

## GRI CONTENT INDEX TABLE 2021

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GRI Standard	Disclosure	Annual Report 2021	Corporate Social Responsibility Report 2021	Website	Comments
<b>GRI 2: General Disclosures 2021</b>	<b>2-1 Organizational details</b>	Introduction by our CEO	Introduction by our CEO	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
	<b>2-2 Entities included in the organization's sustainability reporting</b>	Our Company - Our Global Leading Markets and the Netherlands Our Company - Our Stakeholders and how we Engage	Our Role in Society		
	<b>2-3 Reporting period, frequency and contact point</b>	Introduction by our CEO - Scope and approach	Introduction by our CEO - Scope of this report		
	<b>2-4 Restatements of information</b>		Our Performance - Employability - second table total hours spent on training and development data 2020		
	<b>2-5 External assurance</b>	Introduction by our CEO	Introduction - Scope of this report		
	<b>2-6 Activities, value chain and other business relationships</b>	Our Company - Our Stakeholders and how we Engage	Our Role in Society - Our Value Chain	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile">https://www.royalhaskoningdhv.com/en-gb/about-us/company-profile</a>	
	<b>2-7 Employees</b>	Key Figures - Employees Report of the Executive Board - Our People	Our Performance - Employability		
	<b>2-8 Workers who are not employees</b>	Key figures - Workforce	Our Performance - Employability		
	<b>2-9 Governance structure and composition</b>	Our Leadership	Our Role in Society - Our Strategy - Our Corporate CSR Structure Our Role in Society - Our Strategy - Our CSR and Integrity Governance Structures Our Role in Society - Our Strategy - Compliance Integrity Management	<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	
	<b>2-10 Nomination and selection of the highest governance body</b>	Report of the Supervisory Board - Profile and composition of the Supervisory Board			
	<b>2-11 Chair of the highest governance body</b>	Our Leadership		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	

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	<b>2-12 Role of the highest governance body in overseeing the management of impacts</b>	Report of the Supervisory Board		<a href="https://global.royalhaskoningdhv.com/about-us/leadership/supervisory-board">https://global.royalhaskoningdhv.com/about-us/leadership/supervisory-board</a>	
	<b>2-13 Delegation of responsibility for managing impacts</b>	Report of the Supervisory board - Supervisory Board meetings		<a href="https://www.royalhaskoningdhv.com/en-gb/about-us/leadership">https://www.royalhaskoningdhv.com/en-gb/about-us/leadership</a>	
	<b>2-14 Role of the highest governance body in sustainability reporting</b>		Our Role in Society - Our Strategy - Our Coporate CSR Structure		
	<b>2-15 Conflicts of interest</b>	Report of the supervisory board Report of the Executive Board - Integrity	Our Role in Society - Our Strategy - Our Coporate CSR Structure Our Role in Society - Our Strategy - Our CSR and Integrity Governance Structures Our Role in Society - Our Strategy - Compliance Integrity Management	<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> ; <a href="https://www.royalhaskoningdhv.com/en-gb/about-us/integrity">https://www.royalhaskoningdhv.com/en-gb/about-us/integrity</a>	
	<b>2-16 Communication of critical concerns</b>	Report of the Executive Board - Risk Management Report of the Executive Board - Integrity			
	<b>2-17 Collective knowledge of the highest governance body</b>	Report of the Supervisory Board	Our Role in Society - Our Strategy - Our Coporate CSR Structure Our Role in Society - Our Strategy - Our CSR and Integrity Governance Structures Our Role in Society - Our Strategy - Compliance Integrity Management		
	<b>2-18 Evaluation of the performance of the highest governance body</b>	Report of the Supervisory Board			
	<b>2-19 Remuneration policies</b>	Report of the Supervisory Board - Remuneration report			
	<b>2-20 Process to determine remuneration</b>	Report of the Supervisory Board - Remuneration and appointment committee meetings			
	<b>2-21 Annual total compensation ratio</b>	Report of the Supervisory Board - Remuneration report			

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	<b>2-22 Statement on sustainable development strategy</b>	Report of the Executive Board - Enhancing Society Together	Our Role in Society - Our Purpose		
	<b>2-23 Policy commitments</b>	Report of the Executive Board - Integrity	Our Role in Society - Our Strategy - CSR Integrity and Governance Structures		
	<b>2-24 Embedding policy commitments</b>	Report of the Executive Board - Enhancing Society Together	Our Role in Society - Our Strategy - Key Performance Indicators		
	<b>2-25 Processes to remediate negative impacts</b>	Report of the Executive Board - Enhancing Society Together	Our Role in Society - Our Strategy		
	<b>2-26 Mechanisms for seeking advice and raising concerns</b>	Report of the Executive Board - Integrity	Our Role in Society - Our strategy - CSR and Integrity Governance Structures	<a href="https://global.royalhaskoningdhv.com/about-us/integrity">https://global.royalhaskoningdhv.com/about-us/integrity</a>	
	<b>2-27 Compliance with laws and regulations</b>	Report of the Executive Board - Integrity	Our Role in Society - Our strategy - CSR and Integrity Governance Structures	<a href="https://global.royalhaskoningdhv.com/about-us/integrity">https://global.royalhaskoningdhv.com/about-us/integrity</a>	
	<b>2-28 Membership associations</b>	Our company - Our Stakeholders and how we Engage			
	<b>2-29 Approach to stakeholder engagement</b>	Our company - Our Stakeholders and how we Engage	Stakeholders Dialogues		
	<b>2-30 Collective bargaining agreements</b>	Our company - Our Stakeholders and how we Engage			
<b>GRI 3: Material Topics 2021</b>	<b>3-1 Process to determine material topics</b>	Report of the Executive Board - Enhancing Society Together	Our Role in Society - Our Strategy		
	<b>3-2 List of material topics</b>	Report of the Executive Board - Enhancing Society Together	Our Role in society - Our Strategy		
	<b>3-3 Management of material topics</b>	Report of the Executive Board - Enhancing Society Together	Our Role in society - Our Strategy		
<b>GRI 201: Economic Performance 2016</b>	<b>201-1 Direct economic value generated and distributed</b>	Key Figures			
	<b>201-2 Financial implications and other risks and opportunities due to climate change</b>	Report of the Executive Board - Risk Management			

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	<b>201-3 Defined benefit plan obligations and other retirement plans</b>	Notes to the Consolidated Financial Statements			
	<b>201-4 Financial assistance received from government</b>	Consolidated Financial Statements - Government Grants			
<b>GRI 202: Market Presence 2016</b>	<b>202-1 Ratios of standard entry level wage by gender compared to local minimum wage</b>				Not reported. Wages are locally defined and based on local references and standards.
	<b>202-2 Proportion of senior management hired from the local community</b>				Not reported. Due to our local offices and local service delivery, most of our employees are from local communities (in the countries with established offices). This is also the policy for senior management, although Resident Director is considered to be an international position.
<b>GRI 203: Indirect Economic Impacts 2016</b>	<b>203-1 Infrastructure investments and services supported</b>	Report of the Executive Board - Enhancing Society Together - Adding value through our own operations	Our Performance - Quality and Sustainability in our Products and Services		Example projects also refer to indirect impacts. For example: New container terminal brings positive impact for the local society by creating new jobs, boosting the economy and meeting international safety standards.
	<b>203-2 Significant indirect economic impacts</b>	Report of the Executive Board - Enhancing Society Together - Adding value through our own operations	Our Performance - Employability - How we are Supporting Communities		Example projects also refer to indirect impacts. For example: New container terminal brings positive impact for the local society by creating new jobs, boosting the economy and meeting international safety standards.
<b>GRI 204: Procurement Practices 2016</b>	<b>204-1 Proportion of spending on local suppliers</b>				Not reported
<b>GRI 205: Anti-corruption 2016</b>	<b>205-1 Operations assessed for risks related to corruption</b>	Report of the Executive Board - Risk Management	Our strategy - CSR and Integrity Governance Structures		

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GRI Standard	Disclosure	Annual Report 2021	Corporate Social Responsibility Report 2021	Website	Comments
	<b>205-2 Communication and training about anti-corruption policies and procedures</b>	Report of the Executive Board - Integrity	Our strategy - CSR and Integrity Governance Structures Our Performance - Integrity and Ethical Performance		
	<b>205-3 Confirmed incidents of corruption and actions taken</b>	Report of the Executive Board - Integrity	Our strategy - CSR and Integrity Governance Structures Our Performance - Integrity and Ethical Performance		
<b>GRI 206: Anti-competitive Behavior 2016</b>	<b>206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</b>	Report of the Executive Board - Integrity	Our strategy - CSR and Integrity Governance Structures		
<b>GRI 207: Tax 2019</b>	<b>207-1 Approach to tax</b>	Consolidated Financial Statements -Notes to the Consolidated Financial Statements			
	<b>207-2 Tax governance, control, and risk management</b>	Consolidated Financial Statements -Notes to the Consolidated Financial Statements			
	<b>207-3 Stakeholder engagement and management of concerns related to tax</b>	Company Financial Statements - Notes to the Company Financial Statements			
	<b>207-4 Country-by-country reporting</b>				Not reported
<b>GRI 301: Materials 2016</b>	<b>301-1 Materials used by weight or volume</b>			<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	Scope 3 emissions are not reported as such, but the goals for scope 3 are described on our website.
	<b>301-2 Recycled input materials used</b>		Our Performance – Emission Reduction - Emission reduction in our offices - Achieving a zero waste office		
	<b>301-3 Reclaimed products and their packaging materials</b>		Our Performance – Emission Reduction - Emission reduction in our offices - Sustainable IT equipment		

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GRI Standard	Disclosure	Annual Report 2021	Corporate Social Responsibility Report 2021	Website	Comments
<b>GRI 302: Energy 2016</b>	<b>302-1 Energy consumption within the organization</b>	Key Figures - CO <sub>2</sub> Footprint per employee			Our CO <sub>2</sub> footprint is the key indicator of the impact of our activities on the environment and on climate change.
	<b>302-2 Energy consumption outside of the organization</b>			<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	Scope 3 emissions are not reported as such, but the goals for scope 3 are described on our website.
	<b>302-3 Energy intensity</b>				Not reported
	<b>302-4 Reduction of energy consumption</b>	Key Figures Report of the Executive Board - Enhancing Society Together - Material Topics	Our Performance - Emission Reduction - Emission reduction in our offices		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.
	<b>302-5 Reductions in energy requirements of products and services</b>	Report of the Executive Board - Enhancing Society Together - Carbon Reduction through our own Operations	Our Performance - Emission Reduction - Emission reduction in our offices		
<b>GRI 303: Water and Effluents 2018</b>	<b>303-1 Interactions with water as a shared resource</b>		Our Performance - Health & Safety - Waster removal is quicker and safer with input from AI and digital twins Our Performance - Quality and Sustainability in our products and services - Biodiversity boost from zero carbon energy system		
	<b>303-2 Management of water discharge-related impacts</b>		Our Performance - Quality and Sustainability in our products and services - Biodiversity boost from zero carbon energy system Our Performance - Quality and Sustainability in our products and services - Optimisation strategy avoids Day Zero without new resevoirs		
	<b>303-3 Water withdrawal</b>				Not reported
	<b>303-4 Water discharge</b>				Not reported
	<b>303-5 Water consumption</b>				Not reported

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GRI Standard	Disclosure	Annual Report 2021	Corporate Social Responsibility Report 2021	Website	Comments
<b>GRI 304: Biodiversity 2016</b>	<b>304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas</b>		Our Performance - Employability - Wellbeing Initiatives - Healthy and sustainable working environment in the Netherlands		
	<b>304-2 Significant impacts of activities, products and services on biodiversity</b>		Our Performance - Quality and Sustainability in our Products and Services - Biodiversity boost from zero carbon energy system Our Performance - Health & Safety - Protecting populations from mine water contamination		Not reported as such. We address biodiversity through our professional business services (expertise in ecology and nature development, including innovation, Nature Driven Design and ecosystem services)
	<b>304-3 Habitats protected or restored</b>		Our Performance - Employability - Wellbeing Initiatives - Healthy and sustainable working environment in the Netherlands Our Performance - Health & Safety - Protecting populations from mine water contamination		Additional activities of our company (not reported): 1.) Membership of (Dutch) Delta Plan for Biodiversity Recovery, 2.) Additional facility activities (improving/restoring natural habitat with domestic species) at our office parks, e.g. Amersfoort and Cape Town, 3.) Biodiversity is one of the focus themes in our (new) Stronger25 strategy.
	<b>304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations</b>				Not reported.
<b>GRI 305: Emissions 2016</b>	<b>305-1 Direct (Scope 1) GHG emissions</b>	Key figures - CO <sub>2</sub> Footprint per employee Report of the Executive Board - Enhancing Society Together - Carbon reduction through our own operations	Our Role in Society - Our strategy - Materiality assessment Our Performance - Emission Reduction	<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	
	<b>305-2 Energy indirect (Scope 2) GHG emissions</b>	Key figures - CO <sub>2</sub> Footprint per employee Report of the Executive Board - Enhancing Society Together - Carbon reduction through our own operations	Our Role in Society - Our strategy - Materiality assessment Our Performance - Emission Reduction	<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	

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	<b>305-3 Other indirect (Scope 3) GHG emissions</b>	Key figures - CO <sub>2</sub> Footprint Business Travel		<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	We measure and report fuel, energy and business travel. Other scope 3 emissions are currently not reported, but will be reported in the near future.
	<b>305-4 GHG emissions intensity</b>	Key figures - CO <sub>2</sub> Footprint per employee Report of the Executive Board - Enhancing Society Together - Carbon reduction through our own operations	Our Role in Society - Our strategy - Materiality assessment Our Performance - Emission Reduction		Not reported as such. GHG emissions are reported per employee. To calculate our total emissions these numbers need to be multiplied by ~5900.
	<b>305-5 Reduction of GHG emissions</b>	Key figures - CO <sub>2</sub> Footprint per employee Report of the Executive Board - Enhancing Society Together - Carbon reduction through our own operations	Our Role in Society - Our strategy - Materiality assessment Our Performance - Emission Reduction	<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	Not reported as such. GHG emissions are reported per employee. To calculate our total emissions these numbers need to be multiplied by ~5900.
	<b>305-6 Emissions of ozone-depleting substances (ODS)</b>				Not reported
	<b>305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions</b>				Not reported
<b>GRI 306: Waste 2020</b>	<b>306-1 Waste generation and significant waste-related impacts</b>		Our Performance - Emission Reduction - Achieving a zero waste office	<a href="https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder">https://global.royalhaskoningdhv.com/nederland/over-ons/co2-prestatieladder</a>	
	<b>306-2 Management of significant waste-related impacts</b>		Our Performance - Emission Reduction - Achieving a zero waste office		
	<b>306-3 Waste generated</b>				Not reported
	<b>306-4 Waste diverted from disposal</b>				Not reported
	<b>306-5 Waste directed to disposal</b>				Not reported



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GRI Standard	Disclosure	Annual Report 2021	Corporate Social Responsibility Report 2021	Website	Comments
<b>GRI 308: Supplier Environmental Assessment 2016</b>	<b>308-1 New suppliers that were screened using environmental criteria</b>	Our Company - Our Stakeholders and how we Engage - Suppliers Report of the Executive Board - Enhancing Society Together - Carbon reduction through our own operations	Our Performance - Employability - How we are Supporting Communities Principles, standard and certifications - UN Global Compact Principles, standard and certifications - Purchasing policy/supplier code of conduct		Not reported as such
	<b>308-2 Negative environmental impacts in the supply chain and actions taken</b>	Report of the Executive Board - Enhancing Society Together - Carbon reduction through our own operations	Emission Reduction - Sustainable IT equipment		Not reported as such
<b>GRI 401: Employment 2016</b>	<b>401-1 New employee hires and employee turnover</b>	Report of the Executive Board - Our People - Workforce	Our Performance - Employability		Not reported as such
	<b>401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</b>				Not reported
	<b>401-3 Parental leave</b>				Not reported
<b>GRI 402: Labor/ Management Relations 2016</b>	<b>402-1 Minimum notice periods regarding operational changes</b>				Not reported. This is addressed by our HR management policy and standards, according to Dutch law and international standards.
<b>GRI 403: Occupational Health and Safety 2018</b>	<b>403-1 Occupational health and safety management system</b>	Report of the Executive Board - Health & Safety	Our Performance - Health & Safety Our Strategy - CSR and Integrity Governance Structures - Integrated Management System		
	<b>403-2 Hazard identification, risk assessment, and incident investigation</b>	Report of the Executive Board - Risk Management			
	<b>403-3 Occupational health services</b>	Report of the Executive Board - Health & Safety			
	<b>403-4 Worker participation, consultation, and communication on occupational health and safety</b>	Report of the Executive Board - Health & Safety	Our Performance - Employability - Wellbeing Initiatives		

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	<b>403-5 Worker training on occupational health and safety</b>	Report of the Executive Board - Health & Safety	Our Performance - Employability - Wellbeing Initiatives		
	<b>403-6 Promotion of worker health</b>	Report of the Executive Board - Health & Safety	Our Performance - Employability - Wellbeing Initiatives		
	<b>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</b>	Report of the Executive Board - Health & Safety			
	<b>403-8 Workers covered by an occupational health and safety management system</b>	Report of the Executive Board - Health & Safety	Our Performance - Health & Safety, Our Strategy - CSR and Integrity Governance Structures - Integrated Management System		
	<b>403-9 Work-related injuries</b>	Report of the Executive Board - Health & Safety	Our Role in Society - Our Strategy - Key Performance Indicators		
	<b>403-10 Work-related ill health</b>	Report of the Executive Board - Health & Safety	Our Role in Society - Our Strategy - Key Performance Indicators		
<b>GRI 404: Training and Education 2016</b>	<b>404-1 Average hours of training per year per employee</b>		Our Performance - Employability - Learning and Inspiring		
	<b>404-2 Programs for upgrading employee skills and transition assistance programs</b>		Our Performance - Employability - Learning and Inspiring		
	<b>404-3 Percentage of employees receiving regular performance and career development reviews</b>		Our Performance - Employability - Learning and Inspiring		Not reported as such
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	<b>405-1 Diversity of governance bodies and employees</b>	Report of the Executive Board - Our people			
	<b>405-2 Ratio of basic salary and remuneration of women to men</b>	Report of the Executive Board - Our people			

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GRI Standard	Disclosure	Annual Report 2021	Corporate Social Responsibility Report 2021	Website	Comments
<b>GRI 406: Non-discrimination 2016</b>	<b>406-1 Incidents of discrimination and corrective actions taken</b>	Report of the Executive Board - Integrity Report of the Executive Board - Enhancing Society Together - Material topics	Our Role in Society - Our Strategy - Key Performance Indicators		
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	<b>407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk</b>				Not reported as such. No suppliers have been identified or reported as such. We embrace The Ten UNGC Principles on human rights, labour, environment and anti-corruption which are integrated in our Global Code of Business Principles.
<b>GRI 408: Child Labor 2016</b>	<b>408-1 Operations and suppliers at significant risk for incidents of child labor</b>				Not reported as such. No suppliers have been identified or reported as such. We embrace The Ten UNGC Principles on human rights, labour, environment and anti-corruption which are integrated in our Global Code of Business Principles.
<b>GRI 409: Forced or Compulsory Labor 2016</b>	<b>409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor</b>				Not reported as such. No suppliers have been identified or reported as such. We embrace The Ten UNGC Principles on human rights, labour, environment and anti-corruption which are integrated in our Global Code of Business Principles.
<b>GRI 410: Security Practices 2016</b>	<b>410-1 Security personnel trained in human rights policies or procedures</b>	Report of the Executive Board - Cyber Security	Our Performance - Security and Privacy		Not reported as such. Since we are a service company, no significant amount of security personnel is part of our workforce. Instead, focus is on information security
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	<b>411-1 Incidents of violations involving rights of indigenous peoples</b>	Report of the Executive Board - Integrity			No incidents/issues were reported in 2021.
<b>GRI 413: Local Communities 2016</b>	<b>413-1 Operations with local community engagement, impact assessments, and development programs</b>	Report of the Executive Board - Enhancing Society Together - adding value to local communities	Our Performance - Employability - How we are Supporting Communities Our Performance - Quality and sustainability in our Products and Services		

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	<b>413-2 Operations with significant actual and potential negative impacts on local communities</b>		Our Performance - Employability - How we are Supporting Communities Our Performance - Quality and sustainability in our Products and Services - Example projects		
<b>GRI 414: Supplier Social Assessment 2016</b>	<b>414-1 New suppliers that were screened using social criteria</b>	Our Company - Our Stakeholders and how we Engage - Suppliers Report of the Executive Board - Integrity	Our Performance - Employability - How we are Supporting Communities Principles, standard and certifications - UN Global Compact Principles, standard and certifications - Purchasing policy/supplier code of conduct		
	<b>414-2 Negative social impacts in the supply chain and actions taken</b>	Report of the Executive Board - Enhancing Society Together - Adding value through our projects	Our Performance - Quality and Sustainability in our Products and Services		Not reported as such
<b>GRI 415: Public Policy 2016</b>	<b>415-1 Political contributions</b>				Not reported
<b>GRI 416: Customer Health and Safety 2016</b>	<b>416-1 Assessment of the health and safety impacts of product and service categories</b>	Report of the Executive Board - Health & Safety Project risk management - Do work	Our Performance - Health and Safety		
	<b>416-2 Incidents of non-compliance concerning the health and safety impacts of products and services</b>				Not reported: no non-compliance incidents happened in 2021
<b>GRI 417: Marketing and Labeling 2016</b>	<b>417-1 Requirements for product and service information and labeling</b>	Report of the Executive Board - Cyber Security	Our Performance - Security and Privacy		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.
	<b>417-2 Incidents of non-compliance concerning product and service information and labeling</b>				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 2021.

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	<b>417-3 Incidents of non-compliance concerning marketing communications</b>				Not reported. We comply with data privacy regulations. No incidents of non-compliance have been reported in 2021.
<b>GRI 418: Customer Privacy 2016</b>	<b>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>		Our Performance - Security and Privacy		Not reported. We comply with data privacy regulations. A few notifications have been made in 2021, but it was not needed to report them to the (Dutch) DPA (in Dutch "de Autoriteit Persoonsgegevens").