWB Bank. The initiative is intended to provide issuers and socially engaged investors with voluntary guidelines for the development and issuing of 'social bonds'. This will provide NWB Bank with options to fund loans for social housing through the issuing of such a bond.

NWB Bank ensures that housing corporations have access to the capital market at the best possible financing costs. In this way, the Bank helps create affordable rented accommodation for the social sector. The government facilitates this by acting as a backup for loans to housing corporations guaranteed by the Guarantee Fund for Social Housing (WSW). The WSW guarantee is embedded in a security structure. This structure must ensure that sufficient financial resources are available to solve potential financial problems at one or several WSW participants without jeopardising the guarantee system itself.

It is becoming increasingly important to measure the impact of loans on the environment or in the social sphere. This can be done in respect of the green bonds, but a calculation can also be made for lending for social housing purposes to establish the benefit to the housing corporation of a WSW-guaranteed loan.

Borrowers

NWB Bank responds to the need for financial guidance among its borrowers. For example, the Bank sends out a Financial Markets Overview to its customers each week, enabling them to closely monitor developments and their effects on interest charges. Upon request, NWB Bank also gives presentations to customers on a wide range of subjects. These enable employees, management boards and, in some cases, supervisory bodies to augment their knowledge of treasury-related issues and recent developments.

The Treasury Scan provides customers with insight into core ratios of their loan portfolio, including a comparison with the sector average, thus creating awareness and an understanding of financial risks. Finally, the Public Finance Department organises a number of customer events each year. These educational events aim to enhance customers' financial knowledge and help improve their financial processes.

13

In hosting these events, NWB Bank bridges the knowledge gap between the public sector and the world of finance. In addition to their CSR relevance, they tie in with the Bank's duty of care and its policy aimed at putting customers' interests first. They cater for a great need, given the turbulent times many of our customers are going through. This testifies to the fact that the involvement NWB Bank demonstrates as a sector bank greatly exceeds that shown by commercial banks under similar circumstances.

In 2015, the Bank helped customers optimise their loans portfolios through early repayments (extending maturities). This resulted in existing loans being replaced by longer-term loans at the current low interest rate.

NWB Bank is also active in the area of funding and structuring PPP projects. This involves funding long-term accommodation and infrastructure projects such as government buildings, motorways and water infrastructure, which have been put out to contract by a national, regional or local Dutch government authority. In this context, the Dutch government authority acts as the client and transfers the responsibility for the construction and maintenance of such a project during a specific lifespan to a private contractor consisting of a consortium of private parties. Through this alternative form of finance, NWB Bank wants to provide further support to its customer groups. One of the aspects considered in the assessment of these projects is sustainability, in the form of the Equator Principles.

Since 2015 customers and other stakeholders have been receiving a daily newsletter containing newspaper and online articles of topical interest to the public sector.

HRM

The collective labour agreement is used to foster sustainable employability. This means that employer and employee are jointly responsible and both do their best to ensure optimum development. A further objective of the HRM policy is to provide employees with a pleasant work environment. The employee satisfaction survey provides an indicator in this respect. In 2013, a law was adopted with the result that women must make up 30% of management boards and supervisory boards by 2016. Furthermore, the duty to report data leaks enters into effect on 1 January 2016. That duty to report means organisations (companies and also government authorities) must send a report immediately to the Dutch Data Protection Authority (CBP) as soon as they experience a serious personal data leak.

Facilities

The government uses its own procurement criteria, seeking to influence social and environmental aspects. As the Bank believes it is important to lead by example, it wishes to join these efforts. NWB Bank wishes to limit its environmental impact and has formulated the following objectives to this end:

- the sustainable purchasing of energy (gas and electricity) and paper;
- carbon offsetting for business trips and company cars;
- structural application of procurement criteria for government authorities when purchasing other facilities products and services;
- digitising operations.

Supervision

Among other things, the crisis shows that supervision has for far too long been organised along national lines. This impeded the free movement of capital and liquidity, which does not sit well with the cross-border nature of the banking (and financial) system. The Banking Union (Basel regulations, SSM, SRM, and ESM) means it is possible to move beyond this national approach through:

- The introduction of one European supervisory authority, the ECB. NWB Bank is subject to supervision by the ECB. With the Single Supervisory Mechanism, a new banking supervision system was introduced, comprising the ECB and the competent national authorities of the participating EU countries. These EU countries include the eurozone countries and a number of non-eurozone countries which have decided to collaborate closely with the Single Supervisory Mechanism (SSM). The SSM's main objectives are to guarantee the security and solidity of the European banking system and to increase financial integration and stability in Europe.
- The creation of one manual containing the rules with which banks must comply (the Capital Requirements Directive (CRDIV) and the Bank Recovery and Resolution Directive (BRRD)). The BRRD harmonises the crisis management approach within Europe. For example, it confers the same resolution powers on all European resolution authorities. Among other things, the Directive provides that banks must draw up recovery and resolution plans which ensure that any crisis can be resolved in a manner that does not affect financial stability and does not require government aid. One of the principal instruments available to an authority in this context is the bail-in. This means that, in the event of nationalisation or another kind of bank rescue by the government, a bank's shareholders and creditors (such as bond holders) will be the first to absorb the losses sustained by the bank.

Reporting

In 2010, NWB participated in the Transparency Benchmark of the Ministry of Economic Affairs, Agriculture and Innovation for the first time. In 2015, this remained an important benchmark for publicly held enterprises and the financial sector. The Bank has formulated the objective of achieving a position in the top 50 (top 10% of participants) of the Transparency Benchmark. In addition, it applies the GRI reporting criteria, seeking to adhere to international sector practices in terms of transparent CSR reporting.

In 2015, NWB Bank examined which international CSR principles might apply to NWB Bank. This resulted in the Equator Principles being applied in PPP financing. In addition, the bank signed the UN Global Compact principles.

Comparison of reporting by publicly held enterprises:

Enterprise	GRI-standard	Application level
BNG Bank	G4	In accordance
COVRA	G3	C+
FMO (Netherlands Development Finance Company)	No GRI	N/A
Gasunie	G3.1	C+
HbR	G4	In accordance
Holland Casino	G3.1	C
De Munt	No GRI	N/A
NS	G4	In accordance
NWB Bank	G4	In accordance
State Lottery	No GRI	N/A
Schiphol	G4	In accordance
Tennet	G4	In accordance
URENCO	G4	In accordance

G4-22 Restatement of information provided in previous reports

Not applicable

G4-23 Change in scope

The introduction of the themes has seen reporting become more extensive and more detailed, notably where the Bank's core duties are concerned. The performance indicators belonging to the CSR report remain unchanged.

Stakeholder dialogue

G4-24 List of stakeholder groups engaged

The stakeholders identified by NWB Bank as part of its CSR efforts are shareholders, customers, investors, employees, the government and supervisory authorities.

G4-25 Selection of stakeholders

NWB Bank contacts its stakeholders on a regular basis. As part of its CSR efforts, it qualifies shareholders, customers, investors, employees, the government and supervisory authorities as its stakeholders. Contacts are periodic, but are sometimes prompted by specific events (see also the section on CSR in the Annual Report).

G4-26 Dialogue with stakeholders

NWB Bank contacts its stakeholders on a regular basis. Within a CSR context, it qualifies as its stakeholders those individuals and organisations with whom or which it collaborates or that have an interest in the specific role in society it fulfils as a public-sector bank. As a minimum, the Bank considers its shareholders, customers, investors, employees, the supervisory authorities and the government as such.

As in previous years, a materiality assessment was made in 2015 of the CSR issues that are of relevance to the Bank, also assessing how our stakeholders experience them. Those issues were charted based on discussions held with these stakeholders and, where possible, on the policies they pursue with respect to both generally social and sector-specific issues. This resulted in the Material Issues Plot (MIP) shown on page 8, which was extensively debated with the CSR Committee members. Governance, supervision, compliance/integrity and transparency, in particular, are highly relevant issues affecting both the stakeholders and NWB Bank. Their relevance is apparent from such aspects as supervisory policies, discussions with shareholders, the focus on credit ratings in the financial markets and the Bank's own policies. This analysis served as input for the Annual Report and this GRI Table.

Throughout the year, the Managing Board visits customers and investors to explain half-year and annual figures and other trends, as well as convening a General Meeting of Shareholders once a year. During that Meeting, the Managing Board renders account of the objectives, corporate strategy, policies and financial results. Several times during the year, consultative meetings are held with the supervisory authority DNB on such subjects as risk management, compliance and integrity.

The response to last year's Annual Report was considered in preparing this year's report. The Bank's CSR policy was also a discussion item at the General Meeting of Shareholders. The Bank's shareholders are also its customers.

Employees are represented by the Employee Representative Body (ERB). During ERB meetings, the general affairs, social policies and motions of employees and the Managing Board are discussed. As of 1 January 2016, NWB Bank has a Works Council, replacing the ERB.

G4-27 Results and use of the information

Information and suggestions from stakeholders are used to complete and perfect the CSR policy.

Being a publicly held enterprise, NWB Bank also participated in the Transparency Benchmark. The ensuing information and outcome were considered in fleshing out the Bank's CSR policy. In addition, the Bank's CSR policy as set forth in the Annual Report was discussed at the General Meeting of Shareholders in 2015 and with the members of the Supervisory Board.

Like in 2014, in 2015 NWB Bank issued a 'green bond', the water bond, in the amount of €1 billion. With this water bond issue, NWB Bank has attracted new investors and enlarged the market for green bonds.

The principal current issues and NWB Bank's response to these issues are discussed primarily in the context of the Material Issues Plot.

Report profile

G4-28 Report period

1 January 2015 to 31 December 2015 inclusive

G4-29 Date of most recent report

The report's publication date is 26 April 2016.

G4-30 Reporting cycle

Annual

G4-31 Contact point for report

mvo@nwbbank.com

G4-32 GRI Content index

In its CSR policy reports, the Bank applies the Global Reporting Initiative (GRI) guidelines (www.globalreporting.org). The report in the 2015 Annual Report is based on the GRI G4 guidelines. According to NWB Bank, the GRI reporting level is core.

KPMG has provided external assurance on the Corporate Social Responsibility section. This Content Index includes references to the relevant pages in the 2015 Annual Report for the GRI Disclosures and GRI Performance Indicators.

GRI Disclosures	Page
G4-1 Strategy and analysis	21
G4-2 Description of key consequences, risks and opportunities	21-31
G4-3 Name of the organisation	139
G4-4 Products and/or services	28-30
G4-5 Location of headquarters	20
G4-6 Number and names of countries with either major operations or that are specifically relevant to sustainability issues covered in the report	27-30
G4-7 Nature of ownership and legal structure	139
G4-8 Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	27-30
G4-9 Scale of the reporting organisation	4
G4-10 Employees	50
G4-11 Percentage of employees covered by collective labour agreements	70
G4-12 Supply chain	57
G4-13 Significant changes regarding size, structure or ownership	N/A
G4-14 Details of the application of the principle of precaution by the reporting organisation	Gri P6
G4-15 Externally developed economic, environmental and social charters, principles or other initiatives endorsed by the Bank.	Gri P6
G4-16 Associations (such as sector associations) of which the Bank is a member and/or other special-interest organisations in which NWB Bank participates.	Gri P7
G4-17 Scope	Gri P7
G4-18 Process for defining report content (relevance, prioritisation of issues, identification of stakeholders expected to use the report)	58
G4-19 – G4-21 Material Issues Plot	58
G4-22 Restatement of information provided in previous reports	N/A
G4-23 Change in scope	N/A
G4-24 List of stakeholder groups engaged	58
G4-25 Selection of stakeholders	58
G4-26 Dialogue with stakeholders	58
G4-27 Results and use of the information	58
G4-28 Reporting period	11
G4-29 Date of most recent report	20
G4-30 Reporting cycle	11
G4-31 Contact point for report	139
G4-32 GRI Contact Index	gri
G4-33 External assurance	63-64
G4-34 Governance	33-38
G4-56 Ethics and integrity	34-35
G4-Management approach	39-45

GRI Performance Indicatoren

Page

Labour

G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	50
G4-LA6	Injuries, occupational diseases, lost days and absenteeism.	51
G4-LA9	Average hours of training per year per employee by employee category.	49
G4-LA11	Percentage of employees receiving regular performance and career development reviews.	44
G4-LA12	Breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	50
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria.	48

Environment

G4-EN1	Materials used by weight or volume.	GRI P27-29
G4-EN3	Direct energy consumption by primary energy source.	GRI P27-29
G4-EN16	Total direct and indirect greenhouse gas emissions by weight.	GRI P27-29
G4-EN 19	Initiatives to reduce greenhouse gas emissions and reductions achieved.	GRI P27-29
G4-EN 23	Total weight of waste by type and disposal method.	GRI P27-29
G4-EN 31	Total environmental protection expenditures and investments by type.	GRI27-29

Social

G4-S01	Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	47
G4-S04	Percentage of employees trained in anti-corruption policies and procedures.	44
G4-S05	Confirmed incidents of corruption and actions taken.	62

Economic/financial

G4-EC1	Direct economic value generated and distributed including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	4
G4-EC3	Coverage of the organisation's defined benefit plan obligations.	105
G4-DMA	Procedures for assessing and screening environmental and social risks.	41-45
G4-DMA	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	41-45
G4-FS6	Percentage of the portfolio (lending and funding) for business lines by specific region, size and by sector.	27-30
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit.	27-30
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit.	27-30
G4-DMA	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	37
G4-FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues.	45
G4- FS11	Percentage of new loans subject to positive and negative environmental or social screening.	46
G4-DMA	Policy for honest design and sales of financial products and services.	47
G4-DMA	Initiatives to enhance financial literacy among customers.	45

Product responsibility

G4-PR3	Types of information on products and services required by the applicable procedures and regulations, and percentage of products and services subject to those informative requirements.	121
G4-PR 8	Total number of substantiated complaints regarding breaches of customer privacy and loss of customer data.	GRI P33
G4-PR 9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	N/A

Human rights

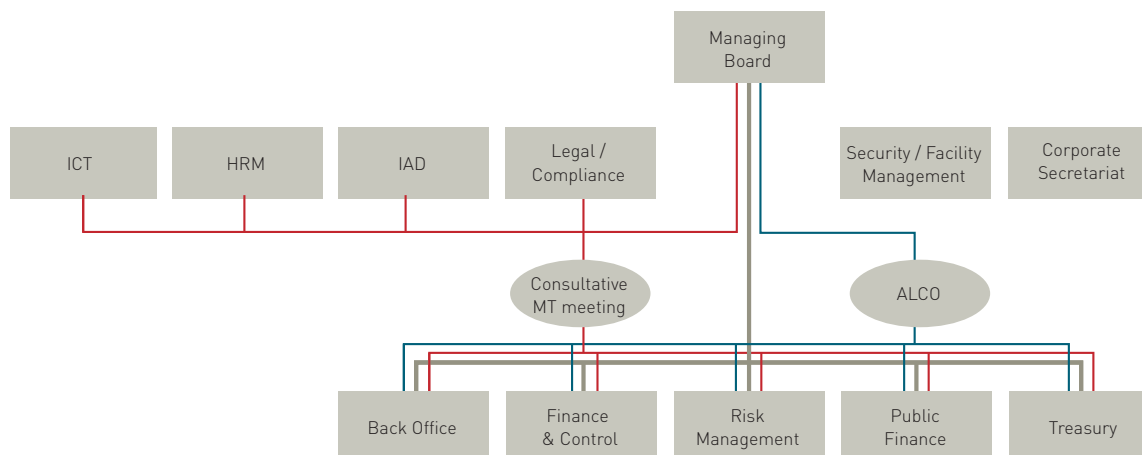
G4-HR 1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	48
G4-HR3	Total number of incidents of discrimination and corrective action taken.	44

G4-33 External assurance

KPMG has provided external assurance on the Corporate Social Responsibility section. KPMG provides reasonable assurance as to whether the information in the CSR section is presented in all material respects in accordance with the G4 reporting criteria of the Global Reporting Initiative and supplementary internal guidelines. KPMG is NWB Bank's regular auditor and is appointed by the General Meeting of Shareholders. KPMG's reports are also provided to the Supervisory Board.

G4-34 – G4 55 Governance

NWB Bank is a public limited liability company. The company has a Managing Board and a Supervisory Board, the latter having all the powers granted by law to a company's supervisory board. More information on the Managing Board and on the Supervisory Board is included in the [Annual Report](#) and on the website. The overview below provides an insight into the Bank's organisational structure.



Governance structure

Governance structure

The Managing Board bears responsibility for CSR and discusses the associated policy and strategy with the Supervisory Board and other parties. Assistance is provided by the various departments and by a CSR Committee. In addition, a CSR Coordinator has been appointed within the organisation.

Chair of highest governance body / independence

21

Where Managing Directors hold other positions or carry out transactions, conflicts of interest may arise. An overview of important other positions and supervisory directorships held by members of the Managing Board must be submitted to the Supervisory Board for its approval. The relevant Managing Board member will not partake in the discussion about a subject or transaction in respect of which the company has a conflict of interest with that member. All transactions involving conflicting interests of Managing Board members will be conducted on terms customary in the sector. In cases in which NWB Bank has a conflict of interest with the Managing Board or one of its members, it will be represented by one of the Supervisory Directors designated for that purpose by the Supervisory Board.

Independence of members of unitary board structure

Not applicable

Mechanisms for shareholders and personnel

Shareholders are convened by the Managing Board or the Supervisory Board by written notice stating the topics to be addressed. Shareholders representing at least 1% of the issued capital may submit topics to be placed on the agenda in writing.

The General Meeting of Shareholders will adopt the financial statements and discharge the members of the Managing Board for their management and the members of the Supervisory Board for their supervision. Employees are represented by the Employee Representative Body (ERB). The general state of affairs, social policy and proposals of staff and the Executive Board are discussed within the ERB. As of 1 January 2016, NWB Bank has a Works Council, replacing the ERB.

Remuneration of senior management

See the 2015 Remuneration Report on page 70 of the Annual Report.

Remuneration policy

The remuneration policy for NWB Bank's Managing Board is aimed at recruiting and retaining highly qualified and skilled directors. NWB Bank generally pursues a policy of moderation with respect to directors' remuneration, in accordance with generally accepted standards. For details of the policy, please refer to the website, which provides information about compliance with the Dutch Regulation on Restrained Remuneration Policies under the Wft 2014 (*Regeling beheerst beloningsbeleid Wft 2014*).

Fixed remuneration

The fixed remuneration is subject to indexation in conformity with structural income adjustments, as laid down in the collective labour agreement for the banking industry.

Variable remuneration

Variable remuneration of the members of the Managing Board equals no more than 15% of their fixed remuneration. Variable remuneration is based on the relevant member's performance, that of the business units he or she is responsible for and that of the Bank as a whole. This performance has been quantified as predetermined and assessable performance criteria. The variable remuneration of the Managing Board members comprises a short-term component (10%) and a long-term component (5%). The amounts of both are determined on the basis of pre-set short-term targets for the relevant year. The long-term component is deferred, with payment being conditional upon the achievement of the pre-set long-term targets. The long-term elements are:

- Standard & Poor's and Moody's ratings for the Bank must equal the sovereign rating for the State of the Netherlands
- Strategy

Following each four-year period, achievement of these long-term targets is assessed and payment of the annual deferred variable component of a maximum of 5% is decided upon.

The short-term component of the variable remuneration is determined on the basis of the following elements:

- Profit (in line with the targets set out in the annual budget)
- Risk management (in line with internal and external sets of standards)
- Strategy/policy implementation (in line with the targets set out in the annual policy paper)
- Personal areas for attention

Monitoring conflicts of interest

The Code of Conduct sets out the principles which NWB Bank employees should apply in their daily activities. Preventing conflicts of interest is an important aspect of the Code. Non-compliance with the Code may result in measures under employment law. The Code of Conduct has been posted on the Bank's website.

Where Managing Directors hold other positions or carry out transactions, conflicts of interest may arise. The Supervisory Board has been informed of all other positions held by Managing Directors. They do not involve any conflicts of interest. As in previous years, no transactions took place during the year under review that could involve a conflict of interest.

Qualifications and expertise of the Managing Board

The Bank is managed by a Managing Board which, in accordance with the Dutch Financial Supervision Act, should be comprised of at least two members. Managing Directors are appointed by the General Meeting of Shareholders for a term of four years on nominations by the Supervisory Board. In 2015, the Managing Board consisted of three members, one of whom has been appointed Chairman.

R.A. Walkier (1953)

Joined NWB Bank in 1991, a member of the Managing Board since February 1993, Chairman since April 2008.

Portfolio: strategy, communications, HRM, legal affairs and compliance, Internal Audit Department.

L.M.T. van Velden (1964)

Joined NWB Bank in October 2008, a member of the Managing Board since January 2010.

Portfolio: finance, risk management, back office, ICT, security management, tax.

F.J. van der Vliet RBA (1967)

Joined NWB Bank in January 2012 as a member of the Managing Board.

Portfolio: lending, funding, asset and liability management, facility management.

In performing their duties, the three Managing Board members take the economic, social and environmental indicators into account. Given the Bank's size, it is difficult to make direct allocations.

G4-56 Ethics and integrity

NWB Bank attaches great value to its reputation as a solid and respectable bank for the public sector. For this reason, compliance and integrity play an important role in the Bank's control mechanism. The Bank wishes to ensure that its customers and investors can be completely confident in using its services and secure in the knowledge that their funds are safe.

Following on from the Banking Code, the members of the Managing Board have signed the declaration of moral and ethical conduct. The principles of this declaration apply to all the employees and have been further elaborated in a Code of Conduct. The Code of Conduct forms part of the employment contract. In addition, the Code of Conduct has been posted both on the Intranet and on the Bank's website. The members of the Management and Supervisory Boards took the banker's oath in 2014, pursuant to the Dutch Oath or Solemn Affirmation (Financial Sector) Regulation (Regeling eed of belofte financiële sector) that came into effect. All employees took the banker's oath in 2015.

NWB Bank has assigned some of the compliance-based duties to the Legal & Compliance Department and, where supervision of compliance with the Insider Regulation is concerned, to an external supervisory authority. The external supervisory authority reports to the Managing Board and the Supervisory Board, while the internal Compliance Officer reports directly to the Managing Board. These reporting lines confirm the value that the Bank attaches to internal supervision and to the work of both Compliance Officers. The supervision-based rules and rules of conduct are an important element of the compliance role.

G4-Management approach

NWB Bank plays an important role in the provision of financial services. That role is performed most effectively when society, and specifically the customer, has confidence in our organisation and in the integrity with which the NWB Bank operates in dealings with its customers. NWB Bank's core values are consciousness, engagement and reliability. NWB Bank operates a zero-tolerance policy in respect of bribery and corruption regardless of the identity or position of the person giving or taking the bribe or committing corruption. The Managing Board expects all its employees to act at all times in line with the highest standards of ethical conduct and integrity. This also means that everything is done to prevent, discourage and discover bribery and corruption. Bribery and corruption are a criminal offence and automatically represent a breach of the core values. Becoming caught up in conduct or activities which are contrary to the core values, or other relevant legislation and regulations, is a breach of the Code of Conduct. NWB Bank does not accept or pay bribes. We do not offer improper commission, or anything that could be perceived as such to anyone, for any purpose, and we expect the same of our stakeholders. The zero-tolerance policy in respect of bribery and corruption is also applicable to the third parties with which NWB Bank does business, or who have been brought in to perform services for or on behalf of NWB Bank.

24

CSR committee

A CSR Committee operates at NWB Bank, comprising members of several of the Bank's departments, Managing Directors and the CSR Coordinator. The CSR Committee is accountable to the Managing Board. Its aim is to:

- design the policy/strategy;
- monitor social and environmental risks;
- structure input from stakeholders and specific target groups;
- discuss topical CSR themes in relation to the Bank's CSR policy;
- monitor CSR policy action items;
- formulate targets and objectives;
- debate challenges (obstacles) the Bank faces;
- report on CSR.

The subject is periodically addressed during Supervisory Board meetings. On those occasions, the Supervisory Board discusses a number of material aspects with regard to the current strategy and the future. In addition, the exclusion criteria for lending are discussed with the Supervisory Board.

The CSR committee meets at least once every two months. The members concerned have been given the opportunity to spend some of their time working for the CSR Committee, in addition to performing the duties inherent to their respective positions.

The CSR Committee's budget comprises, at a minimum, the Water Innovation Award (2015: €25,000), sponsoring, any environmental measures, assurance costs and allocated hours of employees.

Major CSR performance targets (PTs) and minimum requirements (MRs) have been defined for the next three to five years, broken down by theme. The performance targets are measurable and can be influenced, and are therefore a challenge for the Bank. The minimum requirements have been adopted inter alia with reference to applicable laws and regulations, governance codes and internal codes and rules of conduct.

Achieved 2015	Objective 2015	Objective 2016	Objective Long term	Description
Theme 1: Sharing financial expertise with the public sector				
Keeping employees' knowledge of finance and trends up to date (MR).				
all	all	all	all	Attending annual training sessions by Front Office
Bridging the knowledge gap between the financial markets and the public sector (PT).				
5	3	3	3	Number of events hosted for specific target groups
52	52	52	52	Sending out Financial Markets Overviews each week
all	all	all	all	Performing Treasury scan on request
all	all	all	all	Approaching customers proactively in the event of new finance opportunities
Achieved 2015	Objective 2015	Objective 2016	Objective Long term	Description
Theme 2: Providing finance in a sustainable and committed way				
Selecting and dovetailing products and services to a customer's needs and their suitability for that customer, also taking account of the specifics of the sector and the views of the competent supervisory authority (MR).				
yes	yes	yes	yes	Coordinating products offered (internally/externally)
Putting customers' interests first (MR).				
yes	yes	yes	yes	Generally cooperating in requests for early repayment
none	none	none	none	Number of complaints filed
all	all	all	all	Issuing rates for loans under 1m
Sustainable and responsible funding and investments with due regard to CSR exclusion criteria (PT).				
yes	yes	yes	yes	Complying with exclusion criteria
Promoting CSR projects to the Bank's customers (PT).				
€1 b	€500 m	€500 m	€500 m	Finance volume linked to Green Bond
yes	yes	yes	yes	Presenting annual Water Innovation Award

Theme 3: Operating in a sustainable and socially relevant way

Promote sustainable procurement and the achievement of environmental and social objectives (PT).

in part in part in part 100% Applying PIAN0o procurement criteria (fully carried out in 2017)

Fostering a healthy workplace and healthy personal development (MR).

1	≤ 3	≤ 2	≤ 2	% Regular absenteeism rate
4,158	2,950	3,250	3,000	Training costs per employee in euros
none	none	none	none	Number of incidents of discrimination reported
all	all	all	all	Number of employees subject to performance and career development plans
100	100	100	100	Percentage of employees with pensions covered under NWB Bank pension plan

A more conscious use of assets and vehicles, taking into account the environment (MR).

25	< 33	< 27	< 25	Estimated paper use in kilograms
33%	> 25%	> 30%	> 30%	Bicycle scheme (percentage of employees)
214	< 230	< 230		CO ₂ emissions caused by business operations

Offering traineeships to pupils from secondary vocational and higher professional schools, as well as university students (PT).

2 ≥ 2 ≥ 1 ≥ 2 Number of traineeships

Increasing social engagement by the organisation and the employees (PT).

50%	50%	60%	60%	Active staff involvement in CSR (percentage of employees)
1	≥ 2	≥ 2	≥ 2	Participating in social projects

Theme 4: Acting with integrity and transparency

Awareness among staff of what integrity entails (MR).

all	all	n/a	1* every 2 year all	Number of employees who took anti-corruption/integrity training
all	all	all	all	Code of conduct for employees/taken bankers' oath

The Bank wants to hold its own with the best of its peers in the Transparency Benchmark (PT).

yes yes yes top 10% Top 10% of Transparency Benchmark until 2020

Promoting optimal transparency on processes, risks and rates towards customers and other stakeholders (MR).

yes	yes	yes	yes	Rates available via interest calculator on website
yes	yes	yes	yes	Product risks described on website
2	≥ 2	≥ 2	4	Number of ERB/WC meetings

Screening of new employees (MR).

all all all all PES for new employees

Reporting process

Each individual member of the CSR Committee bears operational responsibility for his or her share in reporting. The reporting process has been integrated into the internal control structure, which also involves monitoring of social and environmental risks. Risk management (including CSR aspects) forms an integral part of NWB Bank's processes.

The Internal Audit Department monitors reporting quality, testing all the Bank's key processes at least once every two years and the CSR Report once every year. With respect to the carbon matrix, for example, both an internal audit and an external assurance review are performed for the methods used to measure (consumption), estimate (measure in the event of uncertainty) and calculate (Defra conversion factors). The involvement of the Risk Management Department and the Internal Audit Department safeguards the quality of the CSR data.

In addition, it is verified whether processes other departments use in providing information are in accordance with the formalised internal control structure. In this context, it is established whether the input from stakeholders and specific target groups is included in the report.

The Managing Board bears final responsibility for CSR.

Shareholders may respond to the CSR Report during the General Meeting of Shareholders. Minutes are drawn up of those meetings and, to the extent possible, recommendations made by shareholders are followed up. In addition, customers are asked for input during customer meetings, which input is discussed each week during the central consultative meeting on lending activities.

Other observations regarding stakeholders:

- NWB Bank invites its stakeholders to submit suggestions they may have with respect to the Bank's CSR policy and reports, which can be sent to its email address (mvo@nwbbank.com).

Performance indicators

(A summary of the key results can also be found under 'Management approach')

27

Labour indicators

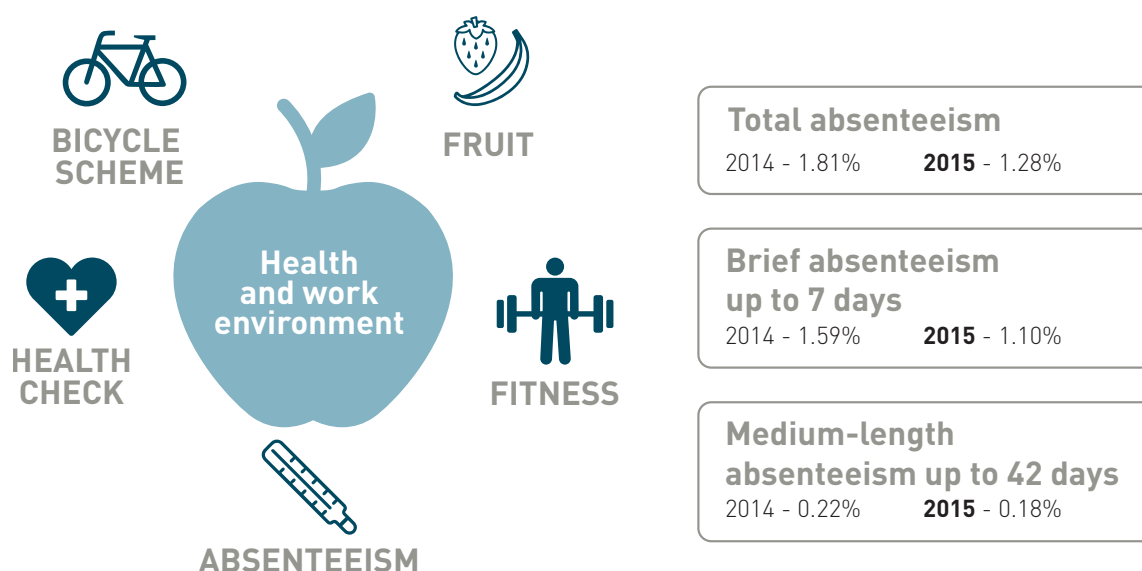
G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender and region

Jaar	2014 number	2014 % of employees	2015 number	2015 % of employees
Employees aged 60 to 70	1	1.9	1	1.9
Employees aged 50 to 60	11	20.8	13	24.1
Employees aged 40 to 50	24	45.3	24	44.4
Employees aged 30 to 40	14	26.4	12	22.2
Employees aged 20 to 30	3	5.6	4	7.4

In 2015 the management team comprised 12 persons, three of whom were women. In 2015 the Managing Board comprised three persons, one of whom was a woman.

G4-LA6 Injuries, occupational diseases, lost days and absenteeism

NWB Bank discussed the absenteeism figures at the management team meeting.



G4-LA9 Average hours of training per year per employee by employee category

28

NWB Bank attaches great importance to having a training budget. Department managers monitor employee development at an individual level, giving due consideration to the Bank's objectives. Employees also have their own responsibility where their employability is concerned.

In 2015, an average amount of €4,158 per employee was spent on training (including in-company training sessions). It is estimated that a total of 2,034 hours was devoted to training. This is an average of 37 hours per employee.



NWB Bank organised a number of in-company training sessions last year on the subjects of risk management, English language, emergency response training integrity, as well as ICT courses.

G4-LA11 Percentage of employees receiving regular performance and career development reviews

All employees of the Bank take part in the annual cycle of goal-setting, assessment and review interviews.

G4-LA12 Breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

No distinction is made on the basis of minority group membership or ethnic origin. A breakdown of employees per employee category according to gender and age group is included under G4-LA1.

G4-LA14 Percentage of new suppliers that were screened using labour practices criteria

Suppliers are assessed against the sustainable procurement criteria set by PIANOo, the Dutch Public Procurement Expertise Centre. These relate to aspects such as cleaning, paper/printing, building management and maintenance, catering, security, office supplies and hardware (IT).

Documents setting out the criteria for these product groups are available on the website www.PIANOo.nl. The Bank applies these criteria in its procurement policy, for instance by submitting the relevant criteria to a supplier and asking it to adhere to them in issuing its offer. Labour-related aspects are an important part of the PIANOo criteria.

Management approach

Further details are provided in the Corporate Social Responsibility section of NWB Bank's Annual Report.

If suppliers breach codes and agreements, a meeting is held with the supplier concerned. This can result in a penalty being imposed or an alternative supplier being sought.

29

Environmental indicators

G4-EN1 Materials used by weight or volume

With its reporting, NWB Bank seeks to provide an insight into the undertaking's results in relation to the environmental aspects of corporate responsibility in terms of emissions, in particular as regards greenhouse gases and ozone-depleting gases.

For NWB Bank's office-based organisation, paper is the material most used in day-to-day operations. We used an estimated 1,365 kg of paper in 2015 (2014: 1,706 kg), representing a decrease in absolute terms of nearly 20%. Carbon emissions (1.5 tonnes) have been offset.

In 2016, we will again aim to reduce paper use per employee by further digitising our documents.

In 2015, the total carbon emission from the Bank's company cars amounted to 87 tonnes (2014: 93 tonnes), a decrease of more than 6%.

Gas consumption was 32,269 m³ in 2015 (2014: 28,360 m³). Gas is supplied by the gas supplier including carbon offset.

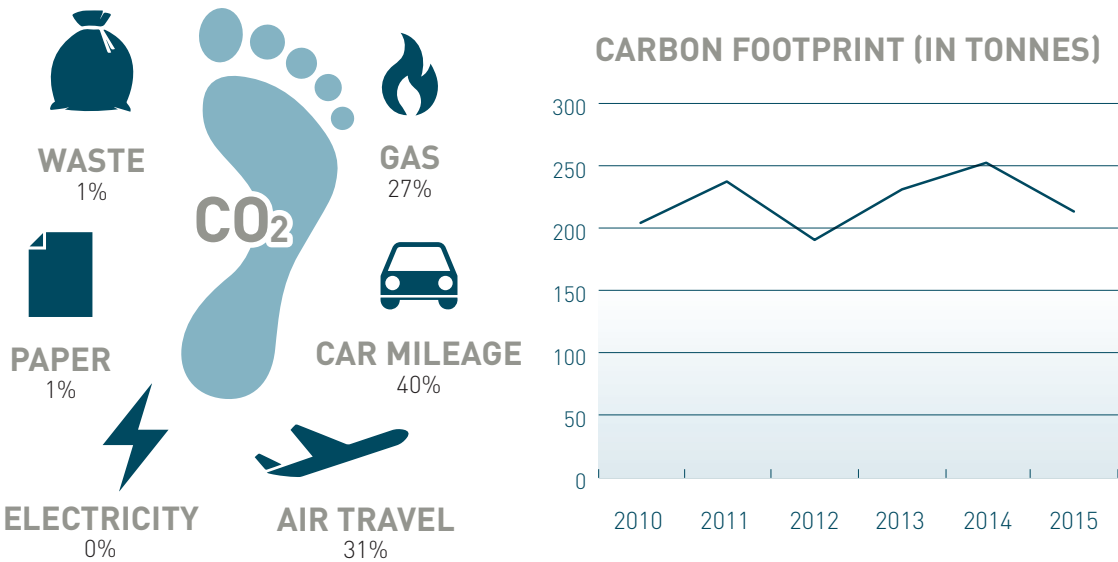
In 2015, carbon emissions associated with overseas air travel amounted to 67 tonnes (2014: 111 tonnes), a drop of nearly 40%.

G4-EN3 Direct energy consumption by primary energy source

NWB Bank’s ambition to use green energy (gas and electricity) was already achieved on 1 January 2010 [see EN16].

G4-EN16 Total direct and indirect greenhouse gas emissions by weight

A start was made with monitoring NWB Bank’s carbon footprint in 2010. The chart below shows carbon emissions totalling approximately 214 tonnes for 2015 (2014: 254 tonnes). In 2015, electricity was from renewable sources without direct carbon emissions. Gas was supplied by the utility company including carbon offset. Carbon emissions caused by trips abroad were offset for the whole of 2015, as were those caused by company cars. The calculation of the carbon footprint is included in Appendix 1.



NWB Bank has provided employees with 15 company cars; the following energy labels initially applied to them:

Energy label B (number = 5)	33.33
Energy label A (number = 10)	66.67
	100.00

G4-EN 19 Initiatives to reduce greenhouse gas emissions and reductions achieved

NWB Bank aspires to operate in a carbon-neutral manner as regards accommodation and air travel, by offsetting CO2 where needed. As regards the company cars, it seeks to achieve a positive effect by encouraging employees to drive energy-efficient cars (energy labels). For 2015, carbon emissions caused by company cars were offset.

G4-EN 23 Total weight of waste by type and disposal method

As early as 2009, new arrangements were made with the Bank's waste processor, which issued a certificate showing that a certain amount of CO₂ is offset annually through the Climate Neutral Group. On the basis of the waste processor's information, no distinction can be made by type of waste. All waste is processed by the waste processor, which means that no waste is dumped, not even in exceptional cases. Wastewater is disposed of via the sewage system. NWB Bank is negotiating with suppliers in order to further improve sustainability arrangements.

G4-EN 31 Total environmental protection expenditures and investments by type

In 2015, no further investments were made.

Management approach in respect of Environment indicators:

1. Mobility: company cars should have energy label A. The travel policy recommends travel by public transport. Train travel is preferred over air travel in Europe. Arrangements have been made about this with the Bank's business travel agency. The car policy is being updated in 2016.
2. Sustainability aspects are considered when purchasing consumer items. The procurement criteria of the Ministry of Infrastructure and the Environment form the basis for doing so. If it turns out that suppliers are breaching these criteria, this will be discussed and, if necessary, the relationship will be terminated.
3. New arrangements have been made with the Bank's suppliers of gas, electricity and business travel. At the end of 2009, a different gas supplier (Greenchoice) was chosen. It supplies gas in a carbon-neutral manner by means of carbon offsetting. Arrangements regarding foreign travel have also been adjusted and carbon emissions associated with overseas air travel are offset. An agreement has also been made with the waste processor that emissions will be offset. As from 1 January 2012 electricity has also been supplied by Greenchoice. The contract with Greenchoice has been checked against the conditions for sustainable procurement of the Ministry of Infrastructure and the Environment.

31

Social indicators

G4-S01 Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting

In addition to the activities of NWB Fonds, project sponsorship (in the fields of water, the arts and books) and long-term dialogue with NWB Bank's stakeholders play an important role. Over the past few years, the Bank has donated €20.5 million to NWB Fonds. Project sponsoring involves smaller amounts.

G4-S04 Percentage of employees trained in anti-corruption policies and procedures.

All employees attended an integrity training programme in 2015 in connection with the banker's oath. The Bank makes no donations to political parties.

G4-S05 Confirmed incidents of corruption and actions taken

No incidents of corruption have been reported to the organisation. NWB Bank has taken various preventive actions to combat corruption, the most important ones being pre-employment screening, the Insider Regulation, the Code of Conduct and the Whistleblower Procedure.

Social results benchmarks:

The World Justice Project (WJP) Rule of Law Index® provides original, impartial information on how the rule of law is experienced in everyday life in 102 countries around the globe.

The Netherlands is one of those countries and features in the top 10. (<http://worldjusticeproject.org/rule-law-around-world>)

The Worldwide Governance Indicators (WGI) reports aggregate and individual governance indicators for 215 economies over the period 1996–2014, for six dimensions of governance. The Netherlands ranks in the highest category for each of these dimensions. (<http://info.worldbank.org/governance/wgi/index.aspx#home>)

Management approach in respect of the social indicators:

1. The performance indicators relate to aspects such as organising employee integrity training and increasing the Bank's input in debates in the public and financial sectors about policy that is relevant to NWB Bank. The Bank attaches great value to the integrity of its employees. It considers this an important social trend in the financial sector, which it puts into practice through such measures as pre-employment screening and inclusion of employees who work in commercial or integrity-sensitive positions in the DSI register.
2. In addition, NWB Fonds and the prevention of corruption are important topics. NWB Fonds is an important element supporting the Bank's social policy.
3. In the year under review, NWB Bank again engaged the services of organisations dedicated to special groups in society. For instance, customer files were digitised by an employee of AutiTalent, which provides work for people with autism. In addition, the Bank offered traineeships to pupils in higher professional and senior secondary vocational education.
4. Based on its views of CSR, NWB Bank in 2015 participated in a project which contributed to educating pupils in primary and secondary education about finance. NWB Bank being a small organisation, participation in the project required extra efforts from the employees involved. It was gratifying to see their active approach and enthusiasm. The Bank participated in these projects because it attaches great importance to sharing knowledge. It considers this an important social trend in the financial sector.

32

Economic/Financial indicators

G4-EC1 Direct economic value generated and distributed including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments

See the financial statements in the Annual Report.

G4-EC3 Coverage of the organisation's defined benefit plan obligations

All the Bank's pension obligations towards its employees are administered by AEGON. The Bank does not administer these pensions itself. The choice of pension administrator is reconsidered on a regular basis.

G4-DMA Procedures for assessing and screening environmental and social risks

Lending to public-sector institutions and funding its own operations on the international capital market are NWB Bank's principal duties. As part of integrating sustainability aspects in loan reviews, the Bank identified the extent to which the top ten housing corporations among its customers report on sustainability aspects. Certain CSR aspects may affect a customer's risk profile.

G4-DMA Interactions with clients/investees/business partners regarding environmental and social risks and opportunities

NWB Bank extended its dialogue with borrowers in 2015. One of the topics addressed in the discussions with its customers is sustainability. Furthermore, institutional investors are interested in the sustainability aspect of NWB Bank's own funding. They engage research agencies specialising in sustainability that use questionnaires and assessments concerning the Bank's CSR policy and its transparency. For example, the Bank's sustainability profile was charted by Sustainalytics, IMUG, OEKOM and CICERO. These research agencies' findings are published on the website.

G4-FS6 Percentage of the portfolio (lending and funding) for business lines by specific region, size and by sector

See the financial statements in the Annual Report.

G4-FS7 Monetary value of products and services designed to deliver a specific social benefit

NWB Bank ensures that housing corporations have access to the capital market at the best possible financing costs. In this way, the Bank helps create affordable rented accommodation for the social sector. The government facilitates this by acting as a backup for WSW-guaranteed loans to housing corporations. The WSW guarantee is embedded in a security structure. This structure must ensure that sufficient financial resources are available to solve potential financial problems at one or several WSW participants without jeopardising the guarantee system itself.

The total share of WSW-guaranteed loans in NWB Bank's loan portfolio is EUR 32 billion.

G4-FS8 Monetary value of products and services designed to deliver a specific environmental benefit

In 2015, NWB Bank again issued a highly successful benchmark green bond (known as water bond, *Waterobligatie*) with a principal amount of €1 billion. The issuing of this water bond underpins the role of NWB Bank as a robust and sustainable finance partner for the funding of the water authorities' climate adaptation and mitigation projects.

G4-DMA Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures

The IAD annually draws up an audit plan, under which all of the Bank's operating processes must be audited at least once every two years on the basis of a risk analysis. Reports are issued to the Managing Board and to the Audit and Risk Committee.

G4-FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues

NWB Bank uses various channels to communicate with its customers. These issues are addressed during client meetings, in connection with subjects such as the Water Innovation Award.

The Bank also hosts annual events, tailored to its customer segments, at which the workings of the financial markets and related current developments are explained and specific topics are addressed. These educational events aim to enhance customers' financial knowledge and help improve their financial processes.

G4- FS11 Percentage of new loans subject to positive and negative environmental or social screening

A number of sustainability criteria was formulated as part of the 'Operating in a sustainable and socially relevant way' theme. Those sustainability criteria on whose basis products, services and business processes are ruled out for investment/funding by NWB Bank are included in the CSR policy. The application of those criteria is monitored by carrying out random checks of specific loans with a purpose which may impact these criteria and by analysing annual reports.

34

G4-DMA Policy for honest design and sales of financial products and services

This policy is part of the 'product approval process'; this process was updated in early 2015.

Management approach in respect of the Economic/Financial indicators:

1. NWB Bank's new products are subject to an approval process before being marketed. Attention is explicitly devoted to the Bank's duty of care and risk control in this procedure for the assessment of new products.
2. NWB Bank principally lends to governments and government-backed institutions, with these loans usually serving a sustainable and social goal. Moreover, the governments are, in turn, bound by sustainable procurement criteria of the Ministry of Infrastructure and the Environment.
3. NWB Bank strives to acquire a significant market share in the financing of social housing/municipal authorities/water authorities/healthcare institutions.
4. In the event of specific loan applications, the sustainability of customers is considered as part of the loan review.

G4-DMA Initiatives to enhance financial literacy among customers

Each week, NWB Bank sends out an overview to customers detailing relevant financial developments.

Product Responsibility

G4-PR3 Types of information on products and services required by the applicable procedures and regulations, and percentage of products and services subject to those informative requirements

Depending on the type of product, different information requirements will apply. For each product, Legal Affairs will advise on the information requirements. Examples:

- bonds are issued under a Debt Issuance Programme that has been approved by the Netherlands Authority for the Financial Markets (AFM);
- WSW and Wfz templates are used for loan agreements with housing corporations and healthcare institutions, respectively.

The product approval process plays an important role in product responsibility, in which all of the Bank's relevant departments are involved. Legal Affairs checks whether the information provided with products and services satisfies the statutory information requirements. If desired and/or necessary, products are provided with product descriptions, which also address the related risks.

G4-PR 8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

Customers of NWB Bank may report complaints as follows, in accordance with Clause 34 (Complaints and Disputes) of the Bank's General Terms and Conditions:

1. If a customer is dissatisfied with the Bank's services, it should first contact the Bank.
2. Disputes arising between the customer and the Bank are exclusively submitted to the competent Dutch court, except if mandatory law provides otherwise or if:
 - a) the customer elects to submit a dispute to the competent Disputes and Complaints Committee.
 - b) the Bank elects to submit a dispute to the foreign court having competence for the customer's case.

35

In 2015, no complaints were received from customers regarding breaches of customer privacy and losses of customer data. No other complaints were received either.

G4-PR 9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services

No fines were imposed on and/or legal proceedings instituted against NWB Bank for non-compliance with rules concerning the provision and use of products and services in 2015.

Human Rights

G4-HR 1 Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns or which have undergone human rights screening

NWB Bank offers its lending services solely in the Dutch public sector. The Netherlands has legislation and constitutional provisions on human rights, which is why the agreements NWB Bank enters into do not contain specific paragraphs on human rights.

In analysing customers and transactions, NWB Bank is bound by the Dutch Financial Supervision Act and the Dutch Anti-Money Laundering and Terrorist Financing (Prevention) Act (*Wet ter voorkoming van witwassen en financieren van terrorisme*, Wwft).

G4-HR3 Total number of incidents of discrimination and corrective action taken

Discrimination is a type of unwanted behaviour, as laid down in NWB Bank's regulation on unwanted behaviour in the workplace. No incidents of discrimination were reported in 2015.

Appendix 1 Calculation of carbon footprint

To report the emission of greenhouse gases connected with an organisation's activities, 'activity data', such as the distance travelled, litres of fuel used or tonne of waste and the carbon emitted are gathered from users. The Defra factors provide the values that should be used for conversion into carbon emissions. Defra provides step-by-step instructions on how to use the factors and enables users to calculate the volume and nature of greenhouse gases they use for their reports.

Overview of NWB Bank's Carbon Footprint

Paper, office	Unit	Amount	Factor	Unit	CO ₂ emissions
Total amount of paper	kg	1,365	3.08	kg CO ₂ /tonne kg	4
Data collection method details (measurement, calculated, estimated) and assumptions applied	Based on supplier's invoices				
Paper, office	Unit	Amount	Factor	Unit	CO ₂ emissions
Total amount of natural gas	Nm ³	32,261	1.78	kg CO ₂ /nm ³	58
Data collection method details (measurement, calculated, estimated) and assumptions applied	Based on Greenchoice gas bill				
Electricity	Unit	Amount	Factor	Unit	CO ₂ emissions
Amount of 'green' electricity (sun, wind, hydro, geothermal heat, biomass)	kWh	228,158	0	kg CO ₂ /kWh	0
Amount of 'grey' electricity (other, including nuclear energy)	kWh	0	0.463	kg CO ₂ /kWh	0
Total					0
Data collection method details (measurement, calculated, estimated)	Based on the invoice of Eneco				
Company cars	Unit	Amount	Factor	Unit	CO ₂ -emissions
Total amount of petrol	Litre	19,518	2.78	kg CO ₂ e/l	54,260
Total amount of diesel	Litre	10,266	3.135	kg CO ₂ e/l	32,183
Total Amount of LPG	Litre	0	1.86	kg CO ₂ e/l	0
Total based on litres					86,443
Total for cars					87
Data collection method details (measurement, calculated, estimated)	> EUR 30,409 in petrol costs based on the records; > In 2015, the average price of petrol was EUR 1,558 (www.statline.cbs.nl); => This brings the number of litres consumed to 19,518. > EUR 12,628 in diesel costs based on the records; > In 2015, the average price of diesel was EUR 1.23 (www.statline.cbs.nl); => This brings the number of litres consumed to 10,266.				

Air travel	Unit	Amount	Factor	Unit	CO ² emissions
Short (<450km)	Pass km	45	-	kg CO ₂ e/km	-
Medium (450-1600km)	Pass km	6	-	kg CO ₂ e/km	-
Long (+1600km)	Pass km	3	-	kg CO ₂ e/km	-
Total					67
Data collection method details (measurement, calculated, estimated)	Flight data based on list of settled Airplus transactions. These flight data are then offset via the Climate Neutral Group (per zone).				
Total Carbon					214

The monetary value of the Carbon footprint can be calculated by using the CO₂ which, at a price of €7 per tonne, comes to €1,498. Based on the Climate Neutral Group's calculation CO₂ emission setoff.

Appendix 2: First analysis of the ten Principles of the United Nations Global Compact

The Ten Principles of the United Nations Global Compact	Category	Risks	Impact	Opportunity	Goals (NWB/ Country Level)	Action
Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights.	Human rights	-	Low	be more transparant about country performance	Country level	Refer to the WJP Rule of Law Index
Principle 2 make sure that they are not complicit in human rights abuses.	Human rights	-	Low	be more transparant about country performance	Country level	Refer to the WJP Rule of Law Index
Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Labour	-	Low	be more transparant about country performance	Current: NWB Bank adheres to the 'cao banken'.	-
Principle 4 the elimination of all forms of forced and compulsory labour.	Labour	-	Low	be more transparant about country performance	Country level	Refer to the WJP Rule of Law Index

The Ten Principles of the United Nations Global Compact	Category	Risks	Impact	Opportunity	Goals (NWB/ Country Level)	Action
Principle 5 the effective abolition of child labour.	Labour	-	Low	be more transparant about country performance	Country level	Refer to the WJP Rule of Law Index
Principle 6 the elimination of discrimination in respect of employment and occupation.	Labour	lack of transparency	Medium	transparant about company and/or country standards	"Current: As required by law and collective bargaining agreements, NWB Bank approaches its employees respectfully and without in any way discriminating."	-
Principle 7 Businesses should support a precautionary approach to environmental challenges.	Environ-ment	non-compliant to governmental procurment rules	Medium		Current: Sustainable procurement fully achieved in 2017.	Engagement
Principle 8 undertake initiatives to promote greater environmental reponsibility.	Environ-ment	-	Medium	Goals, training and implementation of EMS	-	Assess the possibility of implementing an EMS
Principle 9 encourage the development and diffusion of environmentally friendly technologies.	Environ-ment	no differentiation in lending terms	High	earmarking lending to pojects with environment friendly technologies	New: 'impact lending': cooperation agreement with EIB.	Consider special terms (discount rate) for projects with environmental/ social friendly technologies
Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.	Anti-corruption	-	Low	be more transparant about country performance	Current: biannual anti-corruption/ integrity training.	- biannual training - Refer to the WJP Rule of Law Index

Appendix 3: NVB Climate Statement

NVB	Statements Nederlandse Banken:	Toelichting NWB:
1	Dutch banks are transparent about the impact of our operations on climate change and we are working on the continuous improvement of energy efficiency.	NWB provides details of its Carbon footprint.
2	Dutch banks take sustainability, climate impact and environmental damage into consideration in our financing and investment decisions.	NWB Bank applies the exclusion criteria as formulated in the CSR policy.
3	Dutch banks work towards transparency regarding the positive and negative impact of our loans and investments on climate change.	The green bonds show how loans to water authorities contribute to positive effects as regards climate change.
4	Dutch banks encourage our customers to reduce CO ₂ emissions wherever possible and provide products and services to assist them in this endeavour.	NWB Bank issues green bonds for loans to water authorities and its sustainable activities.
5	Dutch banks strive to accelerate the sustainability of the Dutch housing stock, offices and other property.	NWB Bank monitors the top ten housing corporations as regards policy and sustainability performance.
6	Dutch banks enter into dialogue and collaboration with society on climate adaptation and mitigation and its financing.	For NWB Bank, this is primarily relevant to green bonds.
7	Dutch banks play an active role in the development of national and international policies and criteria for climate and energy-related investments, such as green bonds.	NWB Bank follows and/or is involved in the Green Bond Principles and current trends such as, for example, the social bond.
8	Dutch banks play an active role in the development of national and international policies and criteria for climate and energy-related investments, such as green bonds.	NWB Bank follows the steps taken by the Dutch government.
9	Dutch banks encourage the Dutch government to view climate change as a top priority during its EU Presidency and work towards creating an effective CO ₂ price.	NWB Bank follows the steps taken by the Dutch government.
10	Dutch banks encourage the Dutch government to provide incentives for companies and institutions and enable them to publish their CO ₂ emissions so that banks can better include the climate impact in their financing and investment decisions.	NWB Bank follows the steps taken by the Dutch government.

Appendix 4: CSR Glossary

- **CSR (for NWB Bank):** combining our objectives as a public-sector bank with a proactive approach in order to make a positive impact in social, environmental and economic terms.
- **Carbon footprint:** to gain an insight into carbon emissions (for NWB Bank) they are calculated in the form of a carbon footprint. Charting carbon emissions reveals their chief originators. Greenhouse gases such as CO₂ have a negative impact on the climate and offsetting can limit that impact.
- **Equator Principles:** a risk management framework for project financing, adopted by financial institutions, which is used to determine, assess and manage social and environmental risks in projects.
- **Global Compact:** a United Nations initiative of relevance to undertakings wishing to operate and report in a socially responsible manner. It comprises ten principles in the areas of human rights, labour, environment and anti-corruption.
- **Green bond:** NWB Bank has issued 'water bonds', the proceeds of which are used to finance the water authorities' 'green' activities. NWB Bank uses the Green Bond Principles, which may also be used for other customer groups.
- **Green Bond Principles (GBP):** the GBP are guidelines which provide transparency and openness for green bonds. In addition, they foster the integrity of the rapidly growing market for green bonds.
- **Global Reporting Initiative (GRI):** an international independent organisation that helps organisations to communicate the impact of business on critical sustainability issues such as climate change, human rights, corruption, etc.
- **G4 Guidelines:** GRI reporting guidelines which organisations use when reporting on their material issues and accompanying environmental, social and economic effects.
- **GRI Index:** a GRI navigation tool and document with supplementary detailed information for, and inextricably linked with, the CSR report.
- **Supply chain responsibility:** CSR goes beyond the contours of an organisation, affecting the entire value chain in which an organisation operates, such as its suppliers, financial backers, investors, customers and other consumers forming part of the value chain.
- **Management approach:** provides readers of the CSR report with information on the strategy and management of an organisation, and context in respect of the reported performance targets, minimum preconditions and trends in CSR performances.
- **Minimum Requirement (MR):** are the preconditions related to CSR which NWB Bank seeks to meet and which are derived, among other things, from laws and regulations, governance codes and internal codes of conduct and rules.

- **NL Doet:** With the Dutch national volunteer day 'Nldoet', the Oranje Fonds shows how important active citizens are to society with the voluntary work they carry out. In addition, Nldoet helps to convey a positive image of voluntary work and shows much fun it can be.

- **NWB Fonds:** a fund set up and financed by NWB Bank (with original assets of €20.5 m) to enable the water authorities to meet the strong growth in demand for their expertise and commitment in finding a solution to global water issues in developing countries.

- **Material Issues Plot (MIP):** an overview of the material issues which are assessed on the one hand in terms of their importance to the organisation (NWB Bank) and, on the other, their importance to its stakeholders.

- **Performance targets (PT):** CSR targets which are measurable and can be influenced (and are therefore a challenge for the Bank).

- **Pianoo:** an organisational unit of the Ministry of Economic Affairs whose task is to make procurement and tendering more professional in all government authorities. It provides government institutions with detailed information per product group on socially responsible procurement, such as environmental criteria documents and information on social conditions and social return.

- **Stakeholder dialogue:** in the context of CSR, the Bank regards all persons with whom it collaborates or who attach importance to the social role it performs as a public-sector bank as stakeholders. In any event, the Bank regards its shareholders, customers, investors, employees, supervisory authorities and the government as stakeholders.

- **Transparency:** transparency is the degree of openness, visibility and accessibility shown by an organisation towards its stakeholders in relation to the relevant aspects of its organisation and associated business activities.

- **Transparency benchmark:** an annual review of the content and quality of corporate responsibility reporting by Dutch undertakings (including all publicly held enterprises) carried out every year on behalf of the Ministry of Economic Affairs.