

NN Group N.V. 2016 GRI Index table Progress reports to the Principles for Sustainable Insurance and the UN Global Compact

NN Group N.V.

Securing financial futures







This document contains the GRI Index table and our progress reports to the Principles for Sustainable Insurance and to the United Nations Global Compact. These reports serve as a reference to the relevant pages in our 2016 Annual Review, 2016 Financial Report and our corporate website.












































The Hague,
16 March 2017



GRI Index table

NN Group reports in accordance with the G4 guidelines (Core) from the Global Reporting Initiative. This entails that we need to report at least one indicator for our material aspects. In case we report on more indicators, these are included in the table.

Key	
	<p>Reference</p> <ul style="list-style-type: none">  Annual Review  Financial Report  NN Group website <p>Reporting level</p> <ul style="list-style-type: none">  Complete  Partial  Not
Grey lines/rows	Not material
Text in grey	Not reported due to Core option of G4 guidelines

Indicator	Description of indicator	Reference	Reporting level	Comment
General standard disclosures				
Strategy and analysis				
G4-1	Statement from most senior decision-maker of the organisation	 CEO statement		
G4-2	Description of key impacts, risks and opportunities	 Our operating environment  Notes to the Consolidated annual accounts (Note 50)		
Organisation profile				
G4-3	Name of the organisation	 Contact and legal information		NN Group
G4-4	Primary brands, products, and services	 What we do and how we are structured		
G4-5	Location of the organisation's headquarters	 Contact and legal information		The Hague
G4-6	Number of countries where the organisation operates	 What we do and how we are structured		
G4-7	Nature of ownership and legal form	 Corporate governance		
G4-8	Markets served (geographic breakdown, sectors and type of customers)	 What we do and how we are structured  Notes to the Consolidated annual accounts (Notes 33, 34)		
G4-9	Scale of the organisation	 What we do and how we are structured		
G4-10	Workforce	 Our people/Facts and figures		
G4-11	Percentage of total employees covered by collective bargaining agreement	 Our people/Facts and figures		
G4-12	Organisation's supply chain	 Society and communities		
G4-13	Significant changes during the reporting period regarding size, structure, ownership etc. of the organisation	 CEO statement  Report of the Supervisory Board		
G4-14	Precautionary approach or principle	 Notes to the Consolidated annual accounts (Note 50)		
G4-15	Endorsement externally developed economic, environmental and social charters, principles or initiatives	 Stakeholder engagement and our international commitments  In society		
G4-16	Memberships of associations and (inter)national advocacy organisations	 Stakeholder engagement and our international commitments  In society		
Identified material aspects and boundaries				
G4-17	Entities included in the organisation's consolidated financial statements	 Notes to the Consolidated annual accounts (Notes 1, 34, 46, 47)		
G4-18	Process for defining report content and boundaries	 Our approach to reporting		
G4-19	Material aspects identified in the process for defining report content	 Understanding key trends and material issues		

Indicator	Description of indicator	Reference	Reporting level	Comment
Identified material aspects and boundaries (continued)				
G4-20	Aspect boundary within the organisation	AR Our approach to reporting	■	
G4-21	Aspect boundary outside the organisation	AR Our approach to reporting	■	
G4-22	Effect of restatements of information provided in previous reports	AR Facts and figures, footnotes	■	Restatement of 2015 and 2014 car travel data according to new data
G4-23	Significant changes in scope and boundaries compared to previous reports	No significant changes	■	
Stakeholder engagement				
G4-24	Stakeholder groups engaged by the organisation	AR Stakeholder engagement and our international commitments	■	
G4-25	Basis of identification and selection of stakeholders	AR Stakeholder engagement and our international commitments	■	
G4-26	Approach to stakeholder engagement including frequency by type and stakeholder group	AR Stakeholder engagement and our international commitments	■	
G4-27	Key topics and concerns, and organisation's response	AR Understanding key trends and material issues/Our strategy	■	
Report profile				
G4-28	Reporting period for information provided	AR Our approach to reporting	■	
G4-29	Date of most recent previous report	AR Our approach to reporting	■	22 March 2016
G4-30	Reporting cycle	AR Our approach to reporting	■	
G4-31	Contact point for questions regarding the report	AR Contact and legal information	■	
G4-32	Report on in accordance option, reference to external assurance report	AR Our approach to reporting/ Assurance report of the independent auditor	■	
G4-33	Organisation's policy and current practice regarding external assurance	AR Our approach to reporting	■	
Governance				
G4-34	Governance structure of the organisation, including committees	FR Corporate governance AR Governance and compliance ↑ Who we are/Corporate governance	■	
G4-35	Process for delegating	FR Corporate governance AR Governance and compliance ↑ Who we are/Corporate governance	■	
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	AR Responsibly managing our assets	■	
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	AR Understanding key trends and material issues	■	
G4-38	Composition of the highest governance body and its committees	FR Corporate governance ↑ Who we are/Corporate governance	■	
G4-39	Chair of the highest governance body is also an executive officer	FR Corporate governance	■	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 for nominating and selecting members	FR Corporate governance/ Report of the Supervisory Board	■	

GRI Index table

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Indicator	Description of indicator	Reference	Reporting level	Comment
Governance (continued)				
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 Who we are/Corporate governance/ Compliance	■	
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 AR Governance and compliance	■	
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 Understanding key trends and material issues/Governance and compliance	■	
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	■	
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) AR Understanding key trends and material issues/Governance and compliance	■	
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	FR Corporate governance/Notes to the Consolidated annual accounts (Note 50) AR Understanding key trends and material issues/Governance and compliance	■	
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities	Not reported	□	
G4-48	Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material aspects are covered	AR Our approach to reporting/Understanding key trends and material topics	■	
G4-49	Process for communicating critical concerns to the highest governance body	AR Understanding key trends and material issues FR Corporate governance/ Report of the Supervisory Board	■	
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	□	
G4-51	Remuneration policies for the highest governance body and senior executives	FR Corporate governance/ Remuneration report	■	
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	■	
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	■	Approval at the General Meeting of Shareholders
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	□	

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Indicator	Description of indicator	Reference	Reporting level	Comment
Governance (continued)				
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	<input type="checkbox"/>	
Ethics and integrity				
G4-56	Organisation's values, principles, standards and norms of behaviour	AR Our values FR Notes to the Consolidated annual accounts (Note 50)	<input checked="" type="checkbox"/>	
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, such as helplines or advice lines	AR Our values FR Notes to the Consolidated annual accounts (Note 50) Who we are/Corporate governance/ Compliance	<input checked="" type="checkbox"/>	
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour	FR Notes to the Consolidated annual accounts (Note 50) Who we are/Corporate governance/ Compliance	<input type="checkbox"/>	
Specific standard disclosures				
Category: Economic				
Disclosure on management approach		AR Our strategy/Measuring our performance/ Governance and compliance/Facts and figures		
Aspects	Economic performance	AR Our strategy/Facts and figures		
	Indirect economic impacts	AR Measuring our performance/Facts and figures FR Notes to the Consolidated annual accounts (Notes 28, 35)		
Economic performance				
G4-EC1	Direct economic value generated and distributed	AR Measuring our performance FR Notes to the Consolidated annual accounts (Notes 28, 35)	<input checked="" type="checkbox"/>	
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	AR Our operating environment	<input checked="" type="checkbox"/>	
G4-EC3	Coverage of the organisation's defined benefit plan obligations	FR Notes to the Consolidated annual accounts (Note 28)	<input checked="" type="checkbox"/>	
G4-EC4	Financial assistance received from government	Not reported	<input type="checkbox"/>	
Market presence				
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Not reported	<input type="checkbox"/>	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	<input type="checkbox"/>	Not material: main spend categories are IT, facility management and professional services

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Indicator	Description of indicator	Reference	Reporting level	Comment
Indirect economic impacts				
G4-EC7	Procedures for local hiring and proportion of senior managers hired locally at significant operations	AR Our people	■	
G4-EC8	Development and impact of infrastructure investments and services supported	Not reported	□	
Procurement practices				
G4-EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Not reported	□	Not material
Category: Environmental				
Disclosure on management approach		AR Our strategy/Measuring our performance/ Governance and compliance/Society and communities/Facts and figures		Scope for environmental data is businesses with more than 100FTE.
Aspects	Energy	AR Society and communities/Facts and figures		
	Emissions	AR Society and communities/Facts and figures		
	Transport	AR Society and communities/Facts and figures		
	Supplier environmental assessment	AR Society and communities/Facts and figures		
Materials				
G4-EN1	Weight of materials used	AR Facts and figures	■	Not material
G4-EN2	Recycled input materials	Not reported	□	Not material
Energy				
G4-EN3	Energy consumption within the organisation	AR Society and communities/Facts and figures	■	
G4-EN4	Energy consumption outside the organisation	AR Society and communities/Facts and figures	■	
G4-EN5	Energy intensity	Not reported	□	
G4-EN6	Energy reduction	AR Society and communities/Facts and figures	■	
G4-EN7	Reductions in energy requirements of products and services	Not reported	□	Not material
Water				
G4-EN8	Total water withdrawal by source	Not reported	□	Not material
G4-EN9	Water sources significantly affected by withdrawal of water	Not reported	□	Not material
G4-EN10	Percentage and total volume of water recycled and reused	Not reported	□	Not material
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	□	Not material
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	□	Not material
G4-EN13	Habitats protected or restored	Not reported	□	Not material
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	□	Not material

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Indicator	Description of indicator	Reference	Reporting level	Comment
Emissions				
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	AR Society and communities/Facts and figures	■	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	AR Society and communities/Facts and figures	■	
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	AR Society and communities/Facts and figures	■	
G4-EN18	Greenhouse gas (GHG) emissions intensity	AR Society and communities/Facts and figures	■	Car kilometers and relevant emissions are limited to the cars leased by NN Group
G4-EN19	Reduction of greenhouse gas (GHG) emissions	AR Society and communities/Facts and figures	■	
G4-EN20	Emissions of ozone-depleting substances (ODS)	Not reported	□	Not material
G4-EN21	NOX, SOX, and other significant air emissions	Not reported	□	Not material
Effluent and waste				
G4-EN22	Total water discharge by quality and destination	Not reported	□	Not material
G4-EN23	Total weight of waste by type and disposal method	AR Facts and figures	■	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	□	Not material
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	□	Not material
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	□	Not material
Products and services				
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Not reported	□	Not material
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Not reported	□	Not material
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	□	Not material
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	AR Society and communities/Facts and figures	■	Reporting on the impact of transportation is limited to business travel, lease car and air travel by employees of the company
Overall				
G4-EN31	Total environmental protection expenditures and investments by type	Not reported	□	Not material
Supplier environmental assessment				
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	AR Society and communities	■	Process reported; not quantified
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Not reported	□	

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Indicator	Description of indicator	Reference	Reporting level	Comment
Environmental grievance mechanism				
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Not reported	<input type="checkbox"/>	Not material
Category: Social				
Disclosure on management approach		AR Our values/Our operating environment/Our customers/Our people/Our financial management/Society and communities/Measuring our performance/Facts and figures		
Aspects	Employment	AR Our people FR Notes to the Consolidated annual accounts (Note 28)		
	Training and education	AR Our people/Facts and figures FR Notes to the Consolidated annual accounts (Note 28)		
	Diversity and equal opportunity	AR Our people/Facts and figures		
	Supplier assessment for labour practices	AR Society and communities		
	Labour practices grievance mechanisms	AR Facts and figures		
	Human rights: Investments	AR Our financial management/Facts and figures		
	Human rights: Supplier human rights assessment	AR Society and communities		
	Society: Local communities	AR Society and communities/Facts and figures		
	Society: Anti-corruption	FR Notes to the Consolidated annual accounts (Note 50) ID Who we are/Corporate governance/Compliance		
	Society: Compliance	FR Notes to the Consolidated annual accounts (Note 50) ID Who we are/Corporate governance/Compliance		
	Product responsibility: Product portfolio	AR Our customers/Our financial management/Society and communities/Facts and figures		
	Product responsibility: Audit	AR Our approach to reporting		
	Product responsibility: Active ownership	AR Our financial management/Society and communities/Facts and figures ID nnip.com		
	Product responsibility: Product and service labelling	AR Our customers		
	Product responsibility: Customer privacy	AR Our customers		
	Product responsibility: Compliance	AR Our customers		
Employment				
G4-LA1	Total workforce by employment type, employment contract and region	AR Our people/Facts and figures	<input checked="" type="checkbox"/>	
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 28)	<input checked="" type="checkbox"/>	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	<input type="checkbox"/>	
Labour/management relations				
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Not reported	<input type="checkbox"/>	Not material





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Indicator	Description of indicator	Reference	Reporting level	Comment
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	<input type="checkbox"/>	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	Facts and figures	<input type="checkbox"/>	NN Group reports sickness rate for the Netherlands (>50% of workforce)
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Not reported	<input type="checkbox"/>	Not material
G4-LA8	Health and safety topics covered in formal agreements with trade unions	Our people	<input checked="" type="checkbox"/>	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	Our people/Facts and figures	<input type="checkbox"/>	Total spending reported
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Our people	<input checked="" type="checkbox"/>	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Our people/Facts and figures	<input type="checkbox"/>	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	Our people/Governance and compliance/ Facts and figures	<input checked="" type="checkbox"/>	
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	<input type="checkbox"/>	Not material
Supplier assessment for labour practices				
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Society and communities	<input checked="" type="checkbox"/>	
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Not reported	<input type="checkbox"/>	Screening process implemented, but no reporting on the percentage of suppliers screened
Labour practices grievance mechanisms				
G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	Facts and figures	<input type="checkbox"/>	Reporting of grievances about labour practices handled by Dutch complaints commission or Employment commission
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	Our financial management nnip.com/PR1 survey	<input checked="" type="checkbox"/>	
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	<input type="checkbox"/>	Investment Management's analysts incorporate ESG aspects in their investments case, using proprietary and external research and knowledge

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Indicator	Description of indicator	Reference	Reporting level	Comment
Non-discrimination				
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Not reported	<input type="checkbox"/>	Not material
Freedom of association and collective bargaining				
G4-HR4	Operations and suppliers identified in which the right to exercise freedom	Not reported	<input type="checkbox"/>	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	<input type="checkbox"/>	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	<input type="checkbox"/>	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	<input type="checkbox"/>	Not material
Indigenous rights				
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not reported	<input type="checkbox"/>	Not material
Assessment				
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Not reported	<input type="checkbox"/>	Not material
Supplier human rights assessment				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	 Society and communities	<input checked="" type="checkbox"/>	Process reported
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Not reported	<input type="checkbox"/>	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	<input type="checkbox"/>	Not material
Sub-category: Society				
Local communities				
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	 Society and communities	<input checked="" type="checkbox"/>	
G4-SO2	Operations with significant actual and potential negative impacts on local communities	Not reported	<input type="checkbox"/>	Not material
Local communities (continued)				
G4-FS13	Access points in low-populated or economically disadvantaged areas by type	 Our customers	<input checked="" type="checkbox"/>	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	 Society and communities	<input checked="" type="checkbox"/>	
























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Indicator	Description of indicator	Reference	Reporting level	Comment
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)	■	Process reports; no quantification
G4-SO4	Communication and training on anti-corruption policies and procedures	FR Notes to the Consolidated annual accounts (Note 50)	■	
G4-SO5	Confirmed incidents of corruption and actions taken	Not reported	□	
Public policy				
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Not reported	□	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	□	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)	■	Process reported
Supplier assessment for impacts on society				
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Not reported	□	Not material
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Not reported	□	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	□	Not material
Sub-category: Product responsibility				
Product portfolio				
G4-FS6	Percentage of the portfolio for business lines by specific region, size	AR What we do and how we are structured FR Notes to the Consolidated annual accounts (Notes 33, 34)	■	
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	AR Our financial management/Facts and figures	■	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 Our financial management/Facts and figures	■	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	AR Our approach to reporting	■	NN Group's report is externally audited by an accountancy firm

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Indicator	Description of indicator	Reference	Reporting level	Comment
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	 Our financial management/Facts and figures  In society/Responsible investing nnip.com		
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	 Our financial management/Facts and figures  nnip.com/PRI survey		
G4-FS11	Percentage of assets subject to positive and negative screening	 Our financial management/Facts and figures  nnip.com/PRI survey		
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		Not material
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		Not material
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		
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	 Our customers  Notes to the Consolidated annual accounts (Note 45)		Process reported; no quantification
G4-PR5	Results of surveys measuring customer satisfaction	 Our customers		NN Group measures Net Promoter scores, but only discloses whether the score has remained unchanged/improved for confidentiality reason
Marketing communications				
G4-PR6	Sale of banned or disputed products	Not reported		NN Group did not sell any banned or disputed products in 2016
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		NN Group did not experience any non-compliance related to marketing communications in 2016
Customer privacy				
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Not reported		
Compliance				
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	 Notes to the Consolidated annual accounts (Note 45)  Who we are/Corporate governance/Compliance		











In June 2012, we became a founding signatory of the UN Principles for Sustainable Insurance. We report on our progress in implementing the principles in our business operations throughout the NN Group Annual Report.

The overview below provides a selection of examples from this progress, including references to the relevant pages in the report.

-  Annual Review
-  NN Group website

Our commitment	Our goals	Our progress 2016
We will embed in our decision-making environmental, social and governance issues, relevant to our business	<p>Offer insight, tools and programmes to improve consumers' financial decision-making</p> <hr/> <p>Maintain an up-to-date environmental and social risk policy framework</p> <hr/> <p>Develop a set of ambitions, goals and performance indicators for our insurance and asset management business</p>	<p>We developed online and offline platforms for knowledge sharing and supporting people in securing their financial futures</p> <p> pages 25-27, 53</p> <hr/> <p>We strengthened our Responsible Investment Policy Framework with the publication of an investor guidance paper on Human Rights. Early 2017, we published a corporate Human Rights Statement</p> <p> pages 30-31, 48-49  www.nn-group.com/In-Society</p> <hr/> <p>Our strategic approach and objectives related to corporate citizenship have the continued support of the Management Board</p> <p> pages 45</p>
We will work together with clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions	<p>Aim to grow the Assets under Management in SRI funds and mandates and expand our sustainable product offering</p> <hr/> <p>Manage our direct footprint and review our procurement process in order to create more sustainable practices</p>	<p>Assets under Management in SRI funds and mandates increased with 11% to EUR 5 billion, compared to 2015; New SRI products were launched such as a green bond fund and a global impact fund</p> <p> pages 3-31, 45, 54  www.nnip.com/corporate/about-us/responsible-investing</p> <hr/> <p>The total carbon emissions from our business operations decreased by 19% compared to 2015. NN Group continued the embedding of sustainability in the procurement policy and process</p> <p> page 35, 45, 56</p>
We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues	<p>Engage with stakeholders on general developments or more specific issues</p> <hr/> <p>Promote responsible insurance and asset management amongst key stakeholders</p> <hr/> <p>Create positive change in the communities where we operate by supporting people to improve their financial wellbeing and help them overcome adversity. Reach out to at least 100,000 young people by 2020</p>	<p>We entered into dialogue with various stakeholders on different topics</p> <p> page 48-49</p> <p>We also published reports on sustainability topics  www.nn-group.com; www.nnip.com</p> <hr/> <p>We are an active member of various (inter) national organisations and networks</p> <p> page 48-49  www.nn-group.com/In-society/Governance-memberships-and-endorsements</p> <p>We aim to contribute to positive change as we support investee companies to seek improvement in ESG policies and practices</p> <p> pages 30-31  www.nnip.com/corporate/about-us/responsible-investing</p> <hr/> <p>Strong increase in young people reached through NN Future Matters programme (37% of 2020 target). Total funds raised in 2016 for charitable organisations was EUR 1.5 million</p> <p> page 37, 45, 56</p>
We will demonstrate accountability and transparency in regularly disclosing publicly on our progress in implementing the principles	<p>Ensure public disclosure of our sustainability objectives, and the progress we make, in our annual reporting</p>	<p>NN Group published our 2016 Annual Report, consisting of an integrated Annual Review and the Financial Report. This table serves as a cross-reference to the relevant sections in these reports and our website</p>

UN Global Compact	NN Group commitment	Performance
<p>Principle 1 Business should support and respect the protection of internationally proclaimed human rights</p>	<p>The NN statement of Living our Values includes the commitment to respect human rights.</p> <p>Human rights are an integral part of NN Group's Responsible Investment Policy Framework that applies to all asset classes.</p> <p>We ask our suppliers to agree to comply with the UNGC principles that promote human rights, fair labour practices, environmental protection, and anti-corruption.</p> <p>NN Group is a member of various international networks and initiatives.</p>	<p>NN statement of Living our Values</p> <p>Corporate Human Rights Statement</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on:</p> <ul style="list-style-type: none"> - Human Rights - Sustainable Procurement Policy - NN Group memberships <p> pages 48-49</p> <p> www.nn-group.com</p>
<p>Principle 2 Business should ensure that they are not complicit in human rights abuses</p>	<p>The NN statement of Living our Values includes the commitment to respect human rights.</p> <p>Human rights are an integral part of NN Group's Responsible Investment Policy Framework that applies to all asset classes.</p> <p>We ask our suppliers to agree to comply with the UNGC principles that promote human rights, fair labour practices, environmental protection, and anti-corruption.</p> <p>NN Group is a member of various international networks and initiatives.</p>	<p>NN statement of Living our Values</p> <p>Corporate Human Rights Statement</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on:</p> <ul style="list-style-type: none"> - Human Rights - Procurement Policy - NN Group memberships <p> pages 48-49</p> <p> www.nn-group.com</p>
<p>Principle 3/ILO Conventions 87 and 98 Business should uphold the freedom of association and the effective recognition of the right to collective bargaining</p>	<p>The NN statement of Living our Values includes the commitment to respect human rights, advocate equal opportunities and encourage diversity of thinking.</p> <p>At NN Group, we uphold the freedom of association for all our employees and recognise the right to collective bargaining.</p> <p>We ask our suppliers to agree to comply with the UNGC principles that promote human rights, fair labour practices, environmental protection and anti-corruption.</p>	<p>NN statement of Living our Values</p> <p>Corporate Human Rights Statement</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on:</p> <ul style="list-style-type: none"> - Human Rights - Human Capital Policy - Procurement Policy <p> pages 32-34</p> <p> www.nn-group.com</p>
<p>Principle 4/ILO Conventions 29 and 105 Business should support the elimination of all forms of forced and compulsory labour</p>	<p>The NN statement of Living our Values includes the commitment to respect human rights.</p> <p>Human rights are an integral part of NN Group's Responsible Investment Policy Framework and applies to all asset classes.</p> <p>We ask our suppliers to agree to comply with the UNGC principles that promote human rights, fair labour practices, environmental protection and anti-corruption.</p>	<p>NN statement of Living our Values</p> <p>Corporate Human Rights Statement</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on:</p> <ul style="list-style-type: none"> - Human Rights - Procurement Policy <p> pages 30-31, 49</p> <p> www.nn-group.com</p>
<p>Principle 5/ILO Conventions 138 and 182 Business should support the effective abolition of child labour</p>	<p>The NN statement of Living our Values includes the commitment to respect human rights.</p> <p>We ask our suppliers to agree to comply with the UNGC principles that promote human rights, fair labour practices, environmental protection and anti-corruption.</p>	<p>NN statement of Living our Values</p> <p>Corporate Human Rights Statement</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on:</p> <ul style="list-style-type: none"> - Human Rights - Procurement Policy <p> pages 30-31, 49</p> <p> www.nn-group.com</p>

UN Global Compact	NN Group commitment	Performance
<p>Principle 6/ILO Conventions 100 and 111 Business should support the elimination of discrimination in respect of employment and occupation</p>	<p>The NN statement of Living our Values includes the commitment to respect human rights.</p> <p>At NN Group, we believe it is right for the composition of our workforce to reflect that of society and for our people to bring a diversity of talents, beliefs and perceptions to their work.</p>	<p>NN statement of Living our Values Corporate Human Rights Statement Human Capital Policy (including diversity and inclusion)</p> <p> pages 6-9, 32-33  www.nn-group.com</p>
<p>Principle 7 Business should support a precautionary approach to environmental challenges</p>	<p>The NN statement of Living our Values includes the commitment to respect each other and the world we live in.</p> <p>NN Group's Responsible Investment Policy Framework aims to mitigate environmental and social risk of our investment activities.</p> <p>NN Group's Procurement Policy includes environmental aspects.</p> <p>NN Group's environmental approach aims to minimise the environmental impact of our own operations.</p>	<p>NN statement of Living our Values NN Group Responsible Investment Policy Framework Procurement Policy Managing our environmental footprint</p> <p> pages 30-31, 35, 54, 56  www.nn-group.com</p>
<p>Principle 8 Business should undertake initiatives to promote greater environmental responsibility</p>	<p>The NN statement of Living our Values includes the commitment to respect each other and the world we live in.</p> <p>NN Group's Responsible Investment Policy Framework aims to mitigate environmental and social risk of our investment activities.</p> <p>NN Group's Procurement Policy includes environmental issues, this is to ensure environmental sustainability.</p>	<p>NN statement of Living our Values NN Group Responsible Investment Policy Framework Procurement Policy</p> <p> pages 30-31, 35, 54, 56  www.nn-group.com/In-Society</p>
<p>Principle 9 Business should encourage the development and diffusion of environmentally friendly technologies</p>	<p>Grow assets under management in SRI funds and mandates and expand related product offering.</p>	<p>NN Group Responsible Investment Policy Framework Assets under Management in SRI funds and mandates Specialised SRI funds and sustainable investment solutions</p> <p> pages 30-31, 54  www.nn-group.com/In-Society; www.nnip.com</p>
<p>Principle 10 Business should work against corruption in all its forms, including extortion and bribery</p>	<p>The NN statement of Living our Values includes the commitment to act with integrity.</p> <p>NN Group has zero tolerance towards bribery and corruption and has clear policies on this.</p> <p>NN Group implements a Code of Conduct including Financial Economic Crime (FEC).</p>	<p>NN statement of Living our Values Code of Conduct Governance and compliance</p> <p> pages 6-9, 46  www.nn-group.com/Who-we-are</p>



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