

G3.1 Content Index - Financial Services Sector Supplement

Application Level				Assured by		
STANDARD DISCLOSURES PART I: Profile Disclosures						
1. Strategy and Analysis						
Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
1.1	Statement from the most senior decision-maker of the organization.	Fully	Preface and Chapter 2 annual report 2013			
1.2	Description of key impacts, risks, and opportunities.	Fully	Chapter 1 and Chapter 3 annual report 2013			
2. Organizational Profile						
Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
2.1	Name of the organization.	Fully	Cover annual report 2013			
2.2	Primary brands, products, and/or services.	Fully	Chapter 6 annual report 2013			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Annex 2 annual report 2013			
2.4	Location of organization's headquarters.	Fully	The Hague			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	In the Netherlands only			
2.6	Nature of ownership and legal form.	Fully	Public company; SNS Bank N.V., part of SNS REAAL N.V., is the sole shareholder of ASN Bank.			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	<ul style="list-style-type: none"> • Savings, investment, payment products and investment management: in the Netherlands only; • sustainable finance and loans: globally 			
2.8	Scale of the reporting organization.	Fully	Section 1.1 to 1.3 annual report 2013			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Preface and Chapter 2 annual report (nationalisation of ASN Bank along with SNS Reaal) Section 11.1 annual report (capital structure) Chapter 1 annual report (key figures)			
2.10	Awards received in the reporting period.	Fully	Section 5.3 annual report 2013			
3. Report Parameters						
Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	2013			
3.2	Date of most recent previous report (if any).	Fully	jun-2012			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annually			
3.4	Contact point for questions regarding the report or its contents.	Fully	Back of the annual report 2013			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
3.5	Process for defining report content.	Fully	The materiality analysis and stakeholder overview of 2012 are published along with the annual report 2012, which can be found here: http://www.asnbank.nl/blob.asp?id=19613			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The report pertains to all activities in the calendar year 2013 belonging to ASN Bank NV. See Chapter 11 annual report 2013. Also see Appendix 2 annual report 2013			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	There are no material limitations.			
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	ASN Bank does not have any joint ventures. All subsidiaries are included in the report. See Section 11.1 annual report 2013			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	For reporting, ASN Bank uses GRI indicator protocols and does not diverge from these protocols.			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	No major changes. In 2011, it was decided to no longer incorporate the GRI Table into the annual report, but to publish it separately on www.asnbank.nl , thus limiting the size of the annual report. The GRI table for 2012 can be found here: http://www.asnbank.nl/blob.asp?id=19613			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	No major changes. In 2011, it was decided to no longer incorporate the GRI Table into the annual report, but to publish it separately on www.asnbank.nl , thus limiting the size of the annual report. The GRI table for 2012 can be found here: http://www.asnbank.nl/blob.asp?id=19613			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This table is published on www.asnbank.nl along with the annual reports; the table for 2012 can be found here: http://www.asnbank.nl/blob.asp?id=19613			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	KPMG Sustainability reviewed the selected sustainability information from this annual report and performed a GRI check. You will find the scope of the engagement and their conclusions in the opinion in the independent Assurance Report, at the end of the report (just before the annexes). The GRI table shows where the various GRI indicators may be found in this report or in other sources of information.			
4. Governance, Commitments, and Engagement						
Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Appendix 3 annual report 2013 Chapter 11 annual report 2013, Corporate Governance			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	R.G.J. Langezaal, Chairman of the Supervisory Board, who has been CCO and a member of the SNS Retail Bank Management Board since November 2007, does not have an executive position within ASN Bank.			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	The Supervisory Board consists of 3 members (2 male and 1 female) of the SNS Bank Management Board; none of these members holds a position at ASN Bank.			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	ASN Bank only has one shareholder: SNS Bank N.V., part of SNS REAAL N.V.. SNS Bank is represented in the supervisory board. Employees are actively involved in governance in formal (works council) as well as informal ways (for instance, annual employee satisfaction inquiry, regular employee meetings). See section 8.2 of the annual report.			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	Chapter 11 annual report 2013, Corporate Governance			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	On this point, we follow the code of conduct of SNS REAAL. See SNS REAAL's code of conduct at http://www.snsreaal.nl/web/file?uuid=681de657-ffdb-4be5-9c82-84dab96bc98e&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=663			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Qualifications of Board members are determined by the shareholder. See Appendix 3 annual report 2013 for qualifications of the Supervisory Board, Advisory Council and Management Board The qualifications of the Board members are also stated on the website (in Dutch): http://www.asnbank.nl/index.asp?nid=9857			
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Special Investment Criteria; ASN Bank Issue Papers; mission and vision; these can all be found at www.asnbank.nl			
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	See Chapter 2 annual report 2013. Also see 4.9 GRI Table to Annual Report 2013 of SNS REAAL (in Dutch), http://www.snsreaal.nl/web/file?uuid=506b11fe-1a40-4e4c-a042-ceedf94b2222&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=3462			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	See Chapter 2 annual report 2013. Also see 4.10 GRI Table to Annual Report 2013 of SNS REAAL (in Dutch), http://www.snsreaal.nl/web/file?uuid=506b11fe-1a40-4e4c-a042-ceedf94b2222&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=3462			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	See Section 3.1-3.2 and Chapter 4 annual report 2013 and see mission and business principles (in Dutch only) at http://www.asnbank.nl/index.asp?nid=9379			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Global Compact; CDP; Unep FI; PRI, Eurosif Transparency Guidelines; Equator Principles; Natural Capital Declaration; Investor Statement Access To Medicine Index; PIIF Statement; Copenhagen Communiqué; Een fair & green deal; Investor Statement on Climate Change; Coalitie Biodiversiteit; Climate Statement Banks; In 2013 we endorsed the following declaration (see par 4.7 Annual Report 2013) Global Investor Statement on Arms Trade (repeated endorsement statement of 2012); Investor Statement in Support of SEC Rule 1502 on Conflict Materials; investor statement on Behind the Brands campaign by Oxfam Novib			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Unep FI; PRI; VBDO; CDP; Global Compact; GRI-OS; De Groene Zaak; VBA; DSI; MVO Nederland; Social Venture Network (SVN); TBLI Club; Community of Practice (Agentschap NL); Coop ver Q; NPM Platform; DE Koepel.			
4.14	List of stakeholder groups engaged by the organization.	Fully	See Section 3.3, 3.4, and Chapter 5 annual report 2013. See also the stakeholder overview of 2012 which is published along with the annual report 2012: http://www.asnbank.nl/blob.asp?id=19613 and below the stakeholder table and the materiality analysis			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	idem			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	idem			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	idem			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)							
G3.1 FSSS DMAs	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
DMA PS	Disclosure on Management Approach PS						
Aspects							
	Product Portfolio	Fully	For general description, see Chapter 6 annual report 2013 on products and services. See also http://www.asnbank.nl/index.asp?nid=11067 (in Dutch)				
FS1	Policies with specific environmental and social components applied to business lines.	Fully	Our sustainability policies and process description can be found here: http://www.asnbank.nl/index.asp?nid=10737 Contains: Sustainability research in practice (process description and selection criteria); Policy Papers on Human Rights, Climate Change, Biodiversity, Waste Processing, Banks and Insurers, Microfinance, High-Risk Countries, Government Bonds, Supranationals, Transport and Mobility, Water Boards, Housing Corporations, and Healthcare; Sustainability Research in Practice, see http://www.asnbank.nl/index.asp?nid=10737 (The policypapers on human rights, climate change and biodiversity are also available in English, the other documents are in Dutch)				
FS2	Procedures for assessing and screening environmental and social risks in business lines.	Fully	Chapter 4 annual report 2013 plus issue papers at http://www.asnbank.nl/index.asp?nid=10737 (in Dutch)				
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	Fully	For the investment universe of the bank and the investment funds, rescreening takes place at least once every three years, as described in Section 4.5 of the annual report 2013. For other activities, screening is done before financing.				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.	Fully	Personal development plans, internal training programmes, communication with staff. In 2013, several sessions were organized for sharing information on current topics, such as human rights, micro-financing and climate. See Section 8.2 annual report 2013.				
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.	Fully	Section 4.5 annual report 2013. Also see Section 3.4 and 3.5 and Chapter 5 annual report 2013, and the materiality analysis and stakeholder overview of 2012, which are published along with the annual report 2012: http://www.asnbank.nl/blob.asp?id=19613				
	Audits	Fully	KPMG annually checks our Annual Report through an independent assurance report. Which is conducted in accordance with Standard 3410N: Assurance engagements relating to sustainability reports, issued by the Royal Netherlands Institute of Register Accountants. Since early 2014 we are also ISO 14001 certified, the audit was done at the end of 2013.				
	Active Ownership	Fully	see paragraph 4.5 annual report 201 on engagement and voting.				
DMA EC	Disclosure on Management Approach EC						
Aspects	Economic Performance ^{COMM}	Fully	The management approach of the ASN Bank is described in the Preface and Chapter 3 of the annual report 2013. Key financial results are presented in Chapter 1 and 9 of the annual report 2013.				
	Market presence	Fully	idem				
	Indirect economic impacts	Fully	idem				
DMA EN	Disclosure on Management Approach EN						
Aspects	Materials	Fully	Section 8.1 annual report 2013				
	Energy	Fully	Section 8.1 annual report 2013				
	Water	Fully	Section 8.1 annual report 2013				
	Biodiversity	Fully	Section 8.1 annual report 2013				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
	Emissions, effluents and waste	Fully	Section 8.1 annual report 2013				
	Products and services	Fully	Section 8.1 annual report 2013				
	Compliance	Fully	Section 8.1 annual report 2013				
	Transport	Fully	Section 8.1 annual report 2013				
	Overall	Fully	Section 8.1 annual report 2013				
DMA LA	Disclosure on Management Approach LA						
Aspects	Employment	Fully	Section 8.2 annual report 2013				
	Labor/management relations	Fully	Section 8.2 annual report 2013				
	Occupational health and safety COMM	Fully	Section 8.2 annual report 2013				
	Training and education	Fully	Section 8.2 annual report 2013				
	Diversity and equal opportunity	Fully	Section 8.2 annual report 2013				
	Equal remuneration for women and men	Fully	Section 8.2 annual report 2013				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
DMA HR	Disclosure on Management Approach HR					
Aspects			<p>See Human Rights Issue Paper pp. 25/26, http://www.asnbank.nl/blob.asp?id=19084.</p> <p>ASN Bank's human rights policy is not only applicable to our investments, but also to our own business operations. We apply the assessment categories described in paragraph B of the Issue Paper to ourselves. It then transpires that we, as a Dutch bank with a Dutch client base, fall within the category 'normal assessment'. We respect the local laws and rules and avoid controversies in the area of human rights. We also like to go the extra mile. In doing so, we distinguish the following focal areas:</p> <ul style="list-style-type: none"> <input type="checkbox"/> customers; <input type="checkbox"/> employees; <input type="checkbox"/> suppliers; <input type="checkbox"/> social environment. 			
	Investment and procurement practices	Fully				
	Non-discrimination	Fully	idem			
	Freedom of association and collective bargaining	Fully	idem			
	Child labor	Fully	idem			
	Prevention of forced and compulsory labor	Fully	idem			
	Security practices	Fully	idem			
	Indigenous rights	Fully	idem			
	Assessment	Fully	idem			
	Remediation	Fully	idem			
DMA SO	Disclosure on Management Approach SO					
Aspects			<p>For our own local communities: we have one office in The Hague in a well-developed urban area. For the (environmental) impact and our contribution to society see: Chapter 8. See also Chapter 5 and our Human Rights Issue Paper pp. 25/26, http://www.asnbank.nl/blob.asp?id=19084 For the issue of local communities in relation to investments see pp. 22/23 of our Human Rights Issue Paper.</p>			
	Local communities	Fully				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
	Corruption	Fully	Here we follow the policies of SNS Reaal: See SNS REAAL at http://www.snsreaal.nl/verantwoord-ondernemen/verantwoord-besturen.html For our selection criteria on corruption please view our human rights policy, http://www.asnbank.nl/blob.asp?id=19084 par. D.8 (local) Rule of Law pp. 21/22.				
	Public policy	Fully	See paragraph 4.7 on lobby and de endorsement of statements. We do not lobby government for favourable financial laws- and regulation. We do lobby occasionally, together with other organisations, for subjects related to human rights, climate change and biodiversity. For our selection criteria please view our human rights policy , http://www.asnbank.nl/blob.asp?id=19084 par. D.8 (local) Rule of Law pp. 21/22.				
	Anti-competitive behavior	Fully	Here we follow the policies of SNS Reaal: See SNS REAAL at http://www.snsreaal.nl/verantwoord-ondernemen/verantwoord-besturen.html . For our selection criteria please view our human rights policy , http://www.asnbank.nl/blob.asp?id=19084 par. D.8 (local) Rule of Law pp. 21/22.				
	Compliance	Fully	Here we follow the policies of SNS Reaal: See SNS REAAL at http://www.snsreaal.nl/verantwoord-ondernemen/verantwoord-besturen.html . For our selection criteria please view our human rights policy , http://www.asnbank.nl/blob.asp?id=19084 par. D.8 (local) Rule of Law pp. 21/22.				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
DMA PR							
Disclosure on Management Approach PR							
Aspects							
	Customer health and safety	Fully	Information on our approach to clients and other stakeholders can be found in Section 3.4 and 3.5 of the annual report 2013. Information on our products and services (payments, savings, investments and investment management) can be found in Chapter 6 of the annual report 2013 and on http://www.asnbank.nl/index.asp?nid=11067 (in Dutch). General Banking Terms and Conditions at http://www.asnbank.nl/index.asp?nid=9471 (in Dutch)				
	Product and service labelling	Fully	idem				
FS15	Policies for the fair design and sale of financial products and services.	Fully	idem				
	Marketing communications	Fully	idem				
	Customer privacy	Fully	idem				
	Compliance	Fully	idem				
STANDARD DISCLOSURES PART III: Performance Indicators							
Product and Service Impact							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Product portfolio							
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	Fully	See Chapter 7 and Appendix 1 of the annual report 2013 and the annual and interim reports of the ASN Investment Funds at http://www.asnbank.nl/index.asp?nid=9448 (in Dutch).				
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Fully	All of ASN Bank's products and services are designed to promote the sustainability of society				
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Fully	All of ASN Bank's products and services are designed to promote the sustainability of society				
Audit							
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	Fully	All investments are tested against the special investment criteria of ASN Bank and the underlying policy at least once every three years				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
Active ownership							
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.	Fully	<p>Section 4.5 annual report 2013. 50% of the companies (114 out of 230) in our investment universe have been contacted. We have also spoken to a number of companies not included in our universe.</p> <p>In 2013, we engaged with:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 68 companies from the ASN Duurzaam Aandelenfonds universe; <input type="checkbox"/> 51 companies from the ASN Duurzaam Small & Midcapfonds universe; <input type="checkbox"/> 13 companies from the ASN Milieu & Waterfonds universe. <input type="checkbox"/> 2 companies of the ASN Bank portfolio, not currently in any universe. <p>As some companies are represented in several funds in the universe, the total of companies contacted was 114. In addition, we engaged with companies that were not, or not yet, included in our universe.</p>				
FS11	Percentage of assets subject to positive and negative environmental or social screening.	Fully	100% of our assets is screened, see Chapters 4 and 7 annual report 2013. See also: http://www.asnbank.nl/index.asp?nid=11070 (in Dutch).				
FS12	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.	Fully	ASN Bank applies its own sustainable voting policy for its investment funds. See section 4.5 annual report 2013 and http://www.asnbank.nl/index.asp?nid=9499 (in Dutch).				
Economic							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Economic performance							
EC1COMM	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Section 1.2 (ASN Bank), 5.2 and 8.2 annual report 2013				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	ASN Bank Climate is committed to become climate neutral in 2030, for more information see Section 4.2 annual report 2013. and ASN Bank Climate Change Issue Paper at http://www.asnbank.nl/blob.asp?id=19082				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	ASN Bank staff participate in the SNS pension fund. Funding ratio was 118,0% as at end december 31 2013. For more information see (both in Dutch): http://www.pensioenfondssnsreaal.nl/web/file?uuid=9369a652-a27e-4edb-b85f-e19085f5407b&owner=6e2c6cfb-b6a5-4a75-8e9f-2c60f6145350 and the Collective Bargaining Agreement: http://www.pensioenfondssnsreaal.nl/web/nieuws-1/van-de-werkgever.html				
EC4	Significant financial assistance received from government.	Fully	ASN Bank was nationalised along with SNS Reaal in 2013.				
Market presence							
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Partially	The highest-lowest wage ratio is 5.6, see Section 11.3 of the annual report 2013. Our entry level wages exceed the local minimum wage. Information on the demographic composition of employees is presented in Section 8.2 of the annual report 2013.	Ratio of entry level wage compared to local minimum wage	Not material	ASN Bank reports on the highest-lowest wage ratio, which is more relevant for the bank.	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Section 8.1 annual report 2013				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not		Not material	Not available	ASN Bank does not have any procedures in place for this, because it has only one office, in The Hague, the Netherlands.	2015
Indirect economic impacts							

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	See issue papers on Climate Change, Human Rights, Biodiversity, and Transport and Mobility (mostly in Dutch) http://www.asnbank.nl/index.asp?nid=10737 .				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Chapter 4, 5, and 7 annual report 2013				
Environmental							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Materials							
EN1	Materials used by weight or volume.	Fully	Chapter 8.1 annual report 2013				
EN2	Percentage of materials used that are recycled input materials.	Fully	ASN Bank is currently using Cocoon paper of Arjowiggins obtained via Antalis, the Dutch distributor. This is 100% recycled paper that looks white. Only for the daily bank statements and paper for the printers, FSC paper is used instead of Cocoon paper.				
Energy							
EN3	Direct energy consumption by primary energy source.	Fully	Chapter 8.1 annual report 2013				
EN4	Indirect energy consumption by primary source.	Fully	Chapter 8.1 annual report 2013				
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Chapter 8.1 annual report 2013				
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Renewable energy loans, Section 7.3 annual report 2013; Commitment to climate neutral enterprise, Section 4.2 annual report 2013; benchmark carbon dioxide investment funds, Section 1.1 annual report 2013, see also annual report ASN investment funds: https://www.asnbank.nl/blob.asp?id=19475 (in Dutch)				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Chapter 7 and Section 8.1 annual report 2013				
Water							
EN8	Total water withdrawal by source.	Fully	Water originates from the regional water company Dunea. In addition, end 2013 the ASN Bank introduced a grey water circuit for sanitary use. See Chapter 8.1 annual report 2013 for figures on water use.				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
EN9	Water sources significantly affected by withdrawal of water.	Not			Not material	ASN Bank manages one office, in The Hague, the Netherlands.
EN10	Percentage and total volume of water recycled and reused.	Not			Not material	ASN Bank manages one office, in The Hague, the Netherlands.
Biodiversity						
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not			Not applicable	ASN Bank manages one office, in The Hague (the Netherlands). This office building is located in the city and is not adjacent to a natural area.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	Selection of investments based on Biodiversity Issue Paper; http://www.asnbank.nl/blob.asp?id=19083			
EN13	Habitats protected or restored.	Not			Not applicable	ASN Bank manages one office, in The Hague (the Netherlands). This office building is located in the city and is not adjacent to a natural area.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not			Not applicable	ASN Bank manages one office, in The Hague (the Netherlands). This office building is located in the city and is not adjacent to a natural area.

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not			Not applicable	ASN Bank manages one office, in The Hague (the Netherlands). This office building is located in the city and is not adjacent to a natural area.	
Emissions, effluents and waste							
EN16 ^{COMM}	Total direct and indirect greenhouse gas emissions by weight.	Fully	See section 4.2 annual report 2013 (climate): ASN Bank uses climate selection criteria for projects and has also set a long term goal: to become climate neutral in 2030 in both investments and operations. See also section 8.1 annual report 2013.				
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	See section 4.2 annual report 2013 (climate): ASN Bank uses climate selection criteria for projects and has also set a long term goal: to become climate neutral in 2030 in both investments and operations.		Not material	Emissions other than the CO ₂ greenhouse gas are not relevant to ASN Bank.	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	See section 4.2 annual report 2013 (climate): ASN Bank uses climate selection criteria for projects and has also set a long term goal: to become climate neutral in 2030 in both investments and operations. See also section 8.1 annual report 2013.				
EN19	Emissions of ozone-depleting substances by weight.	Not			Not material	Any emissions of ozone-depleting substances (in particular by cooling) are not relevant to ASN Bank.	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not			Not applicable	ASN Bank has no other relevant emissions into the air.	

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
EN21	Total water discharge by quality and destination.	Partially	ASN Bank only discharges sewage water to the treatment plant.	No reporting on the total water discharge	Not material	ASN Bank only discharges sewage water to the treatment plant.	
EN22 _{COMM}	Total weight of waste by type and disposal method.	Fully	Section 8.1 Paper consumption and paper waste; IT waste products are mostly returned to suppliers.				
EN23	Total number and volume of significant spills.	Not			Not applicable	ASN Bank does not work with toxic or hazardous substances.	
EN24	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			Not material	ASN Bank does not work with toxic or hazardous substances.	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not			Not applicable	ASN Bank manages one office, in The Hague (the Netherlands)	

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
Products and services							
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	See Section 4.2 and 4.5 annual report 2013: ASN Bank uses climate selection criteria for projects and has also set a long term goal: to become climate neutral in 2030 in both investments and operations. See also ASN Bank Climate Change http://www.asnbank.nl/blob.asp?id=19082 and Biodiversity Issue Papers http://www.asnbank.nl/blob.asp?id=19083				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	ASN Bank separates paper packaging waste for recycling. The bank strives for 100% recycled FSC paper or biodegradable foil for its packaging.				
Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	No environmental fines.				
Transport							
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Section 8.1 annual report 2013				
Overall							
EN30	Total environmental protection expenditures and investments by type.	Fully	Section 8.1 annual report 2013				
Social: Labor Practices and Decent Work							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Employment							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	Section 8.2 annual report 2013. We follow the Collective Bargaining Agreement of SNS REAAL, which contains good primary and secondary employment benefits that comply with the market standard. All employment contracts fall under this Collective Bargaining Agreement. See (in Dutch): http://www.pensioenfondssnsreaal.nl/home-menu/actualiteiten/van-de-werkgever.html ASN Bank only has an office in The Hague.	No breakdown by employment type, employment contract or region	Not available	ASN Bank has a workforce of 137 employees (125,4 FTE), many of whom originate from the region. See section 8.2 of the annual report 2013	2015

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partially	Section 8.2 annual report 2013	No reporting on employee turnover by age group, gender and region.	Not material	Only reported in so far as material for a relatively small office	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	All benefits/employment conditions are available both to full-time and to part-time employees.				
LA15	Return to work and retention rates after parental leave, by gender.	Fully	In 2013, two female employees took a parental leave. Both returned to work after their leave.				
Labor/management relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	100% (both permanent and temporary employees)				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	<p>The notice periods are laid down in the collective bargaining agreement:</p> <p>The employer has a notice period of:</p> <ul style="list-style-type: none"> - 2 months for the employee who has been employed for less than 10 years; - 3 months for the employee who has been employed for 10 years or more, but less than 15 years; - 4 months for the employee who has been employed for 15 years or more. <p>See the collective bargaining agreement (in Dutch): http://www.pensioenfondssnsreaal.nl/home-menu/actualiteiten/van-de-werkgever.html</p>				
Occupational health and safety							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	100% in FTEs, see LA6 GRI Tabel to the Annual Report 2013 of SNS REAAL (in Dutch), http://www.snsreaal.nl/web/file?uuid=506b11fe-1a40-4e4c-a042-ceed94b2222&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=3462&elementid=111645 .				
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	Section 8.2 annual report 2013				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	Section 8.2 annual report 2013				
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	Laid down in the collective bargaining agreement (in Dutch) http://www.pensioenfondssnsreaal.nl/home-menu/actualiteiten/van-de-werkgever.html				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission
Training and education						
LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	Section 8.2 annual report 2013	Reported on training courses, but not on the hours	Not available	A training budget is available for each employee; we can report on this budget, but training hours are not registered. This gives a more accurate picture of our commitment to training and is thus linked more directly to the total budget
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Section 8.2; see also LA11 GRI Table to the Annual Report 2013 of SNS REAAL (in Dutch), http://www.snsreaal.nl/web/file?uuid=506b11fe-1a40-4e4c-a042-ceed94b2222&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=3462&elementid=111645 .			
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	100%; see LA12 GRI Table to the Annual Report 2013 of SNS REAAL (in Dutch), http://www.snsreaal.nl/web/file?uuid=506b11fe-1a40-4e4c-a042-ceed94b2222&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=3462&elementid=111645 .			
Diversity and equal opportunity						
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Section 8.2 annual report 2013			
Equal remuneration for women and men						
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not	Only reported for the Management Board at the individual level. The Management Board consists of three members: two men and one woman. See section 11.3 annual report 2013.		Confidential information	Organisation is too small for being able to report this in a sufficiently anonymous manner.

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
Social: Human Rights							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Investment and procurement practices							
HR1 ^{COMM}	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	100%, see Human Rights Issue Paper http://www.asnbank.nl/blob.asp?id=19084 and Chapters 4 and 7 annual report 2013				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	Section 8.1 annual report 2013				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partially	Section 8.2 annual report 2013	Reported on training courses, but not on the hours	Not available	A training budget is available for each employee; we can report on this budget, but training hours are not registered.	2015
Non-discrimination							
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	In this respect, ASN Bank follows the code of conduct for SNS REAAL employees, which states, among other things, that discrimination will not be tolerated. Employees can report any incidents of discrimination or intimidation to a confidential advisor. No incidents of discrimination were reported for 2013.				
Freedom of association and collective bargaining							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not	No risk		Not applicable	No risk	
Child labor							
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not	No risk		Not applicable	No risk	
Prevention of forced and compulsory labor							
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not	No risk		Not applicable	No risk	
Security practices							
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	No risk		Not applicable	No risk	
Indigenous rights							

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	No risk		Not applicable	No risk	
Assessment							
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	No risk		Not applicable	No risk	
Remediation							
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	No risk		Not applicable	No risk	
Social: Society							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Local communities							
SO1 (FSSS)	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Fully	The ASN Bank office's impact on the local community is very limited. Also see Chapter 8 annual report 2013.				
SO1 (G3.1)	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	The ASN Bank office's impact on the local community is very limited. Also see Chapter 8 annual report 2013.				
FS13	Access points in low-populated or economically disadvantaged areas by type.	Fully	All products are fully available in the Netherlands through the Internet. By providing microcredit, ASN Bank also enables the poor in poor regions throughout the world to take out loans.				
FS14	Initiatives to improve access to financial services for disadvantaged people.	Fully	All products can be requested and managed through the Internet. The ASN Bank website offers a text-to-speech function for the visually impaired. See section 5.2 of annual report 2013 for other ways in which we stimulate sustainability in society.				
SO9	Operations with significant potential or actual negative impacts on local communities.	Not	No risk		Not applicable	No risk	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not	No risk		Not applicable	No risk	
Corruption							
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	See SNS REAAL at http://www.snsreaal.nl/verantwoord-ondernemen/verantwoord-besturen.html (in Dutch)				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
			All staff members are subject to an integrity policy, which also addresses the prevention of conflicts of interest and corruption. This also includes regular online training modules, which are organised and offered by SNS Reaal.				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully					
SO4	Actions taken in response to incidents of corruption.	Fully	No corruption incidents				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
Public policy							
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	See section 4.7 annual report 2013. Lobbying is one of the ways in which the ASN Bank promotes a sustainable society. In coöperation with other ogranisations, we lobby for topics concerning human rights, climate and biodiversity. We do not lobby for financial legislation and regulation.				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	None				
Anti-competitive behavior							
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	On this point, we follow the code of conduct and regulations of SNS REAAL, see http://www.snsreaal.nl/web/file?uuid=681de657-ffdb-4be5-9c82-84dab96bc98e&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=66				
Compliance							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	None				
Social: Product Responsibility							
Indicator	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	To be reported in
Customer health and safety							
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not			Not applicable	No impact (financial products)	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	No violations (financial products)				
Product and service labelling							
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	See, for example, the financial information leaflets (in Dutch) at https://www.asnbank.nl/asnappl/scripts/documentaanvragen/documenten.asp?Cat=0001				
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	None				

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	For partially reported disclosures,	Reason for omission	Explanation for the reason for omission	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Customer satisfaction is monitored closely. In 2013, we achieved a score of 7.9. In 2013, ASN Bank received recognition for its services from various organisations; see section 1.1 and section 5.3.				
FS16	Initiatives to enhance financial literacy by type of beneficiary.	Fully	All products are labelled in accordance with the regulatory requirements. In addition, we participate in a program called 'Bank voor de klas' (Bank in front of the classroom), http://www.bankvoordeklas.nl/ (in Dutch), in which children in primary school are given basic financial education. However, this event was not organised in 2013.				
Marketing communications							
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	On this point, we follow the code of conduct of SNS REAAL http://www.snsreaal.nl/web/file?uuid=681de657-ffdb-4be5-9c82-84dab96bc98e&owner=b1b84d2b-6b99-4246-b0f6-d53ac897216a&contentid=663				
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.	Fully	None				
Customer privacy							
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	None				
Compliance							
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	None				

Inhoudsopgave

Voorwoord van de directie

A. Materialiteit van het duurzaamheidsbeleid:

- De hiërarchie van het duurzaamheidsbeleid
- De keuze voor de drie pijlers van het duurzaamheidsbeleid
- De invloed van belanghebbenden op ons beleid

B. Materialiteit in de verslaglegging:

- Keuzes voor onderwerpen die aan bod komen in het jaarverslag van ASN Bank

Bijlage 1 Stakeholdertabel



Foto's Dag van het Ethisch Beleggen: een dag voor klanten en andere geïnteresseerden waar o.a. specialisten, wetenschappers, ondernemers, programmamakers, maatschappelijke organisaties, jongeren en medewerkers van de ASN Bank in een ontspannen setting hun visie op ethisch beleggen geven.

A. Materialiteit van het duurzaamheidsbeleid

De hiërarchie van het duurzaamheidsbeleid

In het schema hieronder is de hiërarchie van het duurzaamheidsbeleid weergegeven. En per niveau het doel en de rol die diverse externe stakeholders hierbij spelen. Het dagelijks handelen van de ASN Bank is ingegeven door haar visie en missie. Deze zijn uitgewerkt in duurzaamheidsbeleid dat de leidraad is voor en toetsingscriteria bevat voor activiteiten, beleggingen en investeringen van de ASN Bank, de ASN Beleggingsfond-

sen en ASN Vermogensbeheer. Op basis van het duurzaamheidsbeleid is een groot aantal onderwerpen voorgelegd aan klanten. Op basis van dit onderzoek zijn vier duurzame thema's vastgesteld waar klanten het meest belang aan hechten. Door middel van deze vier thema's geven wij o.a. invulling aan onze bredere rol in de maatschappij als bank om een duurzame samenleving te realiseren.

Doel	Hiërarchie duurzaamheidsbeleid				Stakeholders en rol			
Reden van bestaan	<p style="text-align: center;">Visie ↓</p> <p>Sinds haar oprichting in 1960 streeft de ASN Bank naar een duurzame, rechtvaardige samenleving. Een samenleving waarin mensen vrij zijn hun eigen keuzes te maken, zonder dat dit ten koste gaat van anderen. Een samenleving zonder armoede, waarin iedereen onderwijs kan volgen en beschikt over goede huisvesting en gezondheidszorg.</p>				Raad van commissarissen (bewaking/ toetsing voortgang)		Raad van advies (toetsing realisatie duurzame missie en adviserende rol)	
Invulling van de visie	<p style="text-align: center;">Missie ↓</p> <p>Ons economische handelen is erop gericht de duurzaamheid van de samenleving te bevorderen. Daarom dragen we bij aan veranderingen die zijn bedoeld om een einde te maken aan processen waarvan de nadelige gevolgen:</p> <ul style="list-style-type: none"> • worden verschoven naar toekomstige generaties, of • worden afgewenteld op het milieu, de natuur en kwetsbare bevolkingsgroepen. <p>Daarbij verliezen we niet de noodzaak uit het oog om voor onze klanten een goed rendement te realiseren. En om als bank een financieel resultaat te behalen dat op lange termijn ons gezonde voortbestaan waarborgt.</p>				Raad van commissarissen (bewaking/ toetsing voortgang)		Raad van advies (toetsing realisatie duurzame missie en adviserende rol)	
Leidraad en toetsingscriteria voor activiteiten, beleggingen en investeringen ASN Bank, beleggingsfondsen	Duurzaamheidsbeleid (drie pijlers waar alle duurzaamheidsthema's ondergebracht zijn) ↓				Raad van advies (adviserende rol)		Experts/ maatschappelijke organisaties zoals de Eerlijke Bankwijzer (toetsing en advies)	
	Klimaat (visie op klimaatverandering en Co2 doelstellingen)	Mensenrechten (sociale en ethische criteria)	Biodiversiteit (criteria m.b.t. behoud en de versterking van de biodiversiteit en van ecosystemen)					
Invulling bredere rol in de samenleving (ondersteuning maatschappelijke ontwikkeling en doelen, lobby, etc. om duurzame samenleving te realiseren)	Duurzame thema's (Vastgesteld op basis van uitgebreid klantonderzoek over alle duurzame thema's die vallen onder de duurzame pijlers)				Themapartners (gezamenlijke invulling van thema's)		Klanten en breder publiek (toetsing en advies)	
	Vóór eerlijke handel	Tegen kinderarbeid	Tegen wapen-industrie	Vóór duurzame energie				
				Klanten en breder publiek (toetsing en advies)		Directie en medewerkers (o.a. interne duurzaamheidsspecialisten, kredietanalisten en communicatie-experts)		
				Experts/ maatschappelijke organisaties (toetsing en advies)		Directie en medewerkers (o.a. interne duurzaamheidsspecialisten, kredietanalisten en communicatie experts)		

De keuze voor de drie pijlers van het duurzaamheidsbeleid

Consultatie van klanten en andere belanghebbenden heeft een centrale rol bij de totstandkoming en invulling van zowel beleid als activiteiten. Toch is er geen moment geweest waarop bewust is gekozen voor de drie pijlers van het duurzaamheidsbeleid: mensenrechten, klimaat en biodiversiteit. Zij zijn een logisch gevolg van de ontwikkeling van duurzaamheid bij de ASN Bank.* Wij hebben ook uit praktische motieven voor deze driedeling gekozen. Ook de VN heeft immers duurzame ontwikkeling in belangrijke mate langs deze drie lijnen uitgewerkt.** Onder de kapstok van deze drie pijlers zijn alle onderwerpen ondergebracht die zowel onze belanghebbenden als de ASN Bank relevant vinden voor de invulling van het begrip duurzaamheid.

* Ontwikkeling van duurzaamheid bij ASN Bank

De wortels van de ASN Bank liggen in de vakbeweging. De ASN bank werd opgericht op initiatief van het Nederlands Verbond van Vakverenigingen (NVV, nu FNV) en verzekeringsmaatschappij de Centrale (nu SNS REAAL). Doel van de nieuwe bank was leden van de vakorganisatie de kans te bieden op een maatschappelijk verantwoorde manier te sparen. Zodat hun geld niet terecht kwam bij bedrijven die slecht omgingen met hun personeel. Dat ging bijvoorbeeld over zaken als vakbondsvrijheid en arbeidsomstandigheden. Sociale normen stonden daarbij voorop. "Groen" kwam daar medio jaren '80 bij, toen de bank diverse natuur- en milieuorganisaties ging steunen. Bij de introductie van het ASN Aandelenfonds in 1993 werden de bijzondere beleggingscriteria geïntroduceerd. Deze criteria op gebied van mensenrechten en milieu zijn sindsdien het uitgangspunt bij de selectie van zowel de beleggingen van de fondsen als de investeringen van de spaargelden.

** Duurzaamheid volgens de VN

De gemeenschappelijke basis onder de drie pijlers is het begrip rechtvaardigheid. Zoals omschreven in het Brundtlandt rapport "Our Common Future" van de Verenigde Naties uit 1987. Brundtland definieert duurzaamheid als volgt: *'Duurzaamheid betekent voorzien in de behoeften van nu, zonder het vermogen van toekomstige generaties om in hun behoeften te voorzien in gevaar te brengen.'*¹

Hierbij is een belangrijke rol weggelegd voor onze klanten en raad van advies. Het gaat hierbij om respect voor mens, natuur en klimaat. De houdbaarheid van het beleid wordt elke drie jaar tegen het licht gehouden. Als het beleid aan vernieuwing toe is, geven wij hieraan invulling door middel van brede stakeholderconsultatie (*crowdsourcing*).

De invloed van belanghebbenden op ons beleid

Wij voeren op diverse manieren dialoog met verschillende belanghebbenden. Hierbij gaat het om klanten, maatschappelijke organisaties, duurzaamheidsexperts en het brede publiek. Op verschillende plaatsen in het jaarverslag wordt hierop ingegaan, primair in hoofdstuk 3, en voor de invulling hiervan zijn hoofdstuk 4 (paragraaf 4.4 en 4.5) en hoofdstuk 5 relevant. De input en feedback van belanghebbenden is zeer belangrijk bij de vorming van beleid en ook voor de toetsing van de houdbaarheid van bestaand beleid.

Klanten

Wij voeren dialoog met klanten via nieuwe en oude media:

- in reactie op vragen die binnen komen via klantenservice, twitter, facebook;
- via ons klantenmagazine *Ideaal*, twitter, facebook en VDWVM
- via klantenonderzoek en marktonderzoek²
- tijdens vaste bijeenkomsten en evenementen: jaarlijkse vergadering van de aandeelhouders van de ASN Beleggingsfondsen, jaarlijkse Dag van het Ethisch Beleggen, de uitreiking van de ASN Bank Wereldprijs (VDWVM), klantbijeenkomsten ASN Vermogensbeheer;
- via crowdsourcing over ons duurzaamheidsbeleid: via oude en nieuwe media vragen we klanten en andere geïnteresseerden om mee te praten over te herzien of nieuw beleid.

Op basis hiervan hebben wij goed in kaart welke vragen onze klanten hebben en ook aan welke thema's en onderwerpen zij belang hechten. Dit nemen wij mee in onze keuze voor beleid en activiteiten. Zo hebben wij op basis van een grootschalig klantonderzoek vier duurzame thema's gekozen op basis waarvan we onze bredere rol als bank in de maatschappij in vullen. Een belangrijke indicator van klanttevredenheid is de hoge Net Promotor Score (NPS, de mate waarin een merk door klanten

¹ Gebaseerd op *Our Common Future, Brundtland Report:* <http://www.un-documents.net/ocf-cf.htm>

² Wij peilen klanttevredenheid op diverse momenten, zoals bij het openen van een rekening. We peilen de mening van klanten over ons klantenmagazine dat vijf maal per jaar verschijnt. Ook voeren we regelmatig gerichte onderzoeken uit. In 2013 deden wij een groot onderzoek onder (potentiële) klanten over onze maatschappelijke rol als bank (zie par. 5.1 in ons jaarverslag over 2013).

wordt aanbevolen). Als een van de weinige banken in Nederland wordt de ASN Bank door klanten aangeraden bij familie en vrienden. De ASN Bank werd in 2013 voor het vierde jaar op rij als klantvriendelijkste bank beoordeeld (Onderzoeksbureau Marketresponse).³

Maatschappelijke organisaties

Wij voeren dialoog met maatschappelijke organisaties via nieuwe en oude media en werken met hen samen om hun en onze missie te realiseren:

- via bijeenkomsten van onder meer de Eerlijke Bankwijzer;
- via crowdsourcing over duurzaamheidsbeleid: via oude en nieuwe media vraagt ASN bank aan klanten en andere geïnteresseerden om mee te praten over te herzien of nieuw beleid. We benaderen daarbij expertorganisaties proactief om hun mening te geven;
- om de vier duurzame thema's in te vullen zoeken wij dialoog via VDWVM, twitter en facebook en ondersteunen wij acties en activiteiten van maatschappelijke organisaties.

Op basis hiervan hebben wij goed in kaart aan welke thema's en onderwerpen maatschappelijke organisaties belang hechten. Dit nemen wij mee in onze keuze voor beleid en activiteiten.

Duurzaamheidsexperts:

Wij voeren dialoog met duurzaamheidsexperts zoals wetenschappers en de leden van onze raad van advies, die uiteenlopende maatschappelijke achtergronden hebben:

- tijdens de vergaderingen van de raad van advies, waarbij de directie van de ASN Bank aanwezig is;
- via crowdsourcing over duurzaamheidsbeleid: wij krijgen gevraagd en ongevraagd feedback over nieuw of bestaand beleid, zoals bij het recent herziene klimaatbeleid en beleid voor 'wonen en werken'.

De raad van advies toetst of de ASN Bank haar duurzame missie waarmaakt en adviseert over de invulling van de visie, missie en duurzaamheidsbeleid. De raad rapporteert zijn conclusie in het jaarverslag. Ook adviseert de raad van advies de directie van de ASN Bank gevraagd en ongevraagd over haar beleid.

Het "brede publiek":

Wij voeren niet alleen een dialoog met klanten en maatschappelijke organisaties, maar ook met een breder geïnteresseerd publiek:

- wij zoeken dialoog via twitter, facebook en VDWVM;
- via bijeenkomsten en evenementen zoals de ASN Bank Wereldprijs (VDWVM);

- via crowdsourcing over duurzaamheidsbeleid.

Op basis hiervan hebben wij goed in kaart welke vragen leven en ook thema's en onderwerpen een geïnteresseerd publiek belang hechten. Dit nemen wij mee in onze keuze voor beleid en activiteiten.

Medewerkers

Alle medewerkers van de ASN Bank zijn betrokken bij de uitvoering van de duurzame missie van de bank. Diverse medewerkers zijn betrokken bij de formulering van duurzaamheidsbeleid of de uitvoering hiervan. Dit zijn onder anderen de interne duurzaamheids-specialisten, kredietanalisten en communicatie-experts. Met medewerkers wordt op verschillende manieren de dialoog gevoerd:

- via regulier afdelingsoverleg en bilateraal overleg met de leidinggevende;
- via reguliere medewerkersbijeenkomsten, waarbij in bepaalde gevallen van tevoren de vragen van medewerkers worden geïnventariseerd;
- via de vrijwel maandelijkse verjaardagslunch met de directie;
- via lunchbijeenkomsten over diverse onderwerpen;
- via de (minimaal) wekelijkse interne e-mailing;
- via nieuwsberichten, blogs en updates op het sociale intranet (iD Social)
- via het jaarlijkse medewerkerstevredenheids-onderzoek;
- op individueel medewerkersniveau wordt de PCB-cyclus gevolgd.

Op basis hiervan heeft de ASN Bank goed beeld van wat er leeft onder medewerkers. Dat dit door medewerkers gewaardeerd wordt, komt onder meer tot uitdrukking in het cijfer van de medewerkerstevredenheid, dat al jaren boven de 8,0 ligt.

Media

Wij hebben in de loop van het jaar regelmatig contact met verschillende media. Wij benaderen media via een persverzendsysteem (smart.pr). Daarmee benadert onze woordvoerder, afhankelijk van het nieuws, ongeveer vijftien keer per jaar zowel landelijke, regionale als specialistische media. Daarnaast zijn er nog vele persoonlijke contacten met journalisten die lopen via mail en telefoon (en soms social media). Dit leidt onder meer tot berichten in kranten en magazines, op radio, televisie (inclusief teletekst) en internet, en in social media. Soms is het niet direct zichtbaar, maar hebben we op de achtergrond geholpen met informatie. We staan altijd open voor de visies en meningen die via de media tot ons komen. Dat leidt echter niet altijd direct tot aanpassingen van ons duurzaamheidsbeleid, maar we nemen de visies en meningen wel mee bij evaluaties van beleid.

³ Zie o.m. <http://www.asnbank.nl/index.asp?NID=11415> en <http://www.asnbank.nl/index.asp?NID=11323>.

B. Materialiteit in de verslaglegging

Keuzes voor onderwerpen die aan bod komen in het jaarverslag van de ASN Bank

Zoals hierboven omschreven wordt, communiceren wij op vele manieren en momenten in het jaar met onze stakeholders. Het primaire doel van ons jaarverslag is verantwoording afleggen over onze financiële resultaten en onze duurzaamheidsdoelen en resultaten. Deze laatste zijn uitgewerkt op kwantitatief en kwalitatief niveau en voor de lange termijn. De doelen worden jaarlijks vastgesteld. Zij dragen bij aan onze missie en zijn een uitwerking van ons duurzaamheidsbeleid. Voor zover kwantificeerbaar zijn ze gekoppeld aan kwantitatieve of kwalitatieve doelstellingen. De langetermijndoelstellingen zijn gekoppeld aan de drie pijlers van het duurzaamheidsbeleid (mensenrechten, biodiversiteit en klimaat). Voor klimaat hebben we een langetermijndoelstellingen geformuleerd. Over de voortgang van dit doel rapporteren we in 2013 voor het eerst (zie paragraaf 4.2 van het jaarverslag). Voor biodiversiteit en mensenrechten zijn wij ook op zoek naar een langetermijndoelstelling. Ook leggen in ons jaarverslag verantwoording af aan onder meer GRI (A+) en het Global Compact van de VN, twee initiatieven waaraan wij ons gecommitteerd hebben. Onze GRI-tabel wordt in een apart document op onze website (www.asnbank.nl) gepubliceerd.

Het jaarverslag is ingedeeld in de volgende hoofdstukken:

- Voorwoord van de directie
- Kerncijfers
- Toezicht op de ASN bank
- Organisatie, missie en belanghebbenden
- Duurzaamheidsbeleid en -praktijk
- Inzet voor duurzaamheid
- Producten en diensten
- Investeringen
- Bedrijfsvoering
- Financiële resultaten
- Risicobeleid
- Corporate governance

De keuze voor doelstellingen en de duurzaamheidsonderwerpen die onder deze hoofdstukken terugkomen, is voornamelijk ingegeven door de vragen die stakeholders gedurende het jaar over diverse thema's aan ons voorleggen. Dit wordt bijvoorbeeld vastgelegd aan de hand van veel voorkomende vragen bij klanten en opvattingen in de media.



“Waarde op de kaart: hoe we idealen waarmaken”
(zie: www.asnbank.nl/index.asp?nid=11497)

Bijlage: Stakeholdertabel Jaarverslag 2013

Stakeholdertabel L

<i>Stakeholder</i>	<i>Duurzaamheidsonderwerp</i>	<i>Jaarverslag 2013</i>
Klanten	Informereren en meningen peilen over duurzaamheid met speciale aandacht voor de vier duurzame thema's; handelingsperspectief bieden op duurzaamheidsgebied	Paragraaf 3.3 Paragraaf 5.1 en 5.2
Maatschappelijke partners: o.a. initiatiefnemers Eerlijke Bankwijzer (Amnesty International, Milieudefensie, Oxfam Novib, FNV Mondiaal, Dierenbescherming)	Beleid duurzaam bankieren	Paragraaf 3.4
Partners voor duurzame thema's, strategische partners, product- en marketingpartners	Projecten die steun krijgen van de ASN Bank	Paragraaf 3.3 en 3.4 Paragraaf 6.1
Medewerkers ASN Bank	Bijeenkomsten over klimaat, mensenrechten Interne nieuwsberichten over duurzaamheid	Paragraaf 3.4 Paragraaf 8.2
Nederlands publiek	Social media, VDWVM	Hoofdstuk 5
Duurzame ondernemers	Duurzaam ondernemen, o.a. samenwerking via VDWVM	Paragraaf 5.2
Debiteuren (bedrijven en instellingen)	Duurzaam ondernemen	Hoofdstuk 7 en bijlage 1
Raad van advies	Beleid van de ASN Bank op gebied van duurzaamheid en dienstverlening	Paragraaf 2.2



Statement GRI Application Level Check

GRI hereby states that **ASN Bank** has presented its report "GRI Report 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 18 March 2014

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a large, faint watermark of the GRI logo.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because ASN Bank has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 4 March 2014. GRI explicitly excludes the statement being applied to any later changes to such material.