

2018 GRI Content Index

2018

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

GRI content index de Volksbank N.V.

The references in the table below refer to the chapters of de Volksbank N.V. Annual Report 2018.

GRI content index de Volksbank – In accordance 'core'		
Indicator	Description indicator	Reference/description
SRS 102: General indicators		
1. Organisational profile		
102-1	Name of the organisation	De Volksbank N.V. (JV p.5)
102-2	Primary brands, products and/or services	De Volksbank At a glance, Ch. 2 Profile 3.11 Brand identity De Volksbank rules out investments in companies and loans to persons and companies involved in corruption, financial, tax, environmental and/or social scandals. De Volksbank also rules out investments in arms, fossil fuels and child labour.
102-3	Location of the organisation's headquarters	Utrecht
102-4	Number of countries in which the organisation operates	The Netherlands
102-5	Ownership structure and legal form	6.5 Developments legal structure of de Volksbank
102-6	Markets served	At a glance Ch.2 Profile
102-7	Scale of the reporting organisation	i. 3.4 Genuine attention for our employees ii. At a glance iii., iv, en v Keyfigures, At a glance, 3.8. Commercial developments, 3.9 Financial results
102-8	Composition workforce	3.4 Genuine attention for our employees De Volksbank does not disclose any information regarding 102-8 b. The reason for non-disclosure is that we believe this sorting does not add any value to our report. If readers are interested in this disclosure, we are prepared to add this to our future reports.
102-9	Description of the organisation's supply chain	At a glance 2.4 Value for our stakeholders 2.1 Mission and ambition 3.11 Brand identity
102-10	Significant changes in the reporting period	There have not been any significant changes in the financial structure of de Volksbank and its brands.
102-11	Explanation about the application of the precautionary principle by the reporting organisation	We have not formally adopted the precautionary principle, but we do systematically assess and manage environmental, safety, supply chain, operational and other risks as described throughout this report. Zie ook 4.1 Risk management objectives 4.4. Risk appetite and risk indicators 4.5 Risk management organisation
102-12	Externally developed economic, environmental and social charters, principles to which the organisation subscribes or which it endorses	Data collection and reporting, guidelines and International CSR (IMVO) banking covenant (3.3)
102-13	Memberships of associations (such as industry associations) and national or international advocacy organisations	2.4 Value creation for our stakeholders, website https:// www.devolsbank.nl sub corporate sustainability, sub memberships and conventions
2. Strategy		
102-14	Statement from the most senior decision-maker of the organisation	Interview CEO
3. Ethics and integrity		
102-16	Description of the organisation's values, principles, standards and norms of conduct such as a code of conduct	1.5 Developments in the regulatory environment Ch. 3 Progress on strategy 4.10 Non-financial risks 6.3 Banking Code
4. Governance		
102-18	Governance structure of the organisation	6.1 Composition, appointment and functioning of the Board of Directors Management approach to corporate responsibility
5. Stakeholder Engagement		
102-40	List of stakeholder groups engaged in the organisation	2.1 Mission and ambition 2.4 Value creation for our stakeholders Ch. 3 Progress on strategy

102-41	Employees covered by a collective bargaining agreement	3.4 Genuine attention for our employees
102-42	Basis for the identification and selection of stakeholders	2.4 Value creation for our stakeholders
102-43	Organisation's approach to stakeholder engagement	2.4 Value creation for our stakeholders About the non-financial information in this report: Determination of materiality
102-44	Key aspects and concerns that have been raised through stakeholder engagement	2.4 Value creation for our stakeholders
6. Reporting practice		
102-45	List of all entities that are incorporated in the consolidated financial statements but are not covered by this report	Scope and boundaries 6.5 Developments legal structure of de Volksbank
102-46	Process to determine the report content and specific boundaries and principles used	Data collection and reporting - Guidelines Determination of materiality
102-47	Material Aspects determined in the process of defining report content	2.4 Value creation for our stakeholders Determination of materiality
102-48	Impact of any restatements of information provided in previous reports, and the reasons for such restatements	There have not been any restatements of information provided compared to last reporting year.
102-49	Significant scope and boundary related deviations from previous reporting periods	1.2 Stakeholder engagement Scope and boundaries Determination of materiality
102-50	Reporting period for information provided	1 January 2018 until 31 December 2018
102-51	Date of the most recent previous report	7 March 2018
102-52	Reporting cycle	Annually
102-53	Point of contact for questions regarding the report or its contents	De Volksbank values your opinion on this annual report verantwoord.ondernemen@devolksbank.nl
102-54	GRI application level and GRI content index	Data collection and reporting Determination of materiality
102-55	GRI content index	Website
102-56	Policy with regard to assurance	External assurance
Topic Specific Standards		
Privacy & safety of customer data		
418: Customer privacy		
103-1/2/3	a. Explanation to materiality per Aspect b. Management's approach to the material Aspect and its impact c. Evaluation of the management approach per material Aspect	1.4 Developments in the sector (Data & Privacy) 1.5 Developments in the regulatory environment 2.4 Value creation for our stakeholders 3.1 The three strategic pillars 3.2 Benefits for customers 3.7 Techonology and innovation About the non-financial information in this report; scope and boundaries About the non-financial information in this report: Data collection and reporting
418-1	Total number of complaints concerning breaches of customer privacy and losses of customer data	3.2 Benefits for customers Complaints concerning data leaks and substantiated complaints are not disclosed for confidentiality reasons
Simple and transparent products		
417: Product and labelling (social)		
103-1/2/3	a. Explanation to materiality per Aspect b. Management's approach to the material Aspect and its impact c. Evaluation of the management approach per material Aspect	2.2 Three strategic pillars 2.3 SWOT analysis 2.4 Value creation for our stakeholders 3.1 The three strategic pillars : Simplifying and enhancing our business operations 3.2 Benefits for customers (NPS en number of customers) 4.1 Risk management objectives (clear and transparent products) 4.2 Moderate risk profile (clear and transparent products) 4.10.2 Types of risk and areas of focus (suitable products) About the non-financial information in this report: scope and boundaries and Management approach to corporate responsibility
417-2	Incidents of non-compliance concerning product and service information and labelling	Findings from continuing audits on product labelling were revised in 2018.
417-3	Incidents of non-compliance concerning marketing communications	Findings from continuing audits on marketing communications were revised in 2018.

Human rights and responsible investing		
412: Human rights assessment		
103-1/2/3	<p>a. Explanation to materiality per Aspect</p> <p>b. Management's approach to the material Aspect and its impact</p> <p>c. Evaluation of the management approach per material Aspect</p>	<p>2.4 Value creation for our stakeholders</p> <p>3.3.2 Sustainability</p> <p>About the non-financial information in this report: scope and boundaries and investment policy</p>
412-3	Total number and percentage of significant investments and contracts that include human rights clauses or that underwent human rights screening.	3.3.2 Sustainability. For complete results see report 'Living Wage Report 2018', see website of ASN Bank and de Volksbank
Compliance with laws and regulation		
419: Socioeconomic Compliance		
103-1/2/3	<p>a. Explanation to materiality per Aspect</p> <p>b. Management's approach to the material Aspect and its impact</p> <p>c. Evaluation of the management approach per material Aspect</p>	<p>1.5 Developments in the regulatory environment</p> <p>2.4 Value creation for our stakeholders</p> <p>3.10 Taxation</p> <p>4.3.2 Top risks resulting from internal causes</p> <p>4.4 Risk appetite and risk indicators</p> <p>4.5 Risk management organisation</p> <p>4.5.2 Risk governance</p> <p>4.9.3 Developments in capital requirements</p> <p>4.10 Non-financial risks</p> <p>4.11 Management statement</p> <p>About the non-financial information in this report</p>
419-1		Material shortcomings that resulted in penalties and measures in 2017 were dealt with in 2018.
Climate-neutral balance sheet		
305: Emissions		
103-1/2/3	<p>a. Explanation to materiality per Aspect</p> <p>b. Management's approach to the material Aspect and its impact</p> <p>c. Evaluation of the management approach per material Aspect</p>	<p>2.1 Mission, ambition and objectives, Responsibility for society</p> <p>2.4 Value creation for our stakeholders</p> <p>3.1 The three strategic pillars</p> <p>3.3 Responsibility for society</p> <p>3.3.2 Sustainability</p> <p>About the non-financial information in this report: scope and boundaries, and Management approach to corporate responsibility, Calculation of CO2 emissions - climate-neutral operations, Calculation of CO2-emissions climate-neutral income statement</p>
305-5	GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO2 equivalent.	<p>Key figures</p> <p>2.4 Value creation for our stakeholders</p> <p>3.1 The three strategic pillars</p> <p>About the non-financial information in this report: Calculation of CO2 emissions - climate-neutral operations, Calculation of CO2-emissions climate-neutral income statement</p>
Sound and stable bank		
201: Economic Performance		
103-1/2/3	<p>a. Explanation to materiality per Aspect</p> <p>b. Management's approach to the material Aspect and its impact</p> <p>c. Evaluation of the management approach per material Aspect</p>	<p>2.1 Mission, ambition and objectives,</p> <p>3.5 Return for the shareholder</p> <p>4.1 Risk management objectives</p> <p>4.9 Capital management</p>
201-1	Direct economic value generated and distributed	<p>Key figure</p> <p>2.4 Value creation for our stakeholders</p> <p>Consolidated income statement</p> <p>3.10 Financial results</p> <p>3.11 Taxations</p>
201-2	Financial implications and other risks and opportunities due to climate change	<p>SWOT analysis</p> <p>1.2 Social developments</p> <p>About the non-financial information in this report: Calculation of CO2 emissions - climate-neutral operations/income statement</p>
201-4	Financial assistance received from government	<p>6.5 Legal structure of de Volksbank</p> <p>6.6 Update EC commitments</p>
Customer support		

103-1/2/3	a. Explanation to materiality per Aspect b. Management's approach to the material Aspect and its impact c. Evaluation of the management approach per material Aspect	1.4 Developments in the sector 2.1 Mission, ambition and objectives, 3.2 Benefits for customers
V1	Own indicator: yet to be defined	As customer needs are at the heart of de Volksbank's operations, it is essential to adopt a way of working that starts with taking stock of what customers need. We call this a 'reversal of the bank model'.
Financial resilience		
103-1/2/3	a. Explanation to materiality per Aspect b. Management's approach to the material Aspect and its impact c. Evaluation of the management approach per material Aspect	1.2 Mission, ambition, Responsibility for society 2. 4 Value creation for our stakeholders 3.1 The three strategic pillars 3.3 Responsibility for society, 3.3.1 Financial resilience 4.1 Risk management objectives About the non-financial information in this report: Scope and boundaries About the non-financial information in this report: Data collection and reporting
V2	Number of customers that indicates that the bank is ready to help them when they have financial stress (percentage of customers)	Financial resilience score
Availability of services		
103-1/2/3	a. Explanation to materiality per Aspect b. Management's approach to the material Aspect and its impact c. Evaluation of the management approach per material Aspect	3.2 Benefits for customers
V3	Own indicator	Availability in %, 3.2 Benefits for customers
Technological innovatiosn		
103-1/2/3	a. Explanation to materiality per Aspect b. Management's approach to the material Aspect and its impact c. Evaluation of the management approach per material Aspect	2.2 Three strategic pillars 3.1 The three strategic pillars 3.7 Technology and innovation 4.3.1 Top risks resulting from external developments
V4	Own indicator: yet to be defined	3.7 Technology and innovation