

# NN Group N.V. 2017 GRI Index table, Progress reports to the Principles for Sustainable Insurance and the UN Global Compact

**NN Group N.V.**  
**Combining strengths**

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 2017 Annual Review, 2017 Financial Report and our corporate website.

The Hague,  
15 March 2018



## GRI Index table

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

		Reference
		<ul style="list-style-type: none"> <li> Annual Review</li> <li> Financial Report</li> <li> NN Group website</li> </ul>
Indicator	Description of indicator	Reference
General standard disclosures		
102-1	Name of the organisation	 Contact and legal information
102-2	Activities, brands, products, and services	 Our seven reporting segments
102-3	Location of headquarters	 Contact and legal information
102-4	Location of operations	<ul style="list-style-type: none"> <li> About NN</li> <li> Who we are</li> </ul>
102-5	Ownership and legal form	 Corporate governance
102-6	Markets served	<ul style="list-style-type: none"> <li> Our seven reporting segments</li> <li> Notes to the consolidated annual accounts (Notes 33-34)</li> </ul>
102-7	Scale of the organisation	 How we create value, Our seven reporting segments, Facts and figures
102-8	Information on employees and other workers	 Engaged employees, Facts and figures
102-9	Supply chain	 About NN/How we create and share value, Positively impacting society and communities
102-10	Significant changes to the organisation and its supply chain	 Delta Lloyd transaction and integration, Our approach to reporting
102-11	Precautionary Principle or approach	 Notes to the consolidated annual accounts (Note 50)
102-12	External initiatives	<ul style="list-style-type: none"> <li> Stakeholder engagement and our international commitments</li> <li> In society</li> </ul>
102-13	Membership of associations	<ul style="list-style-type: none"> <li> Stakeholder engagement and our international commitments</li> <li> In society/Governance, memberships and endorsements</li> </ul>
102-14	Statement from senior decision-maker	<ul style="list-style-type: none"> <li> CEO Statement</li> <li> Report of the Supervisory Board</li> </ul>
102-15	Key impacts, risks, and opportunities	 Our operating environment, Our strategy and priorities, Core skills that enable our strategy
102-16	Values, principles, standards, and norms of behavior	 Our culture, Our strategy and priorities, Core skills that enable our strategy
102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> <li> Our culture</li> <li> Notes to the consolidated annual accounts (Note 50)</li> <li> Who we are/Corporate governance</li> </ul>
102-18	Governance structure	<ul style="list-style-type: none"> <li> Governance</li> <li> Corporate governance</li> <li> Who we are/Corporate governance</li> </ul>
102-19	Delegating authority	<ul style="list-style-type: none"> <li> Governance</li> <li> Corporate governance</li> <li> Who we are/Corporate governance</li> </ul>
102-20	Executive-level responsibility for economic, environmental, and social topics	<ul style="list-style-type: none"> <li> Governance</li> <li> In society/Governance, memberships and endorsements</li> </ul>
102-21	Consulting stakeholders on economic, environmental, and social topics	 Our operating environment, Stakeholder engagement and our international commitments
102-22	Composition of the highest governance body and its committees	<ul style="list-style-type: none"> <li> Governance and compliance</li> <li> Corporate governance</li> <li> Who we are/Corporate governance</li> </ul>

## GRI Index table Continued

Indicator	Description of indicator	Reference
102-23	Chair of the highest governance body	FR Corporate governance
102-24	Nominating and selecting the highest governance body	FR Corporate governance Who we are/Corporate governance
102-25	Conflicts of interest	FR Corporate governance Who we are/Corporate governance
102-26	Role of highest governance body in setting purpose, values, and strategy	AR Our culture, Governance FR Corporate governance
102-27	Collective knowledge of highest governance body	AR Our culture FR Report of the Supervisory Board
102-28	Evaluating the highest governance body's performance	FR Report of the Supervisory Board, Corporate governance, Remuneration Report
102-29	Identifying and managing economic, environmental, and social impacts	AR Our operating environment, Governance FR Corporate governance, Notes to the consolidated annual accounts (Note 50)
102-30	Effectiveness of risk management processes	AR Our operating environment, Governance FR Corporate governance, Notes to the consolidated annual accounts (Note 50)
102-31	Review of economic, environmental, and social topics	FR Report of the Supervisory Board, Corporate governance
102-32	Highest governance body's role in sustainability reporting	AR Governance, Our approach to reporting Who we are/Corporate governance, memberships and endorsements
102-33	Communicating critical concerns	FR Corporate governance, Report of the Supervisory Board
102-34	Nature and total number of critical concerns	FR Report of the Supervisory Board
102-35	Remuneration policies	FR Remuneration Report
102-36	Process for determining remuneration	FR Remuneration Report
102-37	Stakeholders' involvement in remuneration	FR Remuneration Report
102-38	Annual total compensation ratio	FR Remuneration Report (aggregated level)
102-39	Percentage increase in annual total compensation ratio	FR 2016 ratio not reported. For CEO compensation and staff expenses, see Remuneration Report and Notes to the consolidated annual accounts (Note 28)
102-40	List of stakeholder groups	AR Stakeholder engagement and our international commitments
102-41	Collective bargaining agreements	AR Engaged employees, Facts and figures
102-42	Identifying and selecting stakeholders	AR Understanding and addressing our material topics, Stakeholder engagement and our international commitments
102-43	Approach to stakeholder engagement	AR Understanding and addressing our material topics, Stakeholder engagement and our international commitments
102-44	Key topics and concerns raised	AR Stakeholder engagement and our international commitments
102-45	Entities included in the consolidated financial statements	FR Notes to the consolidated annual accounts (Note 34)
102-46	Defining report content and topic Boundaries	AR Our approach to reporting
102-47	List of material topics	AR Understanding and addressing our material topics
102-48	Restatements of information	FR Notes to the consolidated annual accounts (Note 1)
102-49	Changes in reporting	AR Our approach to reporting
102-50	Reporting period	AR Our approach to reporting
102-51	Date of most recent report	AR Our approach to reporting
102-52	Reporting cycle	AR Our approach to reporting
102-53	Contact point for questions regarding the report	AR Contact and legal information
102-54	Claims of reporting in accordance with the GRI Standards	AR Our approach to reporting
102-55	GRI content index	Who we are/Corporate governance 2017 GRI Index table
102-56	External assurance	AR Our approach to reporting, Assurance report of the independent auditor

## GRI Index table Continued

Indicator	Description of indicator	Reference
<b>Specific standard disclosures</b>		
<b>Economic (linked to material topics Financial performance, Customer centricity, Risk management)</b>		
103	Disclosure on Management Approach	AR Understanding and addressing our material topics, Our strategy, Creating and sharing value
201-1	Direct economic value generated and distributed	AR Understanding and addressing our material topics, Our strategy, Creating and sharing value
201-2	Financial implications and other risks and opportunities due to climate change	AR Understanding and addressing our material topics, Our response to the Taskforce on Climate-related Financial Disclosures
201-3	Defined benefit plan obligations and other retirement plans	FR Notes to the consolidated annual accounts (Note 28)
202-2	Proportion of senior management hired from the local community	AR Engaged employees
<b>Indirect economic impacts (linked to material topic Responsible investment)</b>		
103	Disclosure on Management Approach	AR Understanding and addressing our material topics, Our strategy, Creating and sharing value
203-1	Infrastructure investments and services supported	AR Creating and sharing value, Facts and figures
203-2	Significant indirect economic impacts	AR Creating and sharing value, Facts and figures
<b>Anti-corruption (linked to material topic Business ethics and transparency)</b>		
103	Disclosure on Management Approach	AR Understanding and addressing our material topics
205-1	Operations assessed for risks related to corruption	FR Notes to the consolidated annual accounts (Note 50)
205-2	Communication and training about anti-corruption policies and procedures	AR Our culture FR Notes to the consolidated annual accounts (Note 50)
205-3	Confirmed incidents of corruption and actions taken	AR Facts and figures (incidents of fraud). Fraud and corruption are also included in our operational risk management (process) FR
<b>Environmental</b>		
302-1	Energy consumption within the organisation	AR Positively impacting society and communities, Facts and figures
302-2	Energy consumption outside of the organisation	AR Facts and figures
302-3	Energy intensity	AR Facts and figures
302-4	Reduction of energy consumption	AR Positively impacting society and communities, Facts and figures
305-1	Direct (Scope 1) GHG emissions	AR Facts and figures
305-2	Energy indirect (Scope 2) GHG emissions	AR Facts and figures
305-3	Other indirect (Scope 3) GHG emissions	AR Facts and figures
305-4	GHG emissions intensity	AR Facts and figures
305-5	Reduction of GHG emissions	AR Facts and figures
308-1	New suppliers that were screened using environmental criteria	AR Positively impacting society and communities (process)
<b>Employment (linked to topic Human capital development)</b>		
103	Disclosure on Management Approach	AR Our strategy, Creating and sharing value
401-1	New employee hires and employee turnover	AR Facts and figures (aggregated level)
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	AR Engaged employees, Facts and figures FR Notes to the consolidated annual accounts (Note 28)
402-1	Minimum notice periods regarding operational changes	AR Engaged employees
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	AR Engaged employees, Facts and figures (aggregated level)
403-4	Health and safety topics covered in formal agreements with trade unions	AR Engaged employees (Netherlands only, not reported)
<b>Training &amp; education (linked to topic Human capital development)</b>		
103	Disclosure on Management Approach	AR Our strategy, Creating and sharing value
404-1	Average hours of training per year per employee	AR Engaged employees, Facts and figures (total spend and spend/FTE)
404-2	Programmes for upgrading employee skills and transition assistance programmes	AR Engaged employees, Facts and figures

## GRI Index table Continued

Indicator	Description of indicator	Reference
404-3	Percentage of employees receiving regular performance and career development reviews	AR Facts and figures
<b>Diversity &amp; equal opportunities (linked to topic Diversity and inclusion and material topic Responsible investment)</b>		
103	Disclosure on Management Approach	AR Understanding and addressing our material topics, Our strategy, Creating and sharing value
405-1	Diversity of governance bodies and employees	AR Engaged employees, Governance, Facts and figures FR Corporate governance
412-2	Employee training on human rights policies or procedures	AR Responsible investment, Stakeholder engagement and our international commitments
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	AR Responsible investment, Facts and figures
<b>Local communities (linked to topic Financial and economic empowerment)</b>		
103	Disclosure on Management Approach	AR Our strategy, Creating and sharing value
413-1	Operations with local community engagement, impact assessments, and development programmes	AR Positively impacting society and communities, Facts and figures
FS14	Initiatives to improve access to financial services for disadvantaged people	AR Excellent customer service, Positively impacting society and communities, Facts and figures
414-1	New suppliers that were screened using social criteria	AR Positively impacting society and communities (process)
<b>Marketing &amp; product and service labeling (linked to material topic Customer centricity)</b>		
DMA (FS15)	Policies for the fair design of financial products and services	AR Addressing and understanding our material topics, Excellent customer experience
DMA (FS16)	Initiatives to enhance financial literacy by type of beneficiary	AR Excellent customer experience, Positively impacting society and communities
417-1	Requirements for product and service information and labeling	AR Excellent customer experience (customer golden rules process)
417-2	Incidents of non-compliance concerning product and service information and labeling	AR Excellent customer experience (process)
417-3	Incidents of non-compliance concerning marketing communications	AR Excellent customer experience FR Notes to the consolidated annual accounts (Note 45)
<b>Customer privacy (linked to material topic Data privacy and security)</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	AR Understanding and addressing our material topics (process, no data reported yet)
<b>Socioeconomic compliance</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	FR Legal proceedings
<b>Product portfolio (linked to material topic Responsible investment and topic Sustainable products and services)</b>		
FS6	Percentage of the portfolio for business lines by specific region, size	AR Our seven reporting segments
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	AR Excellent customer experience, Responsible investment, Facts and figures
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose	AR Responsible investment, Facts and figures
<b>Audit</b>		
DMA (FS9)	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	AR Our approach to reporting
<b>Active ownership (linked to material topic Responsible investment)</b>		
DMA (FS12)	Voting policy(ies) applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting.	AR Responsible investment, Facts and figures In society/Responsible investment
FS 10	Percentage and number of companies held in the institutions portfolio with which the reporting organisation has interacted on environmental or social issues	AR Creating and sharing value, Responsible investment, Facts and figures
FS 11	Percentage of assets subject to positive and negative environmental or social screening	AR Responsible investment, Facts and figures

# Principles for Sustainable Insurance Progress report 2017

**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 2017
We will embed in our decision-making environmental, social and governance issues, relevant to our business	Offer insight, tools and programmes to improve consumers' financial decision-making	We developed online and offline platforms for knowledge sharing and supporting people in securing their financial futures  pages 28-33, 35-38, 65
	Maintain an up-to-date environmental and social risk policy framework	We strengthened our Responsible Investment Policy Framework with the publication of an investor guidance paper on Environment. In 2017, we published a corporate Human Rights Statement and a corporate Environmental Statement. We endorsed the recommendations of the Tasforce on Climate-related Financial Disclosures (TCFD)  pages 41-44, 58-61  <a href="http://www.nn-group.com/In-society">www.nn-group.com/In society</a>
	Develop a set of ambitions, goals and performance indicators for our insurance and asset management business	Our strategic approach and objectives related to corporate citizenship have the continued support of the Management Board and Supervisory Board  pages 6-7, 35-52
We will work together with clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions	Grow the Assets under Management in SRI funds and mandates and expand our sustainable product offering	Assets under Management in SRI funds and mandates increased with 114% to EUR 10.9 billion, compared to 2016;  pages 41-44, 66  <a href="http://www.nnip.com/corporate/about-us/responsible-investing">www.nnip.com/corporate/about-us/responsible-investing</a>
	Manage our direct footprint and review our procurement process in order to create more sustainable practices	Carbon emissions from our business operations decreased by 10.5%/FTE compared to 2016. NN Group continued the embedding of sustainability in the procurement policy and process  page 48-49, 69
We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues	Engage with stakeholders on general developments or more specific issues	We entered into dialogue with various stakeholders on different topics  page 19, 56-57 We also published several reports on sustainability topics  <a href="http://www.nn-group.com">www.nn-group.com</a> ; <a href="http://www.nnip.com">www.nnip.com</a>
	Promote responsible insurance and asset management amongst key stakeholders	We are an active member of various (inter) national organisations and networks.  page 56-57  <a href="http://www.nn-group.com/In-society/Governance-memberships-and-endorsements">www.nn-group.com/In-society/Governance-memberships-and-endorsements</a> We aim to contribute to positive change as we support investee companies to seek improvement in ESG policies and practices  pages 41-44, 66  <a href="http://www.nnip.com/corporate/about-us/responsible-investing">www.nnip.com/corporate/about-us/responsible-investing</a>
	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	Strong increase in young people reached (37,208 in 2017) through NN Future Matters programme (74% of 2020 target). Total funds donated in 2016 to charitable organisations was EUR 2.4 million  page 48-50, 69  <a href="http://www.nn-group.com/In-society">www.nn-group.com/In society</a>
We will demonstrate accountability and transparency in regularly disclosing publicly on our progress in implementing the principles	Ensure public disclosure of our non-financial objectives, and the progress we make, in our annual reporting	NN Group published our 2017 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

# United Nations Global Compact Progress report 2017

UN Global Compact	NN Group commitment	Performance
<p><b>Principle 1</b> 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 Corporate Human Rights Statement (2017) NN Group Responsible Investment Policy Framework; Guidance paper for investors on Human Rights (2016) Procurement Policy NN Group memberships AR pages 48-49 www.nn-group.com</p>
<p><b>Principle 2</b> 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 Corporate Human Rights Statement (2017) NN Group Responsible Investment Policy Framework; Guidance paper for investors on Human Rights (2016) Procurement Policy NN Group memberships AR pages 48-49 www.nn-group.com</p>
<p><b>Principle 3/ILO Conventions 87 and 98</b> 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>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 Corporate Human Rights Statement (2017) NN Group Responsible Investment Policy Framework; Guidance paper for investors on Human Rights (2016) Human Capital Policy Procurement Policy AR pages 13-16, 41-44, 45-47, 48 www.nn-group.com</p>
<p><b>Principle 4/ILO Conventions 29 and 105</b> 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 Corporate Human Rights Statement (2017) NN Group Responsible Investment Policy Framework; Guidance paper for investors on Human Rights (2016) Procurement Policy AR pages 41-44, 48 www.nn-group.com</p>
<p><b>Principle 5/ILO Conventions 138 and 182</b> 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>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 Corporate Human Rights Statement (2017) NN Group Responsible Investment Policy Framework; Guidance paper for investors on Human Rights (2016) Procurement Policy AR pages 41-44, 48 www.nn-group.com</p>
<p><b>Principle 6/ILO Conventions 100 and 111</b> 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 (2017) Human Capital Policy (including diversity and inclusion) AR pages 13-16, 45-47 www.nn-group.com</p>

## United Nations Global Compact Progress report 2017 Continued

UN Global Compact	NN Group commitment	Performance
<p><b>Principle 7</b> 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 environmental approach aims to minimise the environmental impact of our own operations.</p> <p>NN Group's Procurement Policy includes environmental aspects.</p>	<p>NN statement of Living our Values</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on Environment (2017)</p> <p>Corporate Environmental Statement (2017)</p> <p>Procurement Policy</p> <p> pages 41-44, 48-49, 58-61</p> <p> <a href="http://www.nn-group.com">www.nn-group.com</a></p>
<p><b>Principle 8</b> 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</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on Environment (2017)</p> <p>Corporate Environmental Statement (2017)</p> <p>Procurement Policy</p> <p> pages 41-44, 48-49, 66-67, 69</p> <p> <a href="http://www.nn-group.com">www.nn-group.com</a></p>
<p><b>Principle 9</b> Business should encourage the development and diffusion of environmentally friendly technologies</p>	<p>The NN statement of Living our Values includes the commitment to respect each other and the world we live in.</p> <p>Grow assets under management in SRI funds and mandates and expand related product offering.</p>	<p>NN statement of Living our Values</p> <p>NN Group Responsible Investment Policy Framework; Guidance paper for investors on Environment (2017)</p> <p>Assets under Management in SRI funds and mandates</p> <p> pages 41-44, 66</p> <p> <a href="http://www.nn-group.com/In-Society">www.nn-group.com/In-Society</a>; <a href="http://www.nnip.com">www.nnip.com</a></p>
<p><b>Principle 10</b> 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</p> <p>NN Code of Conduct</p> <p>Governance and compliance</p> <p> pages 13-18</p> <p> <a href="http://www.nn-group.com/Who-we-are">www.nn-group.com/Who-we-are</a></p>







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