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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
102-01	<b>Name of the organisation</b>	Introduction by CEO Royal HaskoningDHV	Introduction by CEO Royal HaskoningDHV - Our company	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
102-02	<b>Activities, brands, products, and services</b>	Report of the Executive Board - Our company; Other Information - Group companies & Non-group companies		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
102-03	<b>Location of headquarters</b>	Notes to the consolidated financial statements - Registered office & group structure	General information	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
102-04	<b>Location of operations</b>	Key figures; Backpage; Our company - Our stakeholders and how we engage	General information	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
102-05	<b>Ownership and legal form</b>	Notes to the consolidated financial statements - General information and basis of preparation	Scope & Transparency - Scope	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
102-06	<b>Markets served</b>	Our company - Our markets and globally leading services - Our stakeholders and how we engage; Key figures; Backpage			
102-07	<b>Scale of the organization</b>	Key figures; Our company - Our stakeholders and how we engage			
102-08	<b>Information on employees and other workers</b>	Our company - Employees	Our people - Employability		
102-09	<b>Supply chain</b>	Report of the Executive Board - Integrity highlights	Strategy & Governance - Our value chain		
102-10	<b>Significant changes to the organisation and its supply chain</b>	Report of the Executive Board			

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102-11	<b>Precautionary Principle or approach</b>	Our company; Report of the Executive Board	Acting with integrity		
102-12	<b>External initiatives</b>	Our company; Report of the Executive Board	Acting with integrity; Positive impact through our projects and innovation - SDG 17; Positive impact through our operations - SDG 17		
102-13	<b>Membership of associations</b>	Our company	Acting with integrity; Positive impact through our projects and innovation - SDG 17; Positive impact through our operations - SDG 17	<a href="http://www.royalhaskoningdhv.com/en-gb/about-us/memberships">http://www.royalhaskoningdhv.com/en-gb/about-us/memberships</a>	
102-14	<b>Statement from senior decision-maker</b>	Introduction by CEO Royal HaskoningDHV	Introduction by CEO Royal HaskoningDHV		
102-15	<b>Key impacts, risks, and opportunities</b>	Our company; Report of the Executive Board - objectives and results	Strategy & Governance		
102-16	<b>Values, principles, standards, and norms of behavior</b>	Report of the Executive Board - Integrity highlights - Our global code of principles	Acting with integrity	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/integrity">https://www.royalhaskoningdhv.com/en-gb/about-us/integrity</a>	
102-17	<b>Mechanisms for advice and concerns about ethics</b>	Report of the Executive Board - Integrity highlights - Our global code of principles	Acting with integrity	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/integrity">https://www.royalhaskoningdhv.com/en-gb/about-us/integrity</a>	
102-18	<b>Governance structure</b>	Report of the Executive Board - Corporate governance	Strategy & Governance	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	Our (CSR) Governance structure can be shared on request: contact <a href="mailto:info.cr@rhdhv.com">info.cr@rhdhv.com</a>
102-19	<b>Delegating authority</b>	Report of the Executive Board	Strategy & Governance	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	Our (CSR) Governance structure can be shared on request: contact <a href="mailto:info.cr@rhdhv.com">info.cr@rhdhv.com</a>
102-20	<b>Executive-level responsibility for economic, environmental, and social topics</b>	Our leadership	Strategy & Governance	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	Our (CSR) Governance structure can be shared on request: contact <a href="mailto:info.cr@rhdhv.com">info.cr@rhdhv.com</a>
102-21	<b>Consulting stakeholders on economic, environmental, and social topics</b>	Report of the Executive Board - Our partnerships	Scope & Transparency - Materiality; Stakeholder dialogue		

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102-22	<b>Composition of the highest governance body and its committees</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	
102-23	<b>Chair of the highest governance body</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board</a>	The Supervisory Board members are not executive officers.
102-24	<b>Nominating and selecting the highest governance body</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board</a>	
102-25	<b>Conflicts of interest</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board	Acting with integrity	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board</a>	
102-26	<b>Role of highest governance body in setting purpose, values, and strategy</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board	Strategy & Governance	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance">https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance</a>	
102-27	<b>Collective knowledge of highest governance body</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance">https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance</a>	
102-28	<b>Evaluating the highest governance body's performance</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance">https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance</a>	
102-29	<b>Identifying and managing economic, environmental, and social impacts</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board	Strategy & Governance	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance">https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance</a>	
102-30	<b>Effectiveness of risk management processes</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board	Acting with integrity	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance">https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance</a>	
102-31	<b>Review of economic, environmental, and social topics</b>	Our leadership; Report of the Supervisory Board; Report of the Executive Board	Scope & Transparency	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance">https://www.royalhaskoningdhv.com/en-gb/about-us/corporate-governance</a>	
102-32	<b>Highest governance body's role in sustainability reporting</b>		Strategy & Governance	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/integrity">https://www.royalhaskoningdhv.com/en-gb/about-us/integrity</a>	
102-33	<b>Communicating critical concerns</b>	Report of the Executive Board - Risk management	Acting with integrity	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/integrity">https://www.royalhaskoningdhv.com/en-gb/about-us/integrity</a>	

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
102-34	<b>Nature and total number of critical concerns</b>	Report of the Executive Board - Health & Safety	Acting with integrity		
102-35	<b>Remuneration policies</b>	Report of the Supervisory Board - Remuneration report		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board</a>	
102-36	<b>Process for determining remuneration</b>	Report of the Supervisory Board - Remuneration report		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership/supervisory-board</a>	
102-37	<b>Stakeholders' involvement in remuneration</b>	Report of the Supervisory Board - Remuneration report			
102-38	<b>Annual total compensation ratio</b>	Report of the Supervisory Board - Remuneration report			
102-39	<b>Percentage increase in annual total compensation ratio</b>	Report of the Supervisory Board - Remuneration report			
102-40	<b>List of stakeholder groups</b>	Our company - Our stakeholders and how we engage	Stakeholder dialogue		
102-41	<b>Collective bargaining agreements</b>	Our company - Our stakeholders and how we engage	Stakeholder dialogue		
102-42	<b>Identifying and selecting stakeholders</b>	Our company - Our stakeholders and how we engage	Stakeholder dialogue		
102-43	<b>Approach to stakeholder engagement</b>	Our company - Our stakeholders and how we engage	Stakeholder dialogue		
102-44	<b>Key topics and concerns raised</b>	Report of the Executive Board	Scope & Transparency - Materiality; Stakeholder dialogue		
102-45	<b>Entities included in the consolidated financial statements</b>	Notes to the consolidated financial statements - Consolidation			
102-46	<b>Defining report content and topic Boundaries</b>	Report of the Executive Board	Scope & Transparency		
102-47	<b>List of material topics</b>		Scope & Transparency - Materiality		
102-48	<b>Restatements of information</b>				Not applicable
102-49	<b>Changes in reporting</b>				Not reported

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
102-50	Reporting period	Introduction by CEO Royal HaskoningDHV - Scope & approach	Introduction by CEO Royal HaskoningDHV - bottom of page		
102-51	Date of most recent report	Introduction by CEO Royal HaskoningDHV - Scope & approach	Introduction by CEO Royal HaskoningDHV - bottom of page	<a href="https://www.royalhaskoningdhv.com/en-gb/annual-report-2019">https://www.royalhaskoningdhv.com/en-gb/annual-report-2019</a>	
102-52	Reporting cycle	Introduction by CEO Royal HaskoningDHV - Scope & approach	Introduction by CEO Royal HaskoningDHV - bottom of page		
102-53	Contact point for questions regarding the report	Introduction by CEO Royal HaskoningDHV - Scope & approach	Introduction by CEO Royal HaskoningDHV - bottom of page	<a href="https://www.royalhaskoningdhv.com/en-gb/contact">https://www.royalhaskoningdhv.com/en-gb/contact</a>	
102-54	Claims of reporting in accordance with the GRI Standards		Scope & Transparency		
102-55	GRI content index		GRI table 2019	<a href="https://www.royalhaskoningdhv.com/en-gb/annual-report-2019">https://www.royalhaskoningdhv.com/en-gb/annual-report-2019</a>	
102-56	External assurance	Report of the Supervisory Board	Scope & Transparency		
103-01	Explanation of the material topic and its Boundary	Other information - Independent auditor's report	Scope & Transparency - Materiality; Strategy & Governance - Our main key performance indicators (KPI's)		
103-02	The management approach and its components	Our company; Report of the Executive Board; Our leadership	Strategy & Governance - Reducing risks while adding value to society; Acting with integrity		
103-03	Evaluation of the management approach	Report of the Supervisory Board	Strategy & Governance		
201-01	Direct economic value generated and distributed	Key figures			
201-02	Financial implications and other risks and opportunities due to climate change	Introduction	Strategy & Governance - Reducing risks while adding value to society; Scope & Transparency; Positive impact through our projects and innovations - SDG 13; Positive impact through our operations - SDG 13		Not reported as such.

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
201-03	Defined benefit plan obligations and other retirement plans	Notes to the consolidated financial statements			
201-04	Financial assistance received from government	Consolidated Financial Statements			No significant financial assistance has been received from governments.
202-01	Ratios of standard entry level wage by gender compared to local minimum wage				Not reported. Wages are locally defined and based on local references and standards.
202-02	Proportion of senior management hired from the local community				Not reported. Due to our local offices and local service delivery, most of our employees are local in the countries with established offices. This is also the policy for senior management, although Resident Director is considered to be an international position.
203-01	Infrastructure investments and services supported		Positive impact through our projects & innovations		Not reported as such.
203-02	Significant indirect economic impacts		Positive impact through our projects & innovations		Not reported as such.
204-01	Proportion of spending on local suppliers				Not reported.
205-01	Operations assessed for risks related to corruption	Our Company; Report of the Executive Board	Acting with Integrity - UN Global Compact and our Global Code of Business Principles; Strategy & Governance - Integrity & Compliance governance structure		
205-02	Communication and training about anti-corruption policies and procedures	Our Company; Report of the Executive Board	Strategy & Governance - Integrity & Compliance governance structure; Acting with integrity		All staff (100%) has access, and is included in communication on our Global Code of Business Principles, which include anti-corruption ( <a href="http://www.royalhaskoningdhv.com/en-gb/about-us/integrity">www.royalhaskoningdhv.com/en-gb/about-us/integrity</a> ). A module on integrity is integrated as part of our training programs.
205-03	Confirmed incidents of corruption and actions taken	Our Company; Report of the Executive Board	Acting with integrity		

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
206-01	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Our Company; Report of the Executive Board	Acting with integrity		None have been taken.
301-01	Materials used by weight or volume				Not reported. As we are a service company, few materials are used.
301-02	Recycled input materials used				Not reported. As we are a service company, few materials are used.
301-03	Reclaimed products and their packaging materials				Not reported. As we are a service company, few materials are used.
302-01	Energy consumption within the organization	Key Figures			Our CO <sub>2</sub> footprint is the key indicator of the impact of our activities on the environment and on climate change.
302-02	Energy consumption outside of the organization				Not reported.
302-03	Energy intensity				Not reported.
302-04	Reduction of energy consumption	Key Figures	Strategy & Governance - Our main key performance indicators (KPI's); Positive impact through our operations - SDG 13		Not reported as such. Our CO <sub>2</sub> footprint is the key indicator of the impact of our activities on the environment and on climate change.

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
302-05	Reductions in energy requirements of products and services		<p>Positive impact through our projects and innovations:</p> <ul style="list-style-type: none"> <li>• First steps to a natural gas free town</li> <li>• First energy-neutral station in the Netherlands</li> <li>• Smart, energy efficient installations at new art depot to reduce consumption by up to 40%</li> <li>• Routemap for CO<sub>2</sub>-neutral university sector in the Netherlands</li> <li>• Data centre gains LEED Gold Certification</li> <li>• Assisting a multi-national beverage company achieve sustainability targets</li> <li>• FastLane: Accelerating sustainability in commercial buildings</li> <li>• Flowtack: Optimising traffic flows for smoother journeys and cleaner cities</li> </ul>		
303-01	Interactions with water as a shared resource		Positive impact through our projects – SDG 6		
303-02	Management of water discharge-related impacts		Positive impact through our projects – SDG 6		
303-03	Water withdrawal				Not reported.
303-04	Water discharge				Not reported.
303-05	Water consumption				Not reported.
304-01	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas				Not reported.
304-02	Significant impacts of activities, products, and services on biodiversity				Not reported. Biodiversity has not been defined as material. Nevertheless, we do address biodiversity through our professional business services (expertise in ecology and nature development, including innovation; Nature Driven Design and eco system services).



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304-03	Habitats protected or restored				Not reported. We carry out our membership activities (Leaders for Nature) and our facility activities (natural habitat with domestic species, at office parks, e.g. Amersfoort and Cape Town, including bee-farms, bat housing, etc.).
304-04	IUCN Red List species and national conservation list species with habitats in areas affected by operations				Not reported.
305-01	Direct (Scope 1) GHG emissions	Key Figures	Positive impact through our operations - SDG 13		Not reported as such. GHG emissions from scope 1 + scope 2 are reported per employee. To calculate our total emissions these numbers need to be multiplied by ~5200.
305-02	Energy indirect (Scope 2) GHG emissions	Key Figures	Positive impact through our operations - SDG 13		Not reported as such. GHG emissions from scope 1 + scope 2 are reported per employee. To calculate our total emissions these numbers need to be multiplied by ~5200.
305-03	Other indirect (Scope 3) GHG emissions				Not reported.
305-04	GHG emissions intensity	Key Figures	Positive impact through our operations - SDG 13		Not reported as such. GHG emissions from scope 1 + scope 2 are reported per employee. To calculate our total emissions these numbers need to be multiplied by ~5200.
305-05	Reduction of GHG emissions	Key Figures	Positive impact through our operations – SDG 13		GHG emissions in 'Annual report: Key figures' are reported per employee. To calculate our total emissions these numbers need to be multiplied by ~5200.
305-06	Emissions of ozone-depleting substances (ODS)				Not reported.
305-07	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions				Not reported.

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
306-02	Waste by type and disposal method				Not reported.
306-03	Significant spills				Not reported. As we are a service company, no significant spills take place.
306-04	Transport of hazardous waste				Not reported. As we are a service company, no significant amount of hazardous waste is transported.
307-01	Non-compliance with environmental laws and regulations		Acting with integrity - Laws and Regulations		Not reported as such.
308-01	New suppliers that were screened using environmental criteria		Strategy & Governance - Subcontractor evaluations; Acting with integrity		Not reported as such.
308-02	Negative environmental impacts in the supply chain and actions taken		Strategy & Governance - Subcontractor evaluations; Acting with integrity		Not reported as such.
401-01	New employee hires and employee turnover				Not reported.
401-02	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Notes to the consolidated financial statements - Long-term employee benefit - Provisions			
401-03	Parental leave		Our People – Equality, diversity and inclusion		
402-01	Minimum notice periods regarding operational changes				Not reported. This is addressed by our HR management policy and standards, according to Dutch law and international standards.
403-01	Occupational health and safety management system	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-02	Hazard identification, risk assessment, and incident investigation	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-03	Occupational health services	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
403-04	<b>Worker participation, consultation, and communication on occupational health and safety</b>	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-05	<b>Worker training on occupational health and safety</b>	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-06	<b>Promotion of worker health</b>	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-07	<b>Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</b>	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-08	<b>Workers covered by an occupational health and safety management system</b>	Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-09	<b>Work-related injuries</b>	Key figures; Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
403-10	<b>Work-related ill health</b>	Key figures; Report of the Executive Board – Health & Safety	Positive impact through our operations – SDG 8		
404-01	<b>Average hours of training per year per employee</b>		Our people – Training & development		For more details see our HRM actions and plans which can be shared confidentially on request.
404-02	<b>Programs for upgrading employee skills and transition assistance programs</b>		Our people – Training & development		Programs for transition assistance are not reported.
404-03	<b>Percentage of employees receiving regular performance and career development reviews</b>				All staff are included in the Performance and Development system, which includes regular reviews, and career development plans.

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Disclosure Number	Disclosure Title	Annual Report 2019	Responsible and Sustainable Business – Update 2019	Website	Comments
405-01	Diversity of governance bodies and employees	Key figures	Our People – Equality, diversity and inclusion		
405-02	Ratio of basic salary and remuneration of women to men				Not reported. We aim for equal remuneration by using an objective and transparent system of job descriptions and weighing factors. This is applicable to all staff and managed with our performance and development system.
406-01	Incidents of discrimination and corrective actions taken				Not reported. No incidents have been reported in 2019.
407-01	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		Strategy & Governance - Subcontractor evaluations		Not reported as such: no suppliers have been identified or reported.
408-01	Operations and suppliers at significant risk for incidents of child labor		Strategy & Governance - Subcontractor evaluations		No suppliers have been identified or reported as such.
409-01	Operations and suppliers at significant risk for incidents of forced or compulsory labor		Strategy & Governance - Subcontractor evaluations		No suppliers have been identified or reported as such.
410-01	Security personnel trained in human rights policies or procedures				Not reported. Since we are a service company, no significant amount of security personnel is part of our workforce.
411-01	Incidents of violations involving rights of indigenous peoples				Not reported. No incidents or violations have been reported in 2019.
412-01	Operations that have been subject to human rights reviews or impact assessments		Acting with integrity		
412-02	Employee training on human rights policies or procedures		Strategy & Governance - Integrity & Compliance governance structure; Acting with integrity		

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412-03	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening				Not reported. In our tenders and offers, we actively show our commitment to the principles of the UN Global Compact which are integrated in our Global Code of Business Principles.
413-01	Operations with local community engagement, impact assessments, and development programs		Positive impact through our operations - SDG 17; Our People - Giving back; Stakeholder dialogue - Stakeholder engagement for innovation		
413-02	Operations with significant actual and potential negative impacts on local communities		Strategy & Governance - Reducing risks while adding value to society; Positive impact through our operations		
414-01	New suppliers that were screened using social criteria		Strategy & Governance - Subcontractor evaluations; Acting with integrity		
414-02	Negative social impacts in the supply chain and actions taken		Strategy & Governance - Reducing risks while adding value to society		Not reported as such.
415-01	Political contributions				Not reported.
416-01	Assessment of the health and safety impacts of product and service categories		Positive impact through our projects and innovation; Positive impact through our operations		
416-02	Incidents of non-compliance concerning the health and safety impacts of products and services	Report of the Executive Board - Health & Safety	Positive impact through our operations - Occupational health & safety		
417-01	Requirements for product and service information and labeling	Report of the Executive Board - Continued and increased focus on information and cyber security	Acting with integrity - Cyber security and personal data protection		Not reported as such. Since we are a service company, no significant amount of labelled products is supplied, sold and/or transported. Information is protected with data privacy regulations.

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417-02	<b>Incidents of non-compliance concerning product and service information and labeling</b>	Report of the Executive Board - Continued and increased focus on information and cyber security	Acting with integrity - Cyber security and personal data protection		Not reported as such. Since we are a service company, no significant amount of labelled products is supplied, sold and/or transported. Information is protected with data privacy regulations. No incidents of non-compliance have been reported in 2019.
417-03	<b>Incidents of non-compliance concerning marketing communications</b>	Report of the Executive Board - Continued and increased focus on information and cyber security	Acting with integrity - Cyber security and personal data protection		Not reported as such. We comply with data privacy regulations. No incidents of non-compliance have been reported in 2019.
418-01	<b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>	Report of the Executive Board - Continued and increased focus on information and cyber security	Acting with integrity - Cyber security and personal data protection		Not reported as such.
419-01	<b>Non-compliance with laws and regulations in the social and economic area</b>	Report of the Executive Board	Acting with integrity - Laws and Regulations		Not reported as such.