

Appendices to the 2015 MN annual report

GRI table

on the basis of the GRI Guidelines (version G4.0)



Strategy and analysis	Page	Section	Explanation and any omissions	External assurance
G4-1 Management statement on the vision and strategy of sustainable development	6	Introduction		Yes
Organisational profile	Page	Section	Explanation and any omissions	External assurance
G4-3 Name of the organisation	169	CSR annual report scope and reporting criteria		Yes
G4-4 Most important marks, products and/or services	12	MN Profile		Yes
G4-5 Location of the organisation head office	169	CSR annual report scope and reporting criteria	Section: Scope	Yes
G4-6 Number of countries where the organisation is active	169	CSR annual report scope and reporting criteria	Section: Scope	Yes
G4-7 Ownership structure and legal form	16	MN Profile	Section: Shareholder structure	Yes
G4-8 Sales markets	169	CSR annual report scope and reporting criteria	Section: Scope	Yes
G4-9 Size of the reporting organisation	10	MN in brief		Yes
G4-10 Total workforce according to type of employment agreement, gender and region	90 93	MN staff Man/woman ratio in senior positions	The report relates only to the Netherlands as explained in the CSR Annual Report Scope and Reporting Criteria section.	Yes
G4-11 Percentage of staff subject to a collective agreement	-	GRI table	100% of MN staff in permanent employment are subject to a collective agreement. For staff in the highest pay scales (< 10 % of MN staff), the pay agreements in the collective agreement do not apply.	Yes
G4-12 Description of the organisation's value chain	13	MN in the value chain		Yes
G4-13 Significant changes during the reporting periode	-	GRI table	No significant changes occurred during the reporting period.	Yes

Organisational profile	Page	Section	Explanation and any omissions	External assurance
G4-14 Explanation of the precautionary principle by the reporting organisation	78	Exclusion		Yes
G4-15 Externally developed initiatives endorsed by the organisation	72 74	The framework and the principles: Principles for Responsible Investment Carbon footprint and climate policy		Yes
G4-16 Memberships of associations and national or international advocacy organisations	72 74 75	The framework and the principles: Principles for Responsible Investment, Montreal Pledge, Institutional Investors Group on Climate Change (IIGCC), Platform Carbon Accounting Financials and Portfolio Decarbonisation Coalition (PDC).		Yes

Identified material aspects and boundaries	Page	Section	Explanation and any omissions	External assurance
G4-17 The entities in the consolidated financial statementsg	111	Accounting principles		Yes
G4-18 The process for determining the contents and limits of the report	56	Our stakeholders and materiality	On the basis of the dialogue with stakeholders and the corporate strategy, MN has identified and prioritised the material subjects (see materiality matrix on page 57). The contents of the report were subsequently based on these material subjects, the impact thereof on the three material flows of the values model and the logical link to this report as explained in more detail on page 59 of the MN annual report.	Yes
G4-19 Identified material aspects	57	MN materiality matrix	The list of the material subjects identified by MN in the process as referred to in G4-18, is included on page 57 of the report. See the following cross table 'MN material subjects and GRI aspects', which shows per aspect whether and for what entities the aspect is material within the organisation.	Yes
G4-20 The boundaries of the identified material aspects within the organisation	57	MN materiality matrix	See the following cross table 'MN material subjects and GRI aspects', which shows per aspect whether the aspect is material within the organisation.	Yes

Identified material aspects and boundaries	Page	Section	Explanation and any omissions	External assurance
G4-21 The boundaries of the identified material aspects outside the organisation	57	MN materiality matrix	See the following cross table 'MN material subjects and GRI aspects', which shows per aspect whether and for what entities the aspect is material outside the organisation.	Yes
G4-22 The effect and the reasons for any corrections of information provided in previous reports	99	MN's carbon footprint and purchasing	The carbon footprint is calculated on the basis of the most recent set of emission factors published at CO2emissiefactoren.nl. The 2013 and 2014 emissions have been recalculated on the basis of the latest set of factors and consequently deviate from the emissions stated in previous reports.	No
G4-23 Significant changes compared with previous reporting periods			There are no significant changes compared with previous reporting periods.	Yes

Stakeholder engagement	Page	Section	Explanation and any omissions	External assurance
G4-24 List of stakeholders	55	Together with our stakeholders		Yes
G4-25 The process for the identification and selection of stakeholders	55 56	Together with our stakeholders Our stakeholders and materiality		Yes
G4-26 The approach to stakeholder engagement	55 56	Together with our stakeholders Our stakeholders and materiality	In 2015, MN engaged personally on approximately 400 occasions with its most important stakeholders. Most of the consultations take place on a regular basis. Furthermore, a conference was held in 2015 with the most important stakeholders.	Yes
G4-27 Key topics and concerns raised by stakeholders and how the organisation has responded	25 56	Together with our stakeholders	In 2015, MN consulted with its stakeholders at various meetings. The key topics raised were confidence, service quality, customer satisfaction, responsible investment, cost efficiency and quality of staff.	Yes

Report profile	Page	Section	Explanation and any omissions	External assurance
G4-28 Reporting period	171	Scope		Yes
G4-29 Date of the most recent report	170	Scope		Yes
G4-30 Reporting cycle	171	Combined report		Yes
G4-31 Contact point for questions about the report or its contents	172	Applied guidelines and benchmarks	Bottom of the page	Yes
G4-32 a. The 'in accordance' option chosen by the organisation b. The table containing the GRI indicators	171/ 172	Global Reporting Initiative guidelines This GRI index		Yes
G4-33 The policy and current practice concerning the external assurance of the report	171 174	Reporting criteria PwC assurance report		Yes

Governance	Page	Section	Explanation and any omissions	External assurance
G4-34 The governance structure of the organisation	19 58	Governance and organisation Embedding of CSR		Yes

Ethics and integrity	Page	Section	Explanation and any omissions	External assurance
G4-56 Description of the values, principles, standards and behavioural standards within the organisation, such as a code of conduct	39	Compliance Charter, Code of Conduct and Internal Policies/Banker's Oath/Privacy		Yes

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
Economic				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59 61 61/58/ 67/87	Material subjects table See from page 61 how MN deals with responsible implementation Responsible implementation + embedding of CSR + Looking ahead to 2016: Pensions + Summary of results and ambitions in 2015		Yes
G4-EC1 The direct economic values	105	Financial statements key figures	Reporting on a country by country basis is not relevant in the case of MN. MN does not report on community investments. MN prefers to contribute to society by sharing knowledge rather than by making financial contributions.	Yes
Environmental aspect: emissions				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59 74-77/ 99 58/87	Material subjects table See from page 99 how MN calculates its purchasing and the carbon footprint Embedding of CSR + Summary of results and ambitions in 2015		No
G4-EN15 Total direct emissions of greenhouse gases according to weight (Scope 1)	99-101	MN's carbon footprint		No
G4-EN16 Total indirect emissions of greenhouse gases according to weight (Scope 2)	99-101	MN's carbon footprint		No
G4-EN17 Other relevant indirect emissions of greenhouse gases according to weight (Scope 3)	99-101	MN's carbon footprint		No

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
Environmental aspect: emissions				
G4-EN19 Initiatives to lower emissions	99	MN's carbon footprint	In 2015, these measures included: <ul style="list-style-type: none"> • creating 12 charging points in the car park; • introducing larger waste bins with better possibilities to separate waste; • reducing air travel, partly from a cost point of view and partly to lower emissions and partly as a result of the sale of MN UK; • consuming less electricity as a result of various measures. 	No
Employment				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59 89 58	Material subjects table See from page 89 how MN guarantees the quality of its staff Embedding of CSR		Yes
G4-LA1 Total number and details of new employees and employee turnover by age group, gender and region	90	MN staff	Division by region in not relevant in the case of MN Entered service Age <30: 55 entered service (34 men/21 women) Age 30-50: 63 entered service (32 men/31 women) Age >50: 4 entered service (3 men/1 woman) Left service Age <30: 21 left service (11 men/10 women) Age 30-50: 61 left service (33 men/28 women) Age >50: 31 left service (21 men/10 women)	Yes

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
Occupational health and safety				
DMA a. State why the subject is material and the impact of the subject.	59	Material subjects table		Yes
b. State how the organisation deals with the material subject and its impact.	96	See from page 96 how MN guarantees the health and vitality of its staff		
c. Evaluation of the management approach.	58	Embedding of CSR		
G4-LA6 Injury, occupational diseases, lost day and absenteeism rates and the number of work-related fatalities per region.	96	Vitality/absenteeism	Division by region is not relevant in the case of MN. In the report of absence due to illness, MN makes no distinction according to gender. Given the nature of the business activities, reporting on fatal accidents is not relevant in MN's case.	Yes
Training and education				
DMA a. State why the subject is material and the impact of the subject.	59	Material subjects table	Section: Transformation	Yes
b. State how the organisation deals with the material subject and its impact.	91	See from page 91 how MN guarantees the quality and training needs of its staff		
c. Evaluation of the management approach.	58	Embedding of CSR		
G4-LA9 Average hours of training per year by gender and employee category	91/92	Development and training	MN makes no distinction in its training policy according to gender or employee category. MN reports the investments in development and training on the basis of budget and not on the basis of hours. This offers the desired insight for MN.	Yes

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
Diversity and equal opportunities				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59 19/20/ 45/99 19-20/ 45/58/ 92-93	Material subjects table Page 19/20 Governance and organisation in the Executive Board report, see page 45 in the Statement by the Supervisory Board and page 99 Diversity and equal opportunities		Yes
G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	90 92 166- 169	MN staff Diversity and equal opportunities Personal details and diversity of the Supervisory Board and Executive Board members		Yes
Supplier assessment for labour practices				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59 102 58	Material subjects table See from page 102 how MN guarantees sustainable purchasing Embedding of CSR		No
G4-LA14 Percentage of new suppliers that were screened using labour practices criteria	102	Sustainable purchasing		No
Supplier assessment for human rights				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59 102 58	Material subjects table See from page 102 how MN guarantees sustainable purchasing Embedding of CSR		No
G4-HR10 Percentage of new suppliers that were screened using human rights criteria	N/A	Sustainable purchasing		No

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
Anti-corruption				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59	Material subjects table		Yes
	38	See on page 38 how MN deals with integrity and compliance		
	58	Embedding of CSR		
G4-S03 Total number and percentage of measures taken related to corruption and the significant risks identified	N/A		MN issues qualitative reports on risks relating to corruption and fraud in the quarterly compliance report. MN does not have information currently available to calculate this indicator. In 2016, MN will assess the possibilities to further substantiate this issue.	Yes
Compliance				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59	Material subjects table		Yes
	38	See on page 38 how MN deals with integrity and compliance		
	58	Embedding of CSR		
G4-S08 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	N/A		No fines have been imposed on MN.	Yes
Product and service labelling				
DMA a. State why the subject is material and the impact of the subject. b. State how the organisation deals with the material subject and its impact. c. Evaluation of the management approach.	59	Material subjects table		Yes
	63	See from page 63 the situation regarding customer satisfaction and cost control		
	58/87	Embedding of CSR + Summary of results and ambitions in 2015		

G4-PR5 Results of surveys measuring customer satisfaction	63	Member and employer satisfaction	MN issues qualitative reports on customer satisfaction at the express request of its stakeholders. In 2015, the first evaluation meetings were held and this way of customer satisfaction assessment will be continued in 2016. In 2016, MN will assess the possibilities to further substantiate this issue.	Yes
Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
Customer privacy				
DMA a. State why the subject is material and the impact of the subject.	59	Material subjects table		Yes
b. State how the organisation deals with the material subject and its impact.	39	Read more about privacy at MN on page 39		
c. Evaluation of the management approach.	58	Embedding of CSR		
G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	39	Privacy	There are no known complaints regarding this issue.	Yes
Compliance				
DMA a. State why the subject is material and the impact of the subject.	59	Material subjects table		Yes
b. State how the organisation deals with the material subject and its impact.	31	See from page 31 how MN has substantiated its risk management		
c. Evaluation of the management approach.	58	Embedding of CSR		
G4-PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	N/A		No fines have been imposed on MN.	Yes

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
FSI: Product portfolio sector disclosure				
<p>G4-DMA Product portfolio Policy with specific social and environmental elements applied within the business units.</p> <p>Procedures for assessing and analysing environmentally-related and social risks within business units.</p> <p>Processes for monitoring the way in which customers implement and comply with environmentally-related and social requirements in agreements or transactions.</p> <p>Processes for improving the skills of staff with regard to environmentally-related and social policy and procedures as applied within business units.</p> <p>Interaction with customers, investors and business partners regarding social and environmentally-related risks and opportunities</p>	<p>59</p> <p>72</p> <p>58</p>	<p>Material subjects table</p> <p>See from page 72 how MN substantiates its policy concerning responsible investment</p> <p>Embedding of CSR</p>		Yes
<p>G4-FS7 Monetary value of products and services developed to generate a specific social advantage for every business unit, divided according to objective.</p>	<p>78</p> <p>81</p>	<p>ESG integration</p> <p>Responsible investment</p>	<p>MN issues qualitative reports on the entire percentage of ESG integration. It is not yet possible to quantify ESG integration per objective. In 2016, an assessment will be made to see whether this is possible.</p>	Yes

Material subjects and indicators	Page	Section	Explanation and any omissions	External assurance
FSI: Active ownership sector disclosure				
G4-DMA Active ownership Voting policy applied to environmentally-related or social issues for equity for which the reporting organisation has a voting right or issues voting advice.	59 81 58/87	Material subjects table See from page 81 how MN substantiates its opportunities to exercise control and influence on investments in its portfolio Embedding of CSR + Summary of results and ambitions in 2015		Yes
G4-FS10 Percentage and number of companies in the portfolio (AUM) with which the business has had contact regarding the social or environmental aspects of investments	81 81-85	Voting Engagement	In 2015, MN voted on behalf of clients and fund customers at 3,190 meetings, which corresponds to 94.3% of all meeting at which MN was entitled to vote. In 2015, MN had contact with 42 companies in the context of the engagement programme. There were fewer contacts than last year as the emphasis was on reviewing policy.	Yes
G4- FS11 Percentage of the assets subject to positive and negative environmentally-related or social screenings	78	ESG integration		Yes

MN material subjects and GRI indicator cross table

MN material subjects	Corresponding GRI aspects	Boundary per material aspect within and outside the organisation, per entity and geographical location
1. Confidence in MN	Economic performance Product portfolio Compliance Anti-corruption Customer privacy Compliance	Material within the organisation: MN offices in the Netherlands and London Material outside the organisation: shareholders, clients, suppliers, employers, employees and pension scheme members.
2. Quality of service provision	Product and service labelling	Material within the organisation: MN offices in the Netherlands Material outside the organisation: clients, employers, employees and pension scheme members
3. Customer satisfaction	Product and service labelling	Material within the organisation: MN offices in the Netherlands Outside the organisation: clients and pension scheme members
4. Responsible investment	Financial product portfolio ¹ Active ownership	Material within the organisation: MN offices in the Netherlands and London Material outside the organisation: clients, suppliers (external managers), employers, employees and pension scheme members
5. Cost efficiency	Economic performance	Material within the organisation: MN offices in the Netherlands Material outside the organisation: clients, employers, employees and pension scheme members
6. Quality of staff	Training and education Diversity and equal opportunities Employment Health and safety at work	Material within the organisation: MN offices in the Netherlands Material outside the organisation: clients, employers, employees and pension scheme members Material within the organisation: MN offices in the Netherlands Material within the organisation: MN offices in the Netherlands Material within the organisation: MN offices in the Netherlands
7. MN carbon footprint	Environmental aspect: emissions	Material within the organisation: MN offices in the Netherlands
8. Sustainable purchasing	Supplier assessment for labour practices Supplier assessment for human rights	Material within the organisation: MN offices in the Netherlands Material outside the organisation: suppliers