

GRI Index

BNG Bank

In this document, BNG Bank¹ will report in
accordance with the GRI system. In accordance
with G3, the table below includes all GRI
indicators being reported – where applicable –
with notes and/or references to the annual
report and the pages and web pages
containing the information concerned.²
The GRI Index forms an integral part of
BNG Bank's 2013 Annual Report.

1 'BNG Bank' is the name, effective March 2013, for the entire group, including subsidiaries BNG Vermogensbeheer and BNG Gebiedsontwikkeling. Where necessary or useful, the subsidiaries will be referred to specifically in this matrix.

2 This is an unofficial translation of the GRI index 2013 (GRI-index BNG Bank 2013.pdf), which is provided for convenience purposes only. At certain indicators reference is made to the Dutch website. In the event of any ambiguity, the Dutch text will prevail.

GRI INDEX		NOTES
STRATEGY AND ANALYSIS		
<u>1.1</u>	CEO's declaration	See foreword.
<u>1.2</u>	Description of the most important consequences, risks and opportunities in the area of CSR	See the corporate social responsibility (CSR) section in the Annual Report and BNG Bank's corporate social responsibility (CSR) policy .
ORGANIZATIONAL PROFILE		
<u>2.1</u>	Name of organization	N.V. Bank Nederlandse Gemeenten ³ .
<u>2.2</u>	Products and services	BNG Bank provides customized financial services, ranging from loans and advances, payment services, consultancy, electronic banking and asset management via subsidiary BNG Vermogensbeheer. BNG Bank also participates in public-private partnerships (PPS) via its subsidiary BNG Gebiedsontwikkeling.
<u>2.3</u>	Operational structure	For the operational structure of BNG Bank and its two fully owned subsidiaries BNG Vermogensbeheer B.V. and BNG Gebiedsontwikkeling B.V., see the relevant websites bngbank.nl ; bngvermogensbeheer.nl and bnggo.nl . For further information, see the section on the organization, and Appendix A of the Annual Report . The bank's main collaborative arrangements pertain to its outsourcing relationships with Centric Financial Solutions & Services B.V. and Institutional Trust Services B.V.
<u>2.4</u>	Location of headquarters	The Hague.

³ Name according to the Articles of Association.

2.5	Countries where established	The Netherlands.
2.6	Legal form	A publicly held corporation under Dutch law with the following shareholders: the State of the Netherlands, municipalities, provinces and a district water board.
2.7	Markets	BNG Bank focuses primarily on Dutch government authorities and public housing, healthcare, education and public utilities institutions. The bank provides limited financial services to governments and institutions in other EU Member States. For the purpose of obtaining funding, BNG Bank is active on the international money and capital markets.
2.8	Business size	See the selected financial data and the section on products and services of the Annual Report .
2.9	Organizational changes	No changes took place in the organization, nor in the supply chain.
2.10	Awards	BNG Bank secured second place in Global Finance magazine's ranking of the World's Safest Banks in 2012 and 2013. It was placed sixteenth on the 2013 Transparency Benchmark of the Ministry of Economic Affairs.
REPORTING PARAMETERS		
3.1	Reporting period	1 January 2013 through to 31 December 2013. The 2013 Annual Report integrates financial and CSR reporting. The financial statements and the explanatory notes were published on March 10, 2014, prior to the publication of the integrated report. The full Annual Report will be published on 25 April 2014. In the light of the bank's public role and in accordance with the principle of due care, it is the bank's policy to publish the Annual Report following the approval of the shareholders. BNG Bank's shareholders are government authorities. The report is sent to and received by the shareholders well in advance.

3.2	Previous report	BNG Bank 2012 Annual Report .
3.3	Reporting cycle	Annual.
3.4	Contact person(s)	See publication details in the Annual Report .
3.5	Process content report	<p>The 2013 Annual Report complies with the current laws and regulations. The 2013 Annual Report integrates the CSR report, including its subsidiaries BNG Vermogensbeheer and BNG Gebiedsontwikkeling. It should be noted that the CSR policy set out in the relevant sections of the report is based on a previous survey conducted among stakeholders. Materiality is depicted in a diagram in the section on BNG Bank's CSR policy. All of the managers at the bank were involved in determining topics of a material nature. The 2013 GRI Index and CSR policy, which form an integral part of this report, have been published on bngbank.nl, together with the 2013 glossary. The relevant sections of the Annual Report were drawn up in accordance with the Global Reporting Initiative (GRI) guidelines, including the GRI sector supplement for the financial sector, application level A+. The documents were audited the bank's Internal Audit Department and by Ernst & Young Accountants LLP. A separate assurance report by Ernst & Young Accountants LLP, which sets out the scope and depth of the audit process, is included in this report.</p>
3.6	Scope	The information relates to BNG Bank (including BNG Vermogensbeheer and BNG Gebiedsontwikkeling). The scope remains the same as the 2012 report.
3.7	Scope limitations	BNG Bank reports on the entire organization.

3.8

Basis for reporting on collaborative arrangements and subsidiaries

BNG Bank reports on the entire BNG Bank organization, including its subsidiaries BNG Vermogensbeheer and BNG Gebiedsontwikkeling. BNG Bank applies a supply policy which is explained in the section chain on BNG Bank's [CSR policy](#). However, in its reporting the bank does not include any information on subcontractors and suppliers, such as Centric FSS, as this would scarcely provide added value.

3.9

Techniques and principles for measuring data

Sources of data include staff records, financial reports, incident registration, the registration of reports from internal confidential counselors and the Compliance/ Compliance Officer and the energy consumption records maintained by Facility Management.

Assumptions/estimates have been made to calculate the organization's CO₂ footprint. This concerns the estimated total office floor space and gas and electricity consumption. The number of kilometers driven by employees in their own cars for business purposes is unknown. However, a conservative estimate of the private use of leased cars amply compensates for the above. The quantity of waste was calculated on the basis of the number of containers emptied (volume) multiplied by the specific weight of the waste type. This calculation assumes that each container offered for emptying was 80% full. The methodologies are set out in work instructions. In terms of accuracy, BNG Bank deems the inherent limitations attached to the estimates as non-material. The CSR information is audited internally and by an external party.

Non-standard application of GRI indicator:

- EC9: BNG Bank's core activity is to provide funding to government authorities and public sector institutions as cost effectively as possible. This represents an indirect contribution to the Dutch economy and Dutch society, as described in the Annual Report. The GRI indicator that best expresses the indirect influence on the economy and other partners in the financial chain is EC9, which requires the organization to report on the indirect impact of its activities on the economy.

3.10	Reformulations	N/A.
3.11	Changes in scope	The scope and/or methodologies used to draw up the report remain unchanged.
3.12	GRI Table of Contents	See the left-hand column of this GRI Index.
3.13	Policy on external assurance	The external auditor of BNG Bank (Ernst & Young Accountants LLP) offers reasonable assurance on the CSR components of the 2013 Annual Report. The relationship between BNG Bank and its external auditor is that of a client/contractor respectively. The Managing Director-Secretary was directly involved in the process. He provides direct feedback to the Executive Board. The President of the Executive Board is the Board member responsible for CSR policy.
BOARD, OBLIGATIONS AND INVOLVEMENT		
4.1	Board structure	The organization is managed by the Executive Board. Special Executive Board meetings are as follows: 1) Management-level discussions, 2) Asset & Liability Committee. Furthermore, the bank has established the following committees, each headed by a member of the Executive Board: 3) Credit Committee, 4) Investment Committee, 5) Financial Counterparties Committee, and 6) Capital Budgeting Committee and Financial Regulation. The President of the Executive Board is responsible for the bank's CSR policy and its implementation. The section on BNG Bank's CSR policy describes the management approach to CSR. CSR is a topic addressed during management meetings. The bank's activities are supervised by the Supervisory Board. The CSR policy is discussed during meetings of the Supervisory Board's Market Strategy Committee and approved by the Supervisory Board.

4.2	Chairman of the highest administrative body	N/A. BNG Bank has a two-tier board, whereby management and supervision are divided between the Executive Board and the Supervisory Board respectively.
4.3	Independent board	N/A. See 4.2.
4.4	Mechanisms for recommendations and employee participation	Each BNG Bank shareholder has the formal right to submit written proposals for the agenda of the general meeting of shareholders. All BNG Bank employees, including those of BNG Vermogensbeheer and BNG Gebiedsontwikkeling, are formally represented by the elected Works Council, which holds regular meetings with the Executive Board (six meetings a year).
4.5	Link between performance and compensation	See the report of the Supervisory Board in the Annual Report. See also the remuneration policy.
4.6	Processes to avoid conflicts of interest	The Supervisory Board supervises the activities of the Executive Board. Internal supervision of the Executive Board is the responsibility of the Compliance Officer and the head of the Internal Audit Department (IAD). A number of internal regulations exist aimed at avoiding conflicts of interest, such as those concerned with private investment transactions, segregation of information, loans to members of the Executive Board, sideline activities, accepting gifts from business relations and private transactions with suppliers. BNG Vermogensbeheer has its own specific policy aimed at avoiding conflicts of interest.

4.7

Process for determining qualifications and knowledge

BNG Bank has disposal of an Executive Board profile and a Supervisory Board profile. If there is a vacancy, an individual profile is drawn up based on a review of the requisite knowledge and experience. BNG Bank has adopted a competence-based management approach. As part of continuing education and in accordance with the Banking Code, the Supervisory Board and the Executive Board participate in a customized program each year. See the and knowledge report of the Supervisory Board and bngbank.nl.

4.8

Internally developed mission statements, codes of conduct, declarations of intent with regard to economic, environmental and social performance

The bank has a Company Code of Conduct and associated internal regulations and procedures. See also the CSR objectives and bngbank.nl. The BNG Company Code of Conduct was drawn up by the Head of Human Resources in association with the Compliance Office and a Communications Department advisor. Following Executive and Supervisory Board approval of the Code, it was distributed internally to the employees, together with background information explaining the reasons for the code. The President of the Executive Board is the executive responsible for the Company Code. On commencing employment, particular attention is paid to the integrity of employees and executives. BNG Bank pursues a pre-employment screening policy. New employees receive the Company Code when entering employment.

4.9

Procedures of the highest administrative body for supervising the legitimacy of the organization and management of economic, environmental and social performance

The management approach to the GRI indicator categories is set out in the section on BNG Bank's [CSR policy](#). The internal risk management and control systems are described in the Corporate Governance section in the Annual Report. The management systems are periodically audited by the Internal Audit Department (IAD). The IAD provides an opinion on the quality and reliability of the systems.

4.10	Processes for evaluating the organization's own performance	The business processes of BNG Bank, including its subsidiaries, are subject to regular audits by the Internal Audit Department (IAD). Each year, the IAD assesses the CSR sections of the Annual Report and the GRI Index which includes environmental and social aspects. The Supervisory Board assesses the performance of the Executive Board each year; see the report of the Supervisory Board in the Annual Report . The performance of the Supervisory Board is evaluated annually by an external supervisor who is recruited for this purpose once every three years.
4.11	Notes on the precautionary principle	New products and services are subject to the product approval process of the bank or BNG Vermogensbeheer. New lending by the bank as well as new projects undertaken by BNG Gebiedsontwikkeling are subjected to prior risk assessment. Also see bngbank.nl .
4.12	Externally developed economic, environment-related and social charters	BNG Vermogensbeheer is a signatory to the UN Principles for Responsible Investment. BNG Vermogensbeheer collaborates with Sustainalytics and uses Sustainalytics data for the purpose of its investment funds and for mandated client investment portfolios in consultation with the relevant clients.
4.13	Membership of associations	BNG Bank is a member of the Dutch Banking Association. BNG Bank employees participate on boards, committees and working groups. Furthermore, BNG Bank is a member of the European Association of Public Banks (EAPB). BNG Vermogensbeheer is a member of the Dutch Fund and Asset Management Association. BNG Bank, including BNG Vermogensbeheer, is a member of the Dutch Securities Institute.
4.14	List of stakeholder groups	See BNG Bank's CSR policy .
4.15	Selection of stakeholders	See BNG Bank's CSR policy .

[4.16](#) Involving stakeholders

See BNG Bank's [CSR policy](#).

[4.17](#) Stakeholder themes

See the CSR section in the 2013 [Annual Report](#) and BNG Bank's [CSR policy](#).

ECONOMIC INDICATORS

[EC1/FSSS](#)

Direct economic value

See the financial statements in the [Annual Report](#), the [selected financial data](#) and the CSR section in the Annual Report as well as BNG Bank's [CSR policy](#).

[EC2](#)

Financial implications due to climate change

In respect of climate change, models and initiatives have been developed for financing sustainable investments for clients, such as solar panels and the greening of buildings, in which various parties are involved. See the CSR section in the [Annual Report](#). The volume of lending is difficult to estimate since at present this is largely carried out by means of balance-sheet financing and there is no way of knowing in advance whether or to what extent the loans concerned are intended for financing sustainable investments. The CSR section in the Annual Report provides further information on this topic.

[EC3](#)

Defined benefit plan obligations

See the accounting policies for the consolidated financial statements in the Annual Report under Employee benefits.

[EC4](#)

Financial assistance received from government

The State of the Netherlands and almost all municipalities and provinces in the Netherlands, as well as a water board are BNG Bank shareholders. BNG Bank receives no other form of financial support or financial benefit from the government.

EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations	BNG Bank is a signatory to the General Bank Collective Labor Agreement for the Banking Industry and employs a job evaluation system.
EC6	Policy on locally based suppliers at significant locations of operation	N/A. BNG Bank operates on the Dutch and international markets. BNG Bank is a service provider and performs no activities that impact significantly on local economies in the manner referred to.
EC7	Procedures for hiring at foreign branches	N/A. BNG Bank is established at one location in the Netherlands. Employees are recruited and selected from the Dutch labor market and mainly originate from the Netherlands. BNG Bank deems the Dutch market as the local market.
EC8	Development and impact of infrastructure investments and services	N/A. BNG Bank operates on the Dutch and international markets and has no operations in developing countries. Incidentally, as part of a consortium BNG Bank finances infrastructure investments in the Netherlands arising from public-private partnerships, using design-build-finance-maintain-operate (DBFMO) or other constructions.
EC9	Understanding and describing significant economic impacts, including the extent	The services provided by BNG Bank contribute indirectly to efforts to keep the costs of social provisions for Dutch citizens as low as possible. The services provided by BNG Bank also contribute to the quality of the infrastructure of the Netherlands, the affordability of public-sector rented accommodation and the accessibility of education and healthcare. Long-term loans to these client groups – public sector, housing associations, healthcare and educational institutions – amounted to € 78.7 billion for the year ending December 31, 2013, 95% of the bank's long-term loan portfolio (2012: € 76.5 billion, 94%). See also the CSR section in the Annual Report .

MARKET SEGMENTS	2013	2012	2011
Public sector	28,119	27,017	26,078
Social housing	42,383	41,506	41,654
Healthcare	7,391	7,111	6,882
Education	828	830	792
TOTAL	78,721	76,464	75,406

THE ENVIRONMENT

EN1	Materials used by weight or volume	See EN22 for the tables showing consumption and emission figures and waste broken down into direct and indirect energy consumption. These tables also include the use of office paper.
EN2	Percentage of materials used that are recycled input materials	N/A. BNG Bank uses no recycled input materials.
EN3	Direct energy consumption	See EN22.
EN4	Indirect energy consumption by primary source	See EN22 and EN12.

EN5	Energy saved due to conservation and efficiency improvements	See EN16 and EN18.
EN6	Initiatives to provide reductions in energy requirements	N/A. BNG Bank is a financial institution whose products and services do not require energy.
EN7	Initiatives to reduce indirect energy consumption	BNG Bank has modified its lease car scheme, which now focuses on a maximum level of CO ₂ emissions per kilometer. See EN18.
EN8	Total water withdrawal by source	N/A. BNG Bank is a financial service provider with a single office building. See EN22.
EN9	Water sources, significantly affected by withdrawal of water	N/A. BNG Bank is a financial service provider with a single office building. See EN22.
EN10	Percentage and total volume of water recycled or reused	N/A. BNG Bank is a financial service provider with a single office building. See EN22.

EN11	Location and size of land owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas	N/A. BNG Bank is a financial service provider with limited office space in The Hague and exercises no influence in this regard.
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	N/A. The consequences of loans from BNG Bank may indirectly impact biodiversity. The investments financed by BNG Bank's loans are effected in the Netherlands and any biodiversity issues are usually addressed, either partially or fully, in the financing application phase through license application procedures and by virtue of applicable laws and regulations, etc.
EN13	Habitats protected or restored	N/A. BNG Bank is a financial service provider and conducts no activities affecting biodiversity in protected areas.
EN14	Strategies, current actions and future plans for managing impacts on biodiversity	N/A. BNG Bank is a financial service provider and conducts no activities affecting biodiversity in protected areas.

EN15

Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk

N/A. BNG Bank is a financial service provider and conducts no activities affecting biodiversity in protected areas.

EMISSIONS, WASTE AND WASTE WATER

EN16/FSSS

Total direct and indirect emissions of greenhouse gases by weight

BUSINESS TRIPS	2013	2012	2011
By lease car	Liters of fuel	Liters of fuel	Liters of fuel
Petrol	88,034	91,015	87,197
Diesel	46,063	48,656	62,348
	km	km	km
By airplane	498,414	556,900	461,600

With effect from its 2013 [Annual Report](#) BNG Bank no longer reports the number of business kilometers driven but the liters of fuel consumed by its lease cars instead. The figures of 2011 and 2012 have been amended to this. This more accurately reflects the results of BNG Bank's policy to monitor CO₂ emissions for lease cars and responsible driving behavior by drivers with fuel efficiency in mind.

EN17

Other relevant greenhouse gas emissions

N/A. BNG Bank is a service provider based in an office building, with no other greenhouse-gas generating activities.

EN18

Initiatives to reduce greenhouse gas emissions by weight

In 2013 a modified lease car scheme entered into force. For each lease vehicle category, maximum permissible CO₂ emissions of 160/180 grams/kms were defined for petrol engine vehicles and 140/170 grams/kms for diesel engine vehicles. Responsible driving behavior with fuel efficiency in mind is also monitored. The modified scheme offers the option to use electric and plug-in hybrid vehicles. A public transportation business travel pass is a further option offered.

The calculation of CO₂ emissions was adjusted. Through to 2012 BNG Bank applied the international conversion factors stated in the Greenhouse Gas (GHG) Protocol, those of the Department for Environment, Food and Rural Affairs (Defra in the UK) and those set out in the EC IPPC (Industrial Emissions) Directive. Since BNG Bank operates solely on the Dutch market, in 2013 it was decided to no longer apply the international conversion factors but from now on to use the standard, generally accepted conversion factors in the Netherlands in accordance with the CO₂ performance ladder instead, barring one exception. Green power is extrapolated as being climate-neutral (0 grams CO₂/kWh). The figures for the previous years are restated using these factors. CO₂ emissions per FTE fell slightly over 2012.

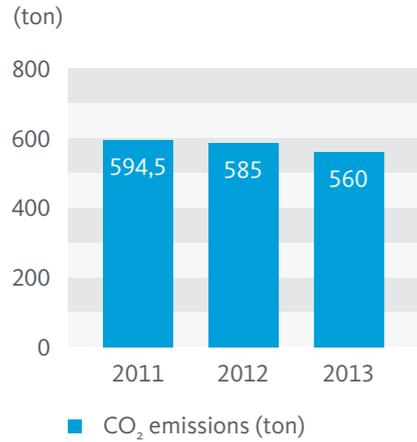
Fuel consumption by the lease vehicle fleet fell as did the number of aircraft kilometers. Due to the relatively cold winter and cold spring energy consumption rose (the weighted degree days in 2013 increased 8% over 2012). With respect to sustainable procurement, 3.5% of the office supplies purchased was 'green' (2012: 50%). The drop pertains to the stricter definition of 'green article'. The toner cartridges used by BNG Bank are no longer classified in this category. They form a substantial part (around 40%) of total expenditure on office supplies. In early 2014 BNG Bank began testing a toner cartridge designated as a 'green article'.

EN19	Emissions of ozone-depleting substances by weight	N/A. BNG Bank is an office-based organization.
EN20	NO _x , SO _x and other significant air emissions by type and weight	N/A. BNG Bank is an office-based organization.
EN21	Total water discharge by quality and destination	N/A. BNG Bank is an office-based organization.

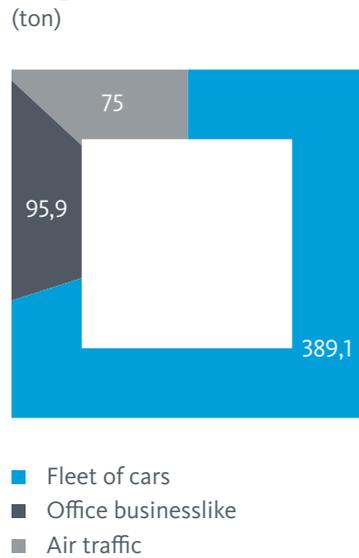
EN22

Total weight of waste by type and disposal method

CO₂ EMISSIONS



CO₂ EMISSIONS



* In 2013 BNG Bank employed 243.6 FTEs; BNG GO 16.0 FTEs and BNG VB 12.3 FTEs.

** CO₂ emissions are calculated on the basis of data concerning the use of leased cars, natural gas, kilometers traveled by air, electricity and heating.

Also see EN1, EN3, EN4, EN8, EN9 and EN10. We have opted to include a summary table under EN22 to enable proper comparison with previous years.

OVERVIEW OF CONSUMPTION AND EMISSIONS	2013		2012		2011	
	Total	Per FTE*	Total	Per FTE	Total	Per FTE
Consumption						
Electricity (MWh)	1,480	5.4	1,401	5.0	1,362	4.9
District heating (excl. BNG Gebiedsontwikkeling)	2,939	11.5	2,326	9.1	2,123	8.5
Natural gas (m ³) (excl. BNG Gebiedsontwikkeling)	7,007	437.9	6,275	261.5	5,666	209.9
Water consumption (m ³)	1,990	7.3	1,867	6.7	2,021	8.1
Emissions						
CO ₂ emissions (ton)**	560.0	2.1	585.0	2.1	594.5	2.1

OVERVIEW OF WASTE	2013		2012		2011	
	Total	Per FTE	Total	Per FTE	Total	Per FTE
Consumption						
Paper (kg)	23,721	87.2	9,960	35.7	10,061	36.2
Plastic (kg)	0	0.0	0	0.0	800	2.9
Wood (kg)	1,200	4.4	1,600	5.7	1,200	4.3
Minor chemical waste (kg)	45	0.2	0	0.0	0	0.0
Residual waste (kg)	16,536	60.8	16,051	57.7	17,109	61.6
TOTAL (KG)	41,502	152.6	27,611	99.0	29,170	105.0

The waste figure calculations are based on estimates. The monetary value has not been calculated due to the fact that the results achieved by BNG Bank are relatively small and are therefore deemed non-material to the bank. The rise in the volume of waste offered relates to a clean-up of the BNG Bank archives.

EN23

Total number and volume of significant spills

N/A. BNG Bank is an office-based organization.

EN24

Weight of transported, exported or treated waste deemed hazardous under the Basel Convention Annex I, II, III and VIII and percentage of transported waste shipped internationally

N/A. BNG Bank is an office-based organization.

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

N/A. BNG Bank is an office-based organization.

PRODUCTS AND SERVICES

EN26

Initiatives to mitigate the environmental impacts of products and services and the extent of such mitigation

N/A. BNG Bank does not provide any financial services linked to initiatives to mitigate the environmental impacts.

EN27	Percentage of products sold and their packaging materials that are reclaimed by category	N/A. BNG Bank is a service provider.
EN28	Fines and sanctions for non-compliance with environmental laws and regulations	In 2013 no sanctions or fines were imposed on BNG Bank, including its subsidiaries, for non-compliance with environmental laws and regulations. In 2013 no lawsuits were brought against BNG Bank, including its subsidiaries, for non-compliance with environment laws and regulations.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations and transporting members of the workforce	The environmental impact of transporting members of the workforce is the only factor relevant to BNG Bank. This is included in the CO ₂ footprint. The impact is not significant.
EN30	Total environmental protection expenditures and investments by type	N/A. BNG Bank is an office-based organization.

SOCIAL INDICATORS

LA1

Workforce profile

EMPLOYEES BY AGE GROUP AND GENDER

GROUP	2013			
	Total	Male	Female	FTE
Age				
0 – 34	30	22	8	30.0
35 – 44	106	64	42	100.3
45 – 54	96	67	29	90.9
55 – 64	51	43	8	50.3
65 and older	1	1	0	0.4
TOTAL	284*	197	87	271.9

GROUP	2012			
	Total	Male	Female	FTE
Age				
0 – 34	37	27	10	36.7
35 – 44	109	66	43	103.0
45 – 54	104	77	27	98.9
55 – 64	41	32	9	40.0
65 and older	1	1	0	0.4
TOTAL	292*	203	89	279.0

	2011			
	Total	Male	Female	FTE
Age				
0 – 34	42	22	20	41.5
35 – 44	104	67	37	97.7
45 – 54	105	77	28	99.9
55 – 64	39	30	9	38.0
65 and older	2	2	0	0.7
TOTAL	292*	198	94	277.8

BNG does not record any diversity data other than age and gender.

* This figure excludes the Supervisory Board members and redundant employees.

EMPLOYEE TURNOVER BY AGE GROUP AND GENDER

GROUP	2013		
	Male	Female	Total
Age			
0 – 34	2	1	3
35 – 44	1	0	1
45 – 54	9	0	9
55 – 64	3	1	4
65 and older	0	0	0
TOTAL	15	2	17

GROUP	2012			2011		
	Male	Female	Total	Male	Female	Total
Age						
0 – 34	0	3	3	1	2	3
35 – 44	3	1	4	2	2	4
45 – 54	2	1	3	2	0	2
55 – 64	2	2	4	2	0	2
65 and older	1	0	1	2	0	2
TOTAL	8	7	15	9	4	13

SUPERVISORY BOARD BY AGE AND GENDER

GROUP	2013		
	Male	Female	Total
Age			
45 – 54	1	1	2
55 – 64	3	1	4
65 and older	2	1	3
TOTAL	6	3	9

GROUP	2012		
Age	Male	Female	Total
45 – 54	1	0	1
55 – 64	4	2	6
65 and older	1	1	2
TOTAL	6	3	9

2012			2011		
Male	Female	Total	Male	Female	Total
0	0	0	0	0	0
4	2	6	4	2	6
2	1	3	2	1	3
6	3	9	6	3	9

2011		
Male	Female	Total
0	0	0
4	2	6
2	1	3
6	3	9

LA2

Net employment

See LA1.

LA3

Benefits provided to full-time employees that are not provided to part-time employees, by major operations

No benefits inapplicable to part-time employees were provided to full-time employees.

LA4

Percentage of employees covered by collective labor agreements

Of the 284 employees, 12 (Executive Board members/Management) fall outside the scope of the General Collective Labor Agreement for the Banking Industry (Algemene Bank-CAO) as at December 31, 2013. This represents approximately 4%.

LA5

Minimum notice period(s) of organizational changes

Pursuant to Article 25 of the Works Councils Act (Wet op de Ondernemingsraden) the employee representative body (Works Council) has the right to be consulted on proposed, major organizational changes in the enterprise. The director of the enterprise has an obligation to offer the Works Council an opportunity to issue advice on the proposed change. This is not subject to a minimum, specific time limit for announcing organizational changes. BNG Bank desires to comply with the above Act and in the event of organizational changes duly seeks advice from the Works Council.

LA6

Percentage of the total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs

The Works Council pursues BNG Bank policy and consults with the Executive Board on these matters. The Works Council formulates employee requirements. The Executive Board must seek advice from the Works Council for decisions concerning financial and organizational matters. The Works Council may, in turn, raise a topic for discussion. It also has the right to be informed. This pertains not only to basic information about BNG Bank but to economic and financial policy as well as social policy.

The Occupational Health and Safety (OHS) Committee established by the Works Council is a legal requirement. It is officially known as the VGWM Committee, the Dutch abbreviation for Health, Safety, Well-Being and the Environment. The committee convenes as a result of legislative amendments and changes relating to occupational health and safety at BNG Bank. Of the workforce, 1.7% is represented on OHS committees (5 employees).

LA7

Rates of injury, occupational diseases, lost days, and absenteeism

The Occupational Health and Safety Service and the occupational physician have a statutory duty to report occupational diseases to the Netherlands Center for Occupational Diseases (NCvB). No occupational diseases were reported in 2013 (or in 2012), no accidents occurred at work and there were no work-related fatalities. BNG Bank takes various preventive measures to minimize sickness absence. Sickness absence remained low and was virtually unchanged at 2.77% (2012: 2.78%). Sickness absence among men (69% of the workforce) amounted to 2.64% (2012: 2.17%). Sickness absence among women (31% of the workforce) amounted to 3.05% (2012: 4.24%). The average age of BNG Bank employees is 46 and their average period of employment with the bank is 13.5 years. The sickness absence figures broken down by bank division and subsidiaries are as follows:

SICKNESS ABSENCE	2013	2012	2011
BNG Bank division	2,59%	2,85%	2,09%
BNG Vermogensbeheer	2,46%	3,51%	4,86%
BNG Gebiedsontwikkeling	5,53%	1,75%	0,93%

CAUSES OF ABSENCE	2013	2012	2011
Psychological disorders	33%	33%	10%
Cardiovascular disorders	4%	0%	8%
Nervous disorders	33%	17%	34%
Bone, joint, muscle disorders	4%	2%	16%
Respiratory disorders	3%	11%	7%
Other disorders	23%	37%	25%

LA8

Education, training, counseling, prevention and risk-control programs

In the banking and insurance industries, psychological disorders and behavioral disturbances cause the highest percentage of absence (40 to 45%). The figure recorded by BNG Bank was 33% in 2013 (2012: 33%). Account should be taken of the fact that sickness absence was low given the relatively lean staffing levels.

BNG Bank has a policy in place aimed at preventing inappropriate behavior. BNG Bank has two internal confidential counselors who were trained for this role by an outside agency. They undergo refresher and further training each year to assist employees in inappropriate behavior cases.

BNG Bank has taken a variety of preventive occupational health and safety measures to prevent sickness absence, such as annual influenza vaccinations and the preventive use of a physiotherapist. BNG Bank regularly offers all employees an opportunity to undergo a general health check. Based on the results individual employees may seek advice or take part in a program tailored to improving their physical condition. Due to the nature of its business activities, there are no roles at BNG Bank that involve a high risk of work-related disease or disorders, except for office-related disorders. Employees draw up a personal development plan together with their manager each year, serving as guidance for their personal development.

LA9

Health and safety topics covered in formal agreements with trade unions

In the Netherlands health and safety matters are regulated under the Working Conditions Act.

LA10

Average hours of training per year per employee, by gender and by employee category

BNG Bank reports on the costs rather than the hours of training because its management systems have not been designed to monitor individual hours. In 2013 training costs amounted to EUR 444,000 (including conferences and seminars). Well over half of the BNG workforce followed a training course or program. Employee training costs averaged EUR 1,564, which is lower than in 2012 (EUR 520,785 in total and EUR 1,784 respectively), partly due to the fact that no bank-wide incompany training programs were organized in 2013.

TRAINING COSTS (EUR)	2013	2012	2011
Total BNG Bank	444,000	520,785	540,000
Average per BNG employee	1,564	1,784	1,840

LA11

Programs for competence-based management and and lifelong learning

The bank's reputation hinges on the professionalism and conduct of its employees. The basic assumption is that each individual employee is responsible for their own personal development. The bank creates the conditions for doing so. Managers are expected to indicate what employees require to enable them to perform to the best of ability. The employee and the manager jointly draw up a Personal Development Plan each year (PDP) which serves as guidance. Furthermore result-oriented agreements are made with BNG employees concerning the results to be achieved, collaboration and customer focus. Most job profiles describe the knowledge and skills required for the relevant position. The extent to which each employee has met the job requirements is determined each year and whether there is any need to make agreements on personal development. BNG has an outplacement program for relevant cases. See the report of the Supervisory Board which explains the continuing education program for the Supervisory and Executive Boards and bngbank.nl.

LA12

Performance and career development

Periodic performance assessment and career development interviews are conducted with employees. See LA11 and the CSR section in the [Annual Report](#) for further information.

LA13

Composition of governance bodies and breakdown of employees by gender, age and other indicators of diversity

See LA1.

LA14

Ratio of basic salary and remuneration of men to women by employee category

BNG Bank applies the comparative job ranking method. A company job database containing part of the existing jobs at BNG Bank was created for this purpose. The positions in the database were defined in accordance with the BASYS method, in other words, by means of a position description, an analysis, grading, substantiation and job group ranking. The database is used to comparatively rank the new positions of individual job holders. In line with the procedure, irrespective of whether they are male or female employees are classified in the salary scale corresponding to the position, if they meet the qualifications. BNG Bank has one place of business. A breakdown by country therefore does not apply.

LA15

Return to work following parental leave, by gender

In 2013 five men and six women took parental leave (11 employees in total), all of whom returned to their 'former' position. In 2012 six men and nine women (15 employees in total) utilized this option, and returned to work in their former position.

HUMAN RIGHTS

HR1

Significant investment agreements and contracts that include human rights clauses or that have undergone compliance screening

N/A.

HR2

Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken

BNG Bank is an institution that operates almost entirely in the Netherlands. Human rights therefore are not of immediate relevance to the bank in view of its services and client groups. Indirectly, attention is devoted to human rights by BNG Vermogensbeheer in its internationally oriented investment policy in that it offers its clients specific mandates and investment funds embracing sustainability. BNG Vermogensbeheer is a signatory to the UN Principles for Responsible Investment. This is one aspect of the responsible growth theme in our policy. Indirectly, human rights are also addressed in the planned increase in sustainable procurement. BNG has no desire to source funds from parties sanctioned by the United Nations. If a country or a party falls under the UN regime, the bank will scale down its position in such a country or party. BNG Bank obtains almost all of its funding from the international money and capital markets. As the purchase and sale of public BNG Bank paper is unrestricted, we have no insight into the current holders. The financial counterparties with whom the bank directly conducts business fall under the bank's Customer Due Diligence (CDD) policy, which is based on ethical business practice requirements stipulated by the Financial Supervision Act (Wet op het financieel toezicht) and on Dutch anti-money laundering legislation.

HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to the operations	N/A. BNG Bank operates in the Dutch market. See HR5 onward.
HR4	Discrimination	Internal stakeholders did not report any incidents of discrimination in 2012.
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.
HR6	Operations identified as having significant risk for incidents of child labor and action taken	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.
HR7	Operations identified as having significant risk for incidents of forced labor and action taken	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.

HR8	Security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	N/A. BNG Bank is established in the Netherlands. It is neither relevant nor necessary for security personnel to undergo human rights training. It is self-evident that human rights should be respected.
HR9	Incidents of violations involving rights of indigenous people and action taken	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.
HR10	Operations that have been subject to human rights reviews and/or impact assessments	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.

SO1	SOCIETY	
	Percentage of operations that implemented local community engagement, impact assessment, and development programs	N/A. BNG Bank is a financial service provider with limited office space. In 2013 several of the bank's employees were involved in information projects, such as 'Money. Just Imagine you have it!' (Geld. Je zult het maar hebben!) for secondary schools, and 'Money Week' (de Week van het Geld) for primary schools.
	Percentage of business units analyzed for risks related to corruption	In principle all BNG Bank business units (including BNG Vermogensbeheer and BNG Gebiedsontwikkeling) undergo a periodic integrity risk assessment by the Compliance Department (the latest full assessment took place in 2011), including the risk of a conflict of interests, such as corruption. In 2013 there was no cause to review the results of the risk assessment.
	Employees trained in organization's anti-corruption policies and procedures	The Company Code of Conduct (the integrity code) was issued to new employees. Four employees attended an induction meeting during which emphasis was, as usual, placed on integrity. Two employees who commenced employment in 2013 will attend the next induction meeting in 2014.
	Action taken in response to incidents of corruption	No incidents of corruption occurred in 2013. No corruption-related lawsuits were brought against BNG Bank (including BNG Vermogensbeheer and BNG Gebiedsontwikkeling).

SO5

Public policy positions and participation in public policy development and lobbying

BNG Bank's specialized financial services help to minimize the cost of social provisions for citizens. BNG Bank thus plays an essential role in the financing of public services. BNG Bank shares are owned by the central government and regional and local authorities. The services provided by BNG Bank support government policy which aims to ensure the sustainability of public finances in the Netherlands. This does not mean that BNG Bank agrees with policy decisions made by the central government in all cases. While cooperating loyally with them, it does make its opinion known to stakeholders. There is no conflict of interest.

SO6

Total value of financial and in-kind contributions to political parties, politicians and related institutions by country

BNG Bank does not make any financial or in-kind contributions to political parties, politicians and related institutions.

SO7

Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes

In 2013 no legal proceedings were instituted concerning anti-trust issues.

SO8

Fines and sanctions

No sanctions or fines published were imposed on BNG Bank or its subsidiaries in 2013 for non-compliance with laws and regulations.

SO9	Operations with significant potential or actual negative impacts on local communities	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.
SO10	Operations measures with significant potential or negative impact on local communities	N/A. The financial services provided by BNG Bank are geared almost entirely towards the Dutch market.
PRODUCT RESPONSIBILITY		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed	N/A. BNG Bank is an organization that provides financial services.
PR2	Incidents of non-compliance concerning health and safety impacts of products and services	N/A. BNG Bank is an organization that provides financial services.

PR3

Type of product and service information required by procedures

In accordance with internal procedures the following product information is required:

	YES	NO
Origin of components		X
Composition		X
Safe use		X
Disposal		X
Other: Duty to disclose information relating to offering investment funds and providing investment services (BNG Vermogensbeheer)	X	

22% of BNG Bank's significant products or services, including those of its subsidiaries, are subject to the duty to disclose information. In 2012 the bank decided to exercise extreme restraint in granting derivatives to clients. The bank maintained this policy in 2013. The collective and individual asset management products offered by BNG Vermogensbeheer are subject to obligations, including the duty to disclose information to clients.

PR4

Total number of incidents concerning product and service information

In 2013 no incidents were reported relating to non-compliance with regulations concerning product information.

PR5

Customer satisfaction

In June 2012 Integron, an external agency, conducted a customer satisfaction survey at BNG Bank's request. Clients gave BNG Bank (including its subsidiaries) an average score of 7.96 in 2012 (2010: 7.6). According to Integron's report, overall the financial sector scored 7.73. The survey will be repeated in 2014.

PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship	BNG Bank is subject to the regulations laid down in the Financial Supervision Act (Wet financieel toezicht) and the Telecommunication Act (Telecommunicatiewet) which sets out provisions for electronic communication and cookies. The Internal Audit Department conducts an annual compliance audit.
PR7	Total number of incidents of non-compliance concerning marketing communications including advertising, promotion and sponsorship	No incidents of non-compliance with external regulations concerning marketing communication and advertising were reported in 2013.
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	No significant incidents occurred in 2013. No complaints were lodged by clients regarding breaches of client privacy or losses of client data.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	No incidents were reported in 2013. No fines were imposed.

FS1

SECTOR-SPECIFIC

Policy with specific environmental and social components relating to business operations

In view of the bank's orientation towards the Netherlands, the Dutch licensing system and the Dutch legal and regulatory framework form the basis of its policy. BNG Bank additionally pursues the following policy:

ENVIRONMENTAL COMPONENT

The manner in which the bank incorporates environmental topics in its lending operations is based on the following principles:

- (1) linked to business activities and the bank's strategy
- (2) positive intention
- (3) win-win situation for the parties involved

BNG Bank identified three approaches to financing sustainable client investments within the scope of its risk management framework and in accordance with the Articles of Incorporation, to the extent such financing is not granted through traditional lending. They are as follows:

- financing in an Energy Service Company context for local and regional authorities. In 2011 BNG Bank had already prepared models using sustainable investments in accommodation and LED street lighting for municipalities;
- financing solar panels for housing associations in collaboration with a private party;
- initiatives aimed at combining small-scale projects to better align the scale of financing by the bank with the principles the bank has set itself.

Through its asset management division, BNG Bank also offers FIDO-proof investment products to clients (in other words products compliant with the Local and Regional Authorities (Funding) Act (Wet fido) with a high Sustainability score.

SOCIAL COMPONENT

SOCIETY

The value of BNG Bank to citizens is reflected in long-term lending at low rates, which reduces the costs of public facilities.

WORKING CONDITIONS

The bank seeks to offer market-based benefits packages to its employees and adheres to the General Bank Collective Labor Agreement. BNG Bank makes adjustments on the basis of training programs and in response to employee satisfaction surveys.

HUMAN RIGHTS

Human rights are not of immediate relevance to BNG Bank. The bank has no desire to accept money from parties sanctioned by the United Nations. If a country or a party falls under the UN regime, the bank will scale down its position in such a country or party. Indirectly, attention is paid to human rights by BNG Vermogensbeheer in its internationally oriented investment policy in that it offers its clients specific mandates and investment funds embracing sustainability. BNG Vermogensbeheer is a signatory to the UN Principles for Responsible Investment.

INTEGRITY

On commencing employment, particular attention is paid to the integrity of employees and executives. BNG Bank pursues a pre-employment screening policy. New BNG employees receive the BNG Company Code of Conduct when entering employment.

For the relevant policies, see also the CSR section in the [Annual Report](#) and the section on BNG Bank [CSR policy](#).

FS2

Procedures for assessing and screening environmental and social risks in business units

The policy described under FS1 was approved by the Executive Board and endorsed by the relevant committee of the Supervisory Board. It was also discussed in detail with the commercial departments. The results of the discussions were used as input for a presentation, which all BNG Bank employees were invited to attend. Various concrete initiatives have now emerged which are expected to result in a credit proposal. A product approval procedure is in place as necessary. During the product approval and credit risk assessment processes transactions are also screened for compliance with legal procedures. Financing sustainable investments is now a regular recurring item on the agenda of client meetings held by the commercial departments.

FS3

Processes for monitoring customers regarding the implementation of and compliance with environmental and social requirements, including requirements in agreements and transactions

Client progress regarding the implementation of and compliance with environmental and social requirements is not monitored. See also the dilemma on 'whether to apply sustainable criteria or not?' in the [CSR policy](#). When talking to clients, they are also asked whether they have any sustainable investment plans focusing on energy savings. Sustainable investment opportunities are also pro-actively discussed with clients. Consultations are held with the initiators of solar energy generation and sustainable accommodation projects to discuss the implementation and financing of such projects. Consultations are furthermore held with the initiators of an organizational model designed to accommodate a range of sustainable projects.

FS4

Process for improving skills of employees in applying social and environmental policy and procedures

Following the above information session for the commercial departments, financing sustainable client investments will be a fixed recurring agenda item during consultations. BNG Bank has a team of employees who specialize in assessing the feasibility of DBFMO projects (the design–build–finance–maintain–operate) approach applied to the transfer of public sector projects to private partnerships). A system of standards for lending and a product approval procedure also apply. For further details, see the CSR section in the [Annual Report](#).

		Internal meetings are organized on relevant topical themes. These meetings are informal and are open to all BNG Bank employees (in the context of 'A Modern BNG' (BNG Bijdetijds)). Eleven meetings were held in 2013. A fixed recurring topic applies to a number of meetings, including training courses enabling employees to improve certain skills.
<u>FS5</u>	Interactions with customers/businesses in which investments are made/business partners about environmental and social risks and opportunities	As stated under FS3, financing sustainable investments is an item on the agenda of meetings held with clients and partners. This has meanwhile spurred growing interest in the possibilities offered by BNG Bank in this area. The bank's key objectives for sustainable investments have been incorporated in policy (FS1).
<u>FS6</u>	Portfolio	See table showing the market segment breakdown under EC9.
<u>FS7</u>	Loans advanced with social significance	The significance of BNG Bank in terms of social value is reflected particularly in long-term lending to core client sectors. See the table under EC9.

FS8

Value of products and services of each business unit with added value for the environment

Investments incorporating environmental criteria. The portfolio is screened by Sustainalytics.

BNG Vermogensbeheer is responsible for investing any surplus cash for clients who wish to do so. Sustainalytics corroborates in its February 10, 2014 report on BNG Fido Kapitaalmarktselect (EUR 305.8 million as at December 31, 2013) and BNG Fido Geldmarktselect (EUR 651.6 million as at December 31, 2013) that the funds are managed in accordance with the sustainability principles. Almost all of the government-related investments incorporated in these funds focus exclusively on countries that have signed and ratified all the principle treaties and conventions pertaining to human rights, employment rights and the environment. Sustainalytics reviews the environmental policies of the various countries, and this therefore forms part of the selection process.

FS9

Coverage and frequency of audits for assessing the implementation of environmental and social policy and risk assessment procedures

An external auditor carries out an annual audit. The audit review includes corporate social responsibility which, in turn, covers the environmental and social component. We have published an integrated Annual Report commencing with our 2012 Annual Report for which the external auditor has issued reasonable assurance. There were no non-compliance issues concerning environmental and/or social policy.

FS10

Percentage of businesses in the portfolio with which there has been communication about environmental and social aspects

Financing sustainable investments is discussed as standard when regularly liaising with clients. See FS16 for further communication activities relating to sustainable investments carried out by BNG Bank.

FS11	Percentage of assets in the portfolio screened for positive and negative environmental and social criteria	BNG Vermogensbeheer had EUR 5.1 billion of client assets under management as at December 31, 2013. BNG Vermogensbeheer maintains prudent investment objectives and applies the principles of the underlying laws and regulations to the local and regional authorities serving as guidance in developing and managing investment portfolios. The organization collaborates with institutions specializing in sustainability.
FS12	Environmental and social aspects in the voting policy for shares to which voting rights or voting advice apply	Environmental and social aspects do not have a particular role in the voting policy for shares, with the exception of our subsidiary BNG Vermogensbeheer; the Principles for Responsible Investments (PRI) are observed when voting rights are exercised.
FS13	Access points in sparsely populated or economically deprived regions	N/A. BNG Bank operates on the Dutch market to which it provides financial services.
FS14	Initiatives to improve access to financial services for people with a disability	N/A. BNG Bank does not grant loans to private persons.
FS15	Policy for honest design and sale of financial products and services	The information below relates to BNG Bank, including its subsidiary BNG Vermogensbeheer (VB), but excludes its subsidiary BNG Gebiedsontwikkeling. The latter has been excluded because its core activity – jointly entering into soil tillage or other projects with another party, each for their own account and risk – is not a service. The rights and obligations of both parties are set out in the collaboration contract. Both parties are represented on company bodies (management board, supervisory board and the shareholders' meeting) and can protect their interests in these bodies.

BASIC PRINCIPLES

BNG Bank is legally required to prevent conflicts of interest. Pursuant to a statutory provision, BNG Vermogensbeheer applies a separate policy to prevent conflicts of interest. BNG Bank, including BNG Vermogensbeheer, has an obligation to act in the client's interests. This has a legal and/or contractual basis. The bank's general terms and conditions state that the bank will act in the client's interests. The bank observes the Dutch Banking Code issued by the Dutch Banking Association. The Code stipulates that when weighing the various interests, the client's interests take center stage. The Code also includes an obligation to pay explicit attention to the duty of care towards the client during the product approval process. Based on the statutory provisions concerning a controlled remuneration policy, the remuneration policy of BNG Bank, including its subsidiary BNG Vermogensbeheer, may not contain any incentives that could give rise to the negligent treatment of clients.

POLICY AND PROCEDURES

BNG Bank, including its subsidiary BNG Vermogensbeheer, has product approval procedures in place. The banking division has implemented the duty of care towards the surety/guarantor in policy. BNG Vermogensbeheer has implemented the statutory requirements concerning dealing with clients in the appropriate manner in procedures for making enquiries about clients and assessing a recommendation or a transaction against the client profile beforehand.

A complaints procedure is in place for handling client complaints in the appropriate manner. The Company Code of Conduct applies to bank employees. The 'client's interests take center stage' is one of the key principles underlying the activities carried out by the bank and its employees. Internal rules of conduct to avoid conflicts of interest constitute rules for accepting and giving business gifts and rules for privately entering into transactions with suppliers.

New policies and procedures are communicated by way of presentations to the departments concerned and/or email messages and/or through the intranet. The remuneration policy in place at BNG Bank and its subsidiary BNG Vermogensbeheer does not contain any incentives that could give rise to the negligent treatment of clients. The Internal Audit Department audits compliance with policy and procedures. Where applicable, BNG Vermogensbeheer employees have been entered in the relevant Dutch Securities Institute registers as mandatory; they periodically take a test which serves to guarantee their level of knowledge and integrity. Each year employees draw up a personal development plan, which also devotes attention to training courses to be followed. Human Resources determines the organization's need for group training courses.

The departments concerned are as follows: Compliance (monitoring new obligations, codes of conduct, consultancy, compliance monitoring and providing explanatory information), Public Finance (compliance policy and procedures, discussing dilemmas), Midoffice (ditto) and Human Resources (codes of conduct and training courses).

See the Company Code of Conduct (only available in Dutch).

FS16

Initiatives to strengthen financial knowledge by type of beneficiary

1. These are included in the 2013 marketing and communication activities and published on bngbank.nl and/or in the activity calendar on the intranet.

ACTIVITY CALENDAR

- Practice group meeting on property strategy in the healthcare sector with a BNG Bank speaker
- Summer school course on the 2013 care market provided by BNG Bank
- Themed meetings for the public sector, the public housing sector and the healthcare sector at BNG Bank
- Information session for government officials responsible for finance about the Sustainability of Public Finances Act (Wet hof), Economic and Monetary Union (EMU) balance, the Single Euro Payments Area (SEPA) and BNG Bank
- Presentations for Lower House MEPs on 'The financing and financeability of the public sector' at BNG Bank

STAKEHOLDER CONTACTS IN THE HOUSING SECTOR

- Themed meeting with housing association representatives concerning financial possibilities in relation to government policy (see the report of the Supervisory Board)
- Waarborgfonds Sociale Woningbouw (WSW, Social Housing Guarantee fund that guarantees loans granted by Dutch social housing organizations)
- Centraal Fonds Volkshuisvesting (CFV, Central Fund for Public Housing)
- Aedes - Federation of Housing Associations
- Ministry of the Interior and Kingdom Relations
- PPS Network (PPS is the Dutch abbreviation for public private collaboration)
- Association of Netherlands Municipalities (VNG) – Ruimte en Wonen
- Vereniging van Toezichthouders Woningcorporaties (VTW, Organization of Housing Association Supervisors)
- Stichting OpMaat
- IPD/AEdex-Benelux (Housing Association Property Index for the Benelux)

STAKEHOLDER CONTACTS IN THE HEALTHCARE SECTOR

- Themed meeting with representatives from care institutions about financial sustainability and financing healthcare following the radical change in government control (see the report of the Supervisory Board)
- ActiZ (Healthcare Business Owners Organization)
- VGN (Disability Care Employers' organization)
- Waarborgfonds voor de zorg (WfZ, Healthcare Sector Guarantee Fund)

STAKEHOLDER CONTACTS IN THE PUBLIC SECTOR

- Themed meeting with representatives from municipalities concerning the current status of the financial position of and prospects for the public sector (see the report of the Supervisory Board)
- Meetings concerning treasury banking (SKB) and on-lending to the local and regional authorities
- 20-/20+/50+/100+ municipalities (SKB and mutual lending)
- Association of Dutch Municipalities (VNG): legislative procedures concerning the Sustainability of Public Finances Act and Treasury Banking
- Ministry of Finance, Ministry of the Interior and Kingdom Relations: Local and Regional Authorities (Funding) Act (Wet Financiering decentrale overheden), Treasury Banking

ACTIVITIES

INTERNAL

- Brainstorm session with Aedes / various housing associations (Financing non-SGEI activities (services of general economic interest))
- Themed meeting held by the Market Strategy Committee (The financeability of housing associations)
- Finance master classes held by BNG Advies for Supervisory Board members of housing associations

EXTERNAL (BNG EMPLOYEES AS SPEAKERS)

- Building Business event (The Housing Market following the Aedes-Blok Dutch Housing Accord)
- Four major municipalities Housing Summit (Utrecht Builds!)
- Tailor-made Seminars meeting / VTW (Housing Association Financing)

DIALOGUES WITH OTHER STAKEHOLDERS IN 2013

- Consultation with the Ministry of Finance concerning state shareholdings policy
- Investor information roadshows in countries including the USA and Japan
- Consultation with rating agencies
- Consultation with the Dutch Central Bank and the European Central Bank concerning European financial supervision

CLIENT COMMUNICATION CONCERNING SUSTAINABLE INVESTMENTS

In 2013 BNG Bank actively communicated with its core clients on financing possibilities for sustainable investments, through forums including:

- Bouwstenen voor sociaal (Social Property Building Blocks): contribution to this forum
- NL Agency: collaboration with NL Agency, focusing mainly on financing more sustainable social property
- VNG Congress: debate with city councilors during the VNG Sustainability Congress
- Municipal Property Day: contribution to the conference about financing more sustainable social property during the 2013 Municipal Property Conference
- Contributions to the Energy Service Company (ESCo) network: contributions to three public sessions held by the ESCo network
- Contribution to the Public Finance Conference: debate with public sector controllers on financing sustainability investments

2. BNG Bank contributes to various projects with the aim of broadening and bolstering financial knowledge.

For examples, see the policy document under 'clients' in the section on supply chain responsibility under BNG Bank's [CSR policy](#) and the projects listed under SO1.

Supervisory Board representatives and the entire Executive Board attended the themed meetings described above together with representatives from the public sector, the public housing sector and the healthcare sector. Executive Board members and the chairman of the Supervisory Board consulted with government members and the Dutch Central Bank, the regulatory authority, on various occasions. Members of the Executive Board exchanged ideas with investors and rating agencies on several of the above topics.

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