

GRI Index table

Indicator	Description of indicator	Reference	Reporting level	Comment
NN Group follows the GRI G4 guidelines, option Core. This entails that we need to report one indicator for our material aspects. In case we report on more indicators, these are included in the table.				
Grey lines/rows	Not material			
Text in grey	Not reported due to Core option of G4 guidelines			
General standard disclosures				
Strategy and analysis				
G4-1	Statement from most senior decision-maker of the organisation	AR: CEO statement	c	
G4-2	Description of key impacts, risks and opportunities	AR: Our operating environment; FR: Notes to the Consolidated annual accounts (Note 50)	c	
Organisation profile				
G4-3	Name of the organisation	AR: At a glance; SS: Contact and legal information	c	NN Group
G4-4	Primary brands, products, and services	AR: How we are structured	c	
G4-5	Location of the organisation's headquarters	SS: Contact and legal information;	c	The Hague
G4-6	Number of countries where the organisation operates	AR: At a glance	c	
G4-7	Nature of ownership and legal form	FR: Corporate governance	c	
G4-8	Markets served (geographic breakdown, sectors and type of customers)	AR: At a glance; FR: Notes to the Consolidated annual accounts (Notes 32, 33)	c	
G4-9	Scale of the organisation	AR: At a glance	c	
G4-10	Workforce	AR: Creating value as an employer; SS: Performance data	c	
G4-11	Percentage of total employees covered by collective bargaining agreement	AR: Creating value as an employer; SS: Performance data	c	
G4-12	Organisation's supply chain	AR: Managing our environmental footprint; SS: Managing our environmental footprint	c	
G4-13	Significant changes during the reporting period regarding size, structure, ownership etc. of the organisation	AR: CEO statement; FR: Report of the Supervisory Board	c	
G4-14	Precautionary approach or principle	FR: Notes to the Consolidated annual accounts (Note 50)	c	
G4-15	Endorsement externally developed economic, environmental and social charters, principles or initiatives	SS: Responsibly managing our assets; W: In society	c	
G4-16	Memberships of associations and (inter)national advocacy organisations	SS: Responsibly managing our assets; W: In society	c	

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Indicator	Description of indicator	Reference SS = Sustainability Supplement AR = Annual Review FR = Financial Report W = NN Group website	Reporting level C = Complete P = Partial N = Not	Comment
Identified material aspects and boundaries				
G4-17	Entities included in the organisation's consolidated financial statements	FR: Notes to the Consolidated annual accounts (Notes 1, 33, 46, 47)	c	
G4-18	Process for defining report content and boundaries	SS: About this Sustainability Supplement	c	
G4-19	Material aspects identified in the process for defining report content	AR: What matters to us; SS: Stakeholder engagement; About this Sustainability Supplement	c	
G4-20	Aspect boundary within the organisation	SS: About this Sustainability Supplement	c	
G4-21	Aspect boundary outside the organisation	SS: About this Sustainability Supplement	c	
G4-22	Effect of restatements of information provided in previous reports	SS: Performance data, footnotes	c	Restatement of 2014 data
G4-23	Significant changes in scope and boundaries compared to previous reports	No significant changes	c	
Stakeholder engagement				
G4-24	Stakeholder groups engaged by the organisation	SS: Stakeholder engagement	c	
G4-25	Basis of identification and selection of stakeholders	SS: Stakeholder engagement	c	
G4-26	Approach to stakeholder engagement including frequency by type and stakeholder group	SS: Stakeholder engagement	c	
G4-27	Key topics and concerns, and organisation's response	AR: What matters to us; Our strategy; SS: Stakeholder engagement	c	
Report profile				
G4-28	Reporting period for information provided	SS: About this Sustainability Supplement	c	
G4-29	Date of most recent previous report	SS: About this Sustainability Supplement	c	16 March 2015
G4-30	Reporting cycle	SS: About this Sustainability Supplement	c	
G4-31	Contact point for questions regarding the report	SS: Contact and legal information	c	
G4-32	Report on in accordance option, reference to external assurance report	SS: About this Sustainability Supplement; Assurance report of the independent auditor	c	
G4-33	Organisation's policy and current practice regarding external assurance	SS: About this Sustainability Supplement	c	
Governance				
G4-34	Governance structure of the organisation, including committees	FR: Corporate governance; AR: Governance and compliance; SS: Governance;; W: Who we are/Corporate governance	c	
G4-35	Process for delegating	FR: Corporate governance; AR: Governance and compliance; SS: Governance; Responsibly managing our assets;; W: Who we are/Corporate governance	c	
G4-36	Appointment executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	SS: Responsibly managing our assets	c	
G4-37	Consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body	SS: What matters to us	c	

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G4-38	Composition of the highest governance body and its committees	FR: Corporate governance; W: Who we are/Corporate governance	c	
G4-39	Chair of the highest governance body is also an executive officer	FR: Corporate governance	c	NN Group has a two-tier board structure
G4-40	Nomination and selection process for the highest governance body and its committees, and the criteria used nominating and selecting members	FR: Corporate governance; Report of the Supervisory Board	c	
G4-41	Process for the highest governance body to ensure avoidance and management of conflicts of interest	FR: Corporate governance; Report of the Supervisory Board; W: Who we are/Corporate governance/Compliance	c	
G4-42	Role of the highest governance body and senior executives in the development, approval, and updating of the organisation's purpose, values or mission statements, etc.	FR: Corporate governance; Report of the Supervisory Board; SS: Governance	c	
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	FR: Corporate governance; Report of the Supervisory Board; AR: What matters to us	c	
G4-44	Process for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	FR: Corporate governance; Remuneration report; Report of the Supervisory Board	c	
G4-45	Role of the highest governance body in the identification and management of economic, environmental and social impacts, risks and opportunities	FR: Corporate governance; Notes to the Consolidated annual accounts (Note 50); SS: Responsibly managing our assets	c	
G4-46	Role of the highest governance body in reviewing the effectiveness of the organisation's risk management process for economic, environmental and social topics	Not reported	n	
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities	Not reported	n	
G4-48	Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered	SS: About this Sustainability Supplement	c	
G4-49	Process for communicating critical concerns to the highest governance body	AR: What matters to us; FR: Corporate governance; Report of the Supervisory Board	c	
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	Not reported	n	
G4-51	Remuneration policies for the highest governance body and senior executives	FR: Corporate governance; Remuneration report	c	
G4-52	Process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organisation	FR: Corporate governance; Remuneration report	n	
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	FR: Corporate governance; Remuneration report	p	Approval at the General Meeting of Shareholders

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G4-54	Ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	Not reported	n	
G4-55	Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	Not reported	n	
Ethics and integrity				
G4-56	Organisation's values, principles, standards and norms of behaviour	AR: Our values; SS: Our approach; FR: Notes to the Consolidated annual accounts (Note 50)	c	
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, such as helplines or advice lines	FR: Notes to the Consolidated annual accounts (Note 50); W: Who we are/Corporate governance/Compliance	p	NN Group has a whistleblower procedure in place
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour	FR: Notes to the Consolidated annual accounts (Note 50); W: Who we are/Corporate governance/Compliance	p	NN Group has a whistleblower procedure in place
Specific standard disclosures				
Category: Economic				
Disclosure on Management Approach		AR: At a glance; Our strategy; SS: Performance data		
Aspects	Economic performance	AR: At a glance, How we create value; SS: Performance data		
	Indirect economic impacts	SS: Focus areas, Performance data; FR: Notes to the Consolidated annual accounts (Notes 27, 34)		
Economic performance				
G4-EC1	Direct economic value generated and distributed	SS: Focus areas;; FR: Notes to the Consolidated annual accounts (Notes 27, 34)	c	
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	AR: Managing our environmental footprint; SS: Managing our environmental footprint	c	Except for the Netherlands, our businesses in Europe and Japan provide life insurance and pension services. Therefore risks and opportunities related to climate change are not significant
G4-EC3	Coverage of the organisation's defined benefit plan obligations	FR: Notes to the Consolidated annual accounts (Notes 27)	c	
G4-EC4	Financial assistance received from government	Not reported	n	
Market presence				
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Not reported	n	Because of the nature of our business, most of our staff are highly skilled. Reporting on this ratio would not provide additional information to our stakeholders
G4-EC6	Policy, practices and proportion of spending on locally based suppliers at significant operations	Not reported	n	Not relevant for financial institution; Main spend categories are IT, facility management and professional services

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Indirect economic impacts				
G4-EC7	Procedures for local hiring and proportion of senior managers hired locally at significant operations	AR: Creating value as an employer	c	
G4-EC8	Development and impact of infrastructure investments and services supported	Not reported	n	
Procurement practices				
G4-EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Not reported	n	Not material
Category: Environmental				
Disclosure on Management Approach		AR: Creating value as a corporate citizen SS: Our objectives; Managing our environmental footprint; Performance data		
Aspects	Energy	AR: Managing our environmental footprint SS: Managing our environmental footprint; Performance data		
	Emissions	AR: Managing our environmental footprint SS: Managing our environmental footprint; Performance data		
	Transport	AR: Managing our environmental footprint SS: Managing our environmental footprint; Performance data		
	Supplier environmental assessment	AR: Sustainable supplier management SS: Performance data		
Materials				
G4-EN1	Weight of materials used	SR: Managing our environmental footprint	p	Not material
G4-EN2	Recycled input materials	Not reported	n	Not material
Energy				
G4-EN3	Energy consumption within the organisation	SS: Managing our environmental footprint; Performance data	c	
G4-EN4	Energy consumption outside the organisation	SS: Sustainable supplier management; Performance data	c	
G4-EN5	Energy intensity	Not reported	n	
G4-EN6	Energy reduction	AR: Managing our environmental footprint SS: Performance data	c	
G4-EN7	Reductions in energy requirements of products and services	Not reported	n	Not relevant for financial institution
Water				
G4-EN8	Total water withdrawal by source	Not reported	n	Not relevant for financial institution
G4-EN9	Water sources significantly affected by withdrawal of water	Not reported	n	Not relevant for financial institution
G4-EN10	Percentage and total volume of water recycled and reused	Not reported	n	Not relevant for financial institution
Biodiversity				
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not reported	n	Not relevant for financial institution

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Indicator	Description of indicator	Reference SS = Sustainability Supplement AR = Annual Review FR = Financial Report W = NN Group website	Reporting level C = Complete P = Partial N = Not	Comment
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not reported	n	Not relevant for financial institution
G4-EN13	Habitats protected or restored	Not reported	n	Not relevant for financial institution
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Not reported	n	Not relevant for financial institution
Emissions				
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	SS: Managing our environmental footprint; Performance data	c	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	SS: Managing our environmental footprint; Performance data	c	
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	SS: Managing our environmental footprint; Performance data	c	
G4-EN18	Greenhouse gas (GHG) emissions intensity	SS: Managing our environmental footprint; Performance data	c	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	SS: Managing our environmental footprint; Performance data	c	
G4-EN20	Emissions of ozone-depleting substances (ODS)	Not reported	n	Not relevant for financial institution
G4-EN21	NOX, SOX, and other significant air emissions	Not reported	n	Not relevant for financial institution
Effluent and waste				
G4-EN22	Total water discharge by quality and destination	Not reported	n	Not relevant for financial institution
G4-EN23	Total weight of waste by type and disposal method	SR: Performance data	p	Total waste and recycled waste reported; no split per type and disposal method as not material for a financial institution
G4-EN24	Total number and volume of significant spills	Not reported	n	Not relevant for financial institution
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Not reported	n	Not relevant for financial institution
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and run-off	Not reported	n	Not relevant for financial institution
Products and services				
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Not reported	n	Not relevant for financial institution
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Not reported	n	Not relevant for financial institution
Compliance				
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Not reported	n	Not relevant for financial institution
Transport				
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organisation's operations, and transporting members of the workforce	SS: Managing our environmental footprint; Performance data	c	Lease car and air travel by employees of the company
Overall				
G4-EN31	Total environmental protection expenditures and investments by type	Not reported	n	Not relevant for financial institution

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Supplier environmental assessment				
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	AR: Sustainable supplier management	p	Process reported; not quantified
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Not reported	n	
Environmental grievance mechanism				
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Not reported	n	Not relevant for financial institution
Category: Social				
Disclosure on Management Approach		AR: Our values; Our operating environment; How we create value; SS: Our objectives; Improving financial well-being; Responsibly managing our assets; Performance data		
Aspects	Employment	AR: Creating value as an employer; FR: Notes to the Consolidated annual accounts (Note 27)		
	Training and education	AR: Creating value as an employer; SS: Performance data; FR: Notes to the Consolidated annual accounts (Note 27)		
	Diversity and equal opportunity	AR: Creating value as an employer; SS: Performance data		
	Supplier assessment for labour practices	AR: Sustainable supplier management		
	Labour practices grievance mechanisms	SS: Performance data		
	Human rights: Investments	AR: Creating value as an investor SS: Responsibly managing our assets; Performance data		
	Human rights: Supplier human rights assessment	SS: Sustainable supplier management		
	Society: Local communities	AR: Creating value as a corporate citizen; SS: Improving financial well-being; Performance data		
	Society: Anti-corruption	FR: Notes to the Consolidated annual accounts (Note 50); W: Who we are/Corporate governance/Compliance		
	Society: Compliance	FR: Notes to the Consolidated annual accounts (Note 50); W: Who we are/Corporate governance/Compliance		
	Product responsibility: Product portfolio	AR: Creating value as an insurer and asset manager; SS: Improving financial well-being, Performance data		
	Product responsibility: Audit	SS: About this Sustainability Supplement		
	Product responsibility: Active ownership	AR: Creating value as an investor; SS: Performance data; W: nnip.com		
	Product responsibility: Product and service labelling	AR: Creating value as an insurer and asset manager		
	Product responsibility: Customer privacy	AR: Creating value as an insurer and asset manager		
	Product responsibility: Compliance	AR: Creating value as an insurer and asset manager		

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Employment				
G4-LA1	Total workforce by employment type, employment contract and region	AR: Creating value as an insurer and asset manager; SS: Performance data	c	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	FR: Notes to the Consolidated annual accounts (Note 27)	p	In general, part-time employees are offered similar benefits as full-time employees
G4-LA3	Return to work and retention rates after parental leave, by gender	Not reported	n	
Labour/management relations				
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Not reported	n	Not material
Occupational health and safety				
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes	Not reported	n	Not material
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	SR: Empowering our people; Performance data	p	NN Group reports sickness rate for the Netherlands (>50% of workforce). We intend to expand the scope of this indicator
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Not reported	n	Not material
G4-LA8	Health and safety topics covered in formal agreements with trade unions	SR: Empowering our people	c	In the Dutch CLA (>50% of workforce) employability is one of the topics included
Training and education				
G4-LA9	Average hours of training per year per employee by gender, and by employee category	AR: Creating value as an employer; SS: Performance data	p	Total spending and spending per average FTE reported
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	AR: Creating value as an employer	c	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	AR: Creating value as an employer; SS: Performance data	p	Percentage reported; no breakdown by gender
Diversity and equal opportunity				
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	AR: Creating value as an employer; SR: Performance data	c	
Equal remuneration for women and men				
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Not reported	n	Not material

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Supplier assessment for labour practices				
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	SS: Sustainable supplier management	c	
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Not reported	n	
Labour practices grievance mechanisms				
G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	SS: Performance data	p	Number of grievances reported
Sub-category: Human rights				
Investment				
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	SR: Investing responsibly; W: nnip.com; PRI survey	c	
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Not reported	n	Investment Management's analysts incorporate ESG aspects in their investments case, using proprietary and external research and knowledge
Non-discrimination				
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Not reported	n	Not material
Freedom of association and collective bargaining				
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Not reported	n	Not material
Child labour				
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Not reported	n	Not material
Forced or compulsory labour				
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Not reported	n	Not material
Security practices				
G4-HR7	Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations	Not reported	n	Not relevant for financial institution
Indigenous rights				
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not reported	n	Not relevant for financial institution
Assessment				
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Not reported	n	Not relevant for financial institution

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Supplier human rights assessment				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	AR: Sustainable supplier management	p	Process reported; new suppliers not quantified
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Not reported	n	Not material
Human rights grievance mechanisms				
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Not reported	n	Not material
Sub-category: Society				
Local communities				
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	AR: Creating value as a corporate citizen; SS: Improving financial well-being	c	
G4-SO2	Operations with significant actual and potential negative impacts on local communities	Not reported	n	Not relevant for a financial institution
G4-FS13	Access points in low-populated or economically disadvantaged areas by type	AR: Creating value as an insurer and asset manager	p	NN Group has operations in European countries and Japan; including online platforms and tools for access to guidance, products and services
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	SS: Improving financial well-being	c	
Anti-corruption				
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	FR: Notes to the Consolidated annual accounts (Note 50)	p	Process reports; no quantification
G4-SO4	Communication and training on anti-corruption policies and procedures	FR: Notes to the Consolidated annual accounts (Note 50)	c	
G4-SO5	Confirmed incidents of corruption and actions taken	Not reported	n	
Public policy				
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Not reported	n	Not material
Anti-competitive behaviour				
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Not reported	n	Not material
Compliance				
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	FR: Notes to the Consolidated annual accounts (Note 50)	p	Process reported; no fines
Supplier assessment for impacts on society				

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G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Not reported	n	Not material
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Not reported	n	Not material
Grievance mechanisms for impacts on society				
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Not reported	n	Not material
Sub-category: product responsibility				
Product portfolio				
G4-FS6	Percentage of the portfolio for business lines by specific region, size	AR: At a glance; FR: Notes to the Consolidated annual accounts (Notes 32, 33)	c	
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	AR: Creating value as an insurer and asset manager; Creating value as an investor; SS: Responsibly managing our assets; Performance data	c	Products and services are reported, including the monetary value of the sustainable assets under management
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	AR: Creating value as an insurer and asset manager; Creating value as an investor; SS: Responsibly managing our assets; Performance data	c	Products and services are reported, including the monetary value of the sustainable assets under management
Audit				
G4-FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	SS: About this Sustainability Supplement	p	NN Group's report is externally audited by an accountancy firm
Active ownership				
DMA	Voting policies applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting	AR: Creating value as an investor; SS: Performance data; W: In society/Responsible investing; nnip.com	c	
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	AR: Creating value as an investor; SS: Responsibly managing our assets; Performance data; W: nnip.com/PRI survey	c	
G4-FS11	Percentage of assets subject to positive and negative screening	SS: Responsibly managing our assets; Performance data; W: nnip.com/PRI survey	c	
Customer health and safety				
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Not reported	n	Not relevant for financial institution
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Not reported	n	Not relevant for financial institution

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Product and service labelling				
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Not reported	n	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	AR: Creating value as an insurer and asset manager; FR: Notes to the Consolidated annual accounts (Note 44)	p	Process reported; no quantification
G4-PR5	Results of surveys measuring customer satisfaction	AR: Our brand; Creating value as an insurer and asset manager	c	NN Group measures Net Promoter scores, but only discloses whether this is on/above market average for confidentiality reason
Marketing communications				
G4-PR6	Sale of banned or disputed products	Not reported	n	NN Group did not sell any banned or disputed products in 2014
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Not reported	n	NN Group did not experience any non-compliance related to marketing communications in 2014
Customer privacy				
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Not reported	n	
Compliance				
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	FR: Notes to the Consolidated annual accounts (Note 44); W: Who we are/Corporate governance/Compliance	n	