

Non-financial data & Engagement 2020

ABN AMRO Bank N.V.

**Non-financial data &
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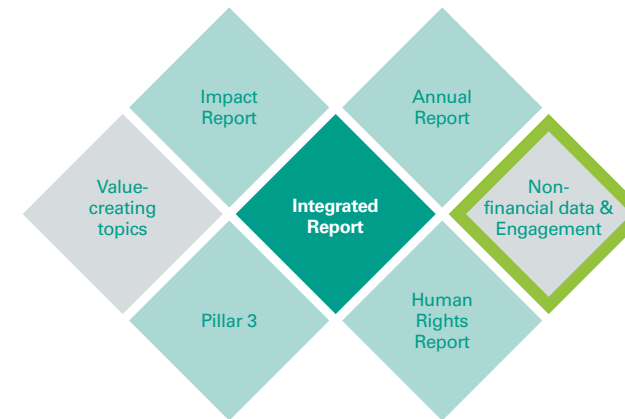
Welcome to our Non-financial data & Engagement 2020

We take a 'core and more' approach to reporting. The Integrated Report forms the 'core' report, in which ABN AMRO explains how, over time, our bank creates value for its stakeholders.

The IR describes ABN AMRO's business, strategy and performance – and its support for the long-term transition to a more sustainable economy.

The IR takes information from a number of 'more' reports that are published alongside it. This Non-financial data & Engagement is one the bank's 'more' reports. The purpose of this report is to provide information about non-financial data and engagement.

Other 'more' reports, such as the Pillar 3 Report, Impact Report and Human Rights Report, provide further quantitative and qualitative information in the area of risk and capital management, sustainability performance, disclosures on human rights as well as background information.



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Application of Equator Principles

Category and numbers of projects assessed in 2020 that have reached financial close

Country	Category			2020
	A	B	C	Total
Risk Classification				
Emerging markets/Non Designated Countries	0	1	0	1
High-Income OECD/Designated Countries	0	11	0	11
Total	0	12	0	12

Region	Category			2020
	A	B	C	Total
Risk Classification				
Africa	0	0	0	0
Asia	0	2	0	2
Europe	0	10	0	10
Middle East	0	0	0	0
North America	0	0	0	0
South America	0	0	0	0
Total	0	12	0	12

Sector	Category			2020
	A	B	C	Total
Risk Classification				
Manufacturing	0	0	0	0
Energy production	0	2	0	2
Infrastructure	0	0	0	0
Mining	0	0	0	0
Renewables	0	10	0	10
Oil & Gas	0	0	0	0
Telecom	0	0	0	0
Total	0	12	0	12

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Application of Equator Principles Framework to other transactions

Country	Category			2020
	A	B	C	Total
Oil & Gas	0	0	0	0
Total	0	0	0	0

Note: Please refer to our Definitions section for a description of the scope and the definitions used.

Advice provided by Credit Risk – Sustainability in 2020

Sector	Total #	Type of advice					Conclusion of advice		2020
		Client Acceptance	Request for Finance	Other Requests	Approvals	Qualified Approvals	Rejections	Pending	Withdrawn
Agriculture	64	5	59	0	28	35	1	0	0
Chemicals & Pharma	28	11	17	0	11	16	1	0	0
Defence	8	8	0	0	4	4	0	0	0
Energy & Utilities	28	11	17	0	17	10	1	0	0
Forestry	2	0	2	0	1	1	0	0	0
Infrastructure	19	4	15	0	9	10	0	0	0
Manufacturing	25	9	16	0	8	16	1	0	0
Mining & Metals	47	10	37	0	18	27	2	0	0
Misc. Industries	29	5	24	0	25	4	0	0	0
Oil & Gas	74	4	70	0	24	50	0	0	0
Tobacco	3	3	0	0	2	0	1	0	0
Transport & Logistics	12	5	7	0	9	2	1	0	0
Other Industries	37	27	10	0	22	11	4	0	0
Total	376	102	274	0	178	186	12	0	0

The bank conducts human rights due diligence for all clients. In high-risk files, enhanced due diligence is performed by dedicated sustainability analysts (part of the Credit Risk department). These assessments may include conditions on topics that require attention going forward. From 2018 onwards we report the number of files where conditions on human rights issues have been set separately. In 2020, this was the case in 82 sustainability assessments conducted by Credit Risk – Sustainability.

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Advice provided by Group Sustainability in 2019

Sector	Number	Type of advice					Conclusion of advice		
		Client acceptance	Request for finance	Other requests	Approvals	Qualified approvals	Rejections	Pending	Withdrawn
Agriculture	76	28	46	2	28	44	4	0	0
Chemicals & Pharma	38	16	22	0	19	19	0	0	0
Defence	9	6	0	3	6	2	1	0	0
Energy & Public utilities	39	18	21	0	15	21	3	0	0
Forestry	5	4	1	0	3	0	2	0	0
Infrastructure	12	6	5	1	6	5	1	0	0
Manufacturing industry	65	36	21	8	37	21	7	0	0
Mining & Metals	52	20	30	2	27	25	0	0	0
Miscellaneous industries	11	11	0	0	5	4	2	0	0
Oil & Gas	71	23	42	6	18	50	3	0	0
Tobacco	0	0	0	0	0	0	0	0	0
Transport & Logistics	14	10	3	1	3	10	1	0	0
Other industries	15	9	2	4	6	7	2	0	0
Total	407	187	193	27	173	208	26	0	0

In 2019 we specifically addressed human rights issues in 49 sustainability assessments. Sustainable Banking conducts human rights due diligence in all cases. From 2018 we report the number of files where conditions relating to human rights issues have been set, rather than each file where human rights were a specific point of attention. From 2020, the advice provided by our Group Sustainability department has been formally transferred to the Credit Risk department. Please refer to the Definitions section for an overview of the definitions used in the table above.

Total Sustainable Investments (Sustainable Client Assets)

(in EUR millions)	2020	2019	2018
Sustainable investments under management	16,947	12,497	9,112
Sustainable investment products	9,160	8,032	4,634
Sustainable savings products	87	54	80
Total	26,194	20,583	13,826

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Financing

(in EUR millions)

	2020	2019	2018
Sustainable financing "Groenbank"	183	71	38

Note: Please refer to our Definitions section for a description of the definitions used.

Client complaints on security and privacy

	2020		2019	
	Complaints	Sustained	Complaints	Sustained
Client complaints about non-compliance with privacy guidelines by ABN AMRO in the Netherlands	118	0	181 ¹	2
Client complaints about non-compliance with regulations and voluntary codes by ABN AMRO in the Netherlands	90	4	136	8

Note: ABN AMRO did not receive privacy-related complaints from a regulatory body in 2020.

Contracts channel

(in millions)

	2020	2019	2018
Internet Banking contracts	8.23	6.48	6.11

Reason: Around 1.6 million OT's were added for retail clients that didn't have OTs before. F.e. for Natural persons, Minors. This was a (big) project within the bank.

(in %)

	2020	2019	2018
Stability of our digital services	99.88%	99.90%	99.46%

Note: Please refer to our Definitions section for the definitions used.

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Employees

Number of employees

(in FTEs)	2020	2019	2018
Number of employees Global	19,324	17,977	18,830
Number of employees Netherlands	16,049	14,800	15,557

Number of employees per business Global

(in FTEs)	2020	2019	2018
Retail Banking	4,525	4,340	4,449
Commercial Banking	2,197	2,470	2,731
Private Banking	2,848	2,751	2,795
Corporate & Institutional Banking	2,480	2,517	2,528
Group Functions	7,184	5,899	6,327

FTEs per business men/women Global

(in FTEs)	2020			2019		
	Men	Women	Not registered	Men	Women	Not registered
Retail Banking	2,252	2,273		2,153	2,187	
Commercial Banking	1,384	814		1,530	940	
Private Banking	1,590	1,258		1,520	1,231	
Corporate & Institutional Banking	1,581	899		1,584	933	
Corporate Banking	n/a	n/a		n/a	n/a	
Group Functions	4,292	2,892	0	3,579	2,320	0
Total	11,097	8,135	0	10,367	7,610	0

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Breakdown of employees by age in the Netherlands

(in %)	2020	2019	2018
< 24	2%	1%	1%
24 - 29	13%	12%	10%
30 - 39	27%	26%	25%
40 - 49	26%	28%	30%
50 - 59	25%	26%	26%
> 60	7%	7%	7%

Breakdown of employees by job level in the Netherlands

(in %)	2020	2019	2018
7 or lower	32%	33%	35%
8 - 9	24%	23%	23%
10 - 11	27%	26%	25%
Subtop	13%	13%	12%
Top	4%	4%	4%

Gender diversity by job level in the Netherlands

(in %)	2020		2019		2018	
	Men	Women	Men	Women	Men	Women
7 or lower	38%	62%	38%	63%	37%	63%
8 - 9	58%	42%	59%	41%	59%	41%
10 - 11	68%	32%	68%	32%	68%	32%
Subtop	72%	28%	73%	27%	72%	27%
Top	70%	30%	72%	28%	72%	28%

Note: Totals may not add up due to rounding. Please refer to our Definitions section for a description of the definitions used.

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Geographical distribution of employees

(in %)	2020	2019	2018
Netherlands	83%	82%	83%
Europe (other)	12%	12%	12%
Asia	2%	3%	2%
USA	2%	2%	2%
Other	1%	1%	1%

Absenteeism in the Netherlands

(in %)	2020	2019	2018
Absenteeism (trend total)	3.18%	3.36%	3.59%

Breakdown of employee contracts Global

(in %)	2020	2019	2018
Staff, permanent	71%	74%	76%
Female	42%	42%	
Male	58%	57%	
Staff, temporary	6%	5%	4%
Female	44%	40%	
Male	56%	60%	
Agency staff	8%	7%	7%
Female	57%	56%	
Male	43%	44%	
Contract staff	15%	14%	12%
Female	30%	29%	
Male	70%	70%	

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Breakdown of workforce by employment contract Global

(in %)	2020	2019	2018
Full-time	80%	79%	79%
Female	35%	34%	
Male	65%	66%	
Part-time	20%	21%	21%
Female	79%	82%	
Male	21%	18%	

Note: Totals may not add up due to rounding. Please refer to our definitions section for a description of the definitions used.

External inflow and outflow Global

(in FTEs)	2020	2019	2018
Inflow	2,293	2,249	1,737
Outflow	1,223	2,901	2,511
Natural turnover	674	821	629
Reorganisation	456	414	1,376
Other	93	1,666	506

Note: Totals may not add up due to rounding. Please refer to our definitions section for a description of the definitions used.

Training costs Global

	2020	2019	2018
Total training costs (in EUR millions)	31.9	45.1	41.7
Part-time training costs as a percentage of staff costs (%)	2.40%	1.82%	1.70%

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ABN AMRO Foundation in the Netherlands

	2020	2019	2018
Net contribution devoted directly to social projects	916,000	1,498,000	1,130,000
Number of projects	110	277	218
Number of times employees volunteered	1,673	6,751	5,432

Social sponsorship

(in EUR)

	2020	2019	2018
Donations	13,000	25,000	95,000
Sponsorship	500,000	720,000	720,000

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Policy influence

Lobbyists

ABN AMRO employs in-house lobbyists to represent the bank and/or its subsidiaries in legislative, political and public discourse. ABN AMRO does not engage external lobbyists to represent its interests in these arenas.

Number of in-house lobbyists at ABN AMRO	3.2 FTEs
Location of in-house lobbyists	<ul style="list-style-type: none"> ▶ Amsterdam (1.2 FTEs, ABN AMRO Clearing) ▶ Brussels (1.0 FTE, ABN AMRO Bank) ▶ The Hague (1.0 FTE, ABN AMRO Bank)
Registration of in-house lobbyists	<ul style="list-style-type: none"> ▶ In Lobbyists' Register of the Lower House of Dutch Parliament (1.0 FTE, ABN AMRO Bank) ▶ In Transparency Register of the EU Institutions (2.2 FTEs, ABN AMRO Bank, ABN AMRO Clearing)

Spending on lobbyists

(in EUR thousands)	2020	2019	2018	2017
Total spending on in-house lobbyists	608	588	579	574
Total spending on external lobbyists	0	0	0	0

Memberships

ABN AMRO and its subsidiaries participate in a number of industry and business associations and thinktanks worldwide that engage in legislative, political and public discourse on behalf of an industry or business sector. Below is an overview of ABN AMRO's most relevant memberships:

Banking associations

- [Dutch Banking Association \(Nederlandse Vereniging van Banken, NVB\)](#)
- [Belgian Financial Sector Federation \(Febelfin\)](#)
- [Association of German Banks \(Bundesverband deutscher Banken, BdB\)](#)
- [French Banking Federation \(Fédération Bancaire Française, FBF\)](#)
- [British Bankers' Association \(UK Finance\)](#)
- [Association of Banks in Singapore \(ABS\)](#)
- [Hong Kong Association of Banks \(HKAB\)](#)
- [American Bankers Association \(ABA\)](#)
- [Brazilian Federation of Banks \(FEBRABAN\)](#)

Industry, trade and business associations, thinktanks

- [Confederation of Netherlands Industry and Employers \(VNO-NCW\)](#)
- [Dutch Association for Business and Operational Risk \(DABOR\)](#)
- [Dutch Association of Covered Bond Issuers \(DACB\)](#)
- [Dutch Association of Investors for Sustainable Development \(VBDO\)](#)
- [Dutch Securitisation Association \(DSA\)](#)
- [Holland FinTech \(Holland FinTech\)](#)
- [American Chamber of Commerce in the Netherlands \(AmCham the Netherlands\)](#)
- [Association for Financial Markets in Europe \(AFME\)](#)
- [Commodity Markets Council \(CMC\)](#)
- [European Capital Markets Institute \(ECMI\)](#)
- [European Covered Bond Council \(ECBC\)](#)
- [European Money and Finance Forum \(SUERF\)](#)
- [European Payments Council \(EPC\)](#)
- [European Venture Philanthropy Association \(EVPA\)](#)
- [Futures Industry Association \(FIA\)](#)
- [Global Credit Data \(GCD\)](#)
- [Institute of International Finance \(IIF\)](#)
- [International Association of Credit Portfolio Managers \(IACPM\)](#)
- [International Capital Market Association \(ICMA\)](#)
- [International Swaps and Derivatives Association \(ISDA\)](#)
- [Loan Market Association \(LMA\)](#)
- [Roundtable on Sustainable Palm Oil \(RSPO\)](#)

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Below is an overview of ABN AMRO's largest membership expenditures over the last four years:

(in EUR thousands)

Name of organisation	Type of organisation	Amount paid in 2020	Amount paid in 2019	Amount paid in 2018	Amount paid in 2017
NVB	Banking association	3,916	3,590	3,498	3,255
VNO-NCW	Industry association	154	150	150	150

Political contributions

ABN AMRO's Anti-Bribery and Corruption Policy states that no political contribution (to a candidate for public office, an elected official, a political party or political action committee, etc.) can be made on behalf of ABN AMRO without prior approval from a member of the bank's Executive Committee (Anti-Bribery and Corruption Policy, art. 2.3, Political Donations). In addition, ABN AMRO's Sponsorship Guidelines state that no sponsorship will be granted to organisations or events that are political in nature. To the best of our knowledge, over the last four years:

- a. no requests to make a political contribution were submitted for approval to members of the Executive Committee and no approvals were given, and
- b. no sponsorships were granted to organisations or events that are political in nature.

Below is an overview of ABN AMRO's political contributions over the last four years:

(in EUR thousands)

	2020	2019	2018	2017
Total contributions to individual politicians, political parties and political campaigns by ABN AMRO worldwide ¹	0	0	0	0

¹ Political contributions (including PAC contributions) provided in a private capacity by employees of ABN AMRO are not included in this overview.

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Suppliers

(in %)	2020	%
Suppliers that have signed our code of conduct	96	50%

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Summary of Carbon Emissions ABN AMRO Scope

Reported kton GHG emissions (by region)	2020			2019		
	NL	RoW	Total	NL	RoW ¹	Total
Scope 1						
Energy (natural gas + solar PV)	-	0.44	0.44	0	2.8	2.8
Business travel (lease cars)	5.54	n/a	5.54	10.49	n/a	10.49
Total Scope 1	5.54	0.44	5.98	10.49	2.8	13.29
Scope 2						
Energy (electricity, heating & cooling)	1.05	2.35	3.4	1.94	6.22	8.17
Total Scope 2	1.05	2.35	3.4	1.94	6.22	8.17
Total Scope 1 + 2	6.59	2.79	9.38	12.43	9.02	21.46
Scope 3						
Business air travel	1.01	0.47	1.5	5.65	4.75	10.4
Emissions of lending portfolio	12,149	13,580	25,729	12,601	14,832	27,433
Client assets			6,633			7,156
Total Scope 3			32,363			34,599
Total scope 1+2+3			32,373			34,621

RoW = Rest of the world.
 Decrease in scope 1 & 2 largely due to COVID 19 effects. Increase in scope 3 GHG emissions compared to figures in non-financial data & engagement 2019 report due to newly added GHG emissions for Client Assets. Scoping is based on GHG Protocol. See specification of figures on the following pages. (Sub)totals may not add up due to rounding.

Additional specifications for the Netherlands

	2020	2019
Figures		
Scope 1+2 NL CO ₂ /FTE NL	0.41 Ton CO ₂	0.84 Ton CO ₂
Energy consumption (Scope 2) per FTE (in kWh)	4,375	7,512
Average energy intensity in kWh/m ² (excl. Solar PV)	140 kWh/m ²	172 kWh/m ²
Change in total NL energy use compared to 2012	88%	82%
Absolute reduction in total NL Energy Use compared with situation 2012	-66%	-56%
Average km travelled by lease car per FTE in the Netherlands	2,922	4,499

Note: These figures are only based on the Netherlands due to incomplete data for other countries.

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Energy consumption

Energy consumption in the Netherlands

	2020			2019		
	kWh	GJ	kton CO ₂	kWh	GJ	kton CO ₂
Scope 1						
Natural gas	14,764,492	53,025	0.00	18,849,946	67,697	0.00
Solar energy PV	1,638,923	5,900	0.00	1,281,845	4,615	0.00
Total Scope 1	16,403,415	58,925	0.00	20,131,790	72,312	0.00
Scope 2						
Electricity (excluding PV)	54,050,759	194,583	0.00	70,908,038	255,269	0.00
Heating and cooling	16,163,578	58,188	1.05	20,132,785	72,477	1.94
Total Scope 2	70,214,338	252,771	1.05	91,040,823	327,746	1.94
Total Scope 1 + 2	86,617,753	311,696	1.05	111,172,613	400,058	1.94
Year-end Gross Square metre in Portfolio	590,843			625,597		
Average energy intensity in kWh/m ² (excl. Solar PV)	140			172		

We purchase renewable energy through guarantees of origin for our energy use in the Netherlands. As per the end of 2020, guarantees of origin for heating were not available.

Note: Scope: ABN AMRO offices and offices of wholly owned subsidiaries. Not all subsidiaries are included in the figures.

Note: We purchase renewable energy through guarantees of origin for our energy use in the Netherlands. As per the end of 2019, guarantees of origin for heating and cooling were not available.

Note: Decrease in scope 1 & 2 largely due to Covid-19 effects.

Energy consumption in Rest of World

	2020			2019		
	kWh	GJ	kton CO ₂	kWh	GJ	kton CO ₂
Scope 1						
Natural gas	2,262,799	8,146	0.44	13,025,453	46,779	2.80
Scope 2						
Electricity incl. heating	12,257,539	44,127	2.35	21,667,055	78,001	6.22
Total Scope 1 + 2	14,520,338	52,273	2.78	34,692,508	124,781	9.02

Note: Reporting on international locations (RoW) is done based on country-specific emission factors and estimated energy use of our international locations. The RoW figures were first calculated for 2019.

Significant reduction in our rest of world reported emissions is due to a reduction in locations, updated assumptions on the use of gas as a source of heating, and the use of renewable energy in our offices in Germany. Decrease also because of Covid-19 effects.

Sources / Notes:

▶ co2emissiefactoren.nl/lijst-emissiefactoren

▶ Heating & Cooling is based on location-based figures provided by energy suppliers

▶ Source: IEA (2019) Emission Factors

- ▶ Scope: ABN AMRO offices and offices of 100% wholly (owned) subsidiaries are included in the figures.
- ▶ Reporting on international locations is done is based on country-specific emission factors and estimated energy use of our international locations.
- ▶ Germany and the Netherlands use renewable electricity. The Netherlands uses biogas, which is accounted for as carbon neutral.

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Business travel

Business travel by lease car in the Netherlands

	2020		2019	
	km	kton CO ₂	km	kton CO ₂
Scope 1				
Distance travelled by lease cars	46,899,865		66,599,888	
Total CO ₂ emissions of lease cars (in kTon CO ₂)		5.54		10.49

Note: CO₂ emission factors FleetSupport (verified by KPMG in 2014).

Business air travel in the Netherlands

	2020			2019		
	km	# Flights	kton CO ₂	km	# Flights	kton CO ₂
Scope 3						
Short-haul (up to 3,700 km)	1,103,353	1,637	0.2	6,531,029	6,623	1.11
Long-haul (over 3,700 km)	3,265,828	436	0.81	22,891,452	1,524	4.54
Total	4,369,182	2,073	1.01	29,422,481	8,147	5.65

Totals can differ due to roundings.

Business air travel in Rest of World

	2020			2019		
	km	# Flights	kton CO ₂	km	# Flights	kton CO ₂
Scope 3						
Short-haul (up to 3,700 km)	1,083,538	1,257	0.19	4,653,980	4,190	0.79
Long-haul (over 3,700 km)	1,108,593	164	0.28	19,961,319	1,574	3.96
Total	2,192,131	1,421	0.47	24,615,300	5,764	4.75

ABN AMRO Compensates its CO₂ emissions, including Air Travel, Mobility and Offices, by investing in VCS verified CO₂ emission reduction projects.

Additionally, ABN AMRO has been investing in Sustainable Aviation Fuel (SAF) via the Air France KLM Corporate SAF Program since 2016. 50% of our flights are on SAF. The CO₂ reduction resulting from predominantly using SAF for our Air Travel has not been deducted from the reported figures.

The coronavirus crisis has forced ABN AMRO to continue international business in restricted circumstances, without flying hours. As a result, CO₂ emissions have been saved.

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Employees with public transport season tickets in the Netherlands

	2020	2019	2018
1st Class	380	771	635
2nd Class	6,659	6,312	5,958
Total	7,039	7,083	6,593

Note: These tickets are provided by the bank.

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GHG Emissions of ABN AMRO's lending portfolio

		2020			2019		
Summary table		GHG Emissions (ktCO ₂ e)	EAD ³ million EUR	GHG emissions per million EUR lent (tCO ₂ e/mln)	GHG Emmissions (kton)	EAD million EUR	GHG emissions per million EUR lent (tCO ₂ e/mln)
RoW	Corporate loans & non-listed equity RoW	13,580	40,619	334	14,832	53,734	276
NL	Corporate loans & non-listed equity NL ²	8,463	52,409	161	8,882	56,999	156
NL	Commercial real estate	333	7,207	46	340	7,028	48
NL	Mortgages	3,353	163,586	20	3,380	163,860	21
	Out-of-scope ¹	-	143,533		-	111,626	0
SCOPE 3:		25,729	407,354	63	27,433	393,247	70

¹ Clients out -of scope, including consumer lending, institutions, central banks and governments.

² Includes clients where country is missing.

³ EAD incl. on-balance off balance. Repo., derivatives).

Note: These calculations are in accordance with PCAF Methodology (Partnership for Carbon Accounting Financials [carbonaccountingfinancials.com](https://www.carbonaccountingfinancials.com)). Calculation excludes consumer loans, other retail and client investments. Please refer to the Annual Report 2020 for the total overview of Exposure at Default per business line.

The following PCAF Data Quality scores are applicable:

- Corporate loans & non-listed equity RoW: Score 5

- Corporate loans & non-listed equity NL: Score 5

- Commercial real estate: Score 4

- Mortgages: Score 5

	GHG Emissions (kton)				GHG Emissions (kton)		
	2020	2019	Delta		2020	2019	Delta
Agriculture (A)	4,799	3,969	830	Scientific and technical activities (M)	9	6	2
Minerals (B)	6,168	8,235	(2,066)	Administrative services (N)	76	96	(20)
Industry (C) ¹	1,957	1,842	114	Regional administration (O)	0	2	(2)
Utilities (D)	2,685	1,544	1,141	Education (P)	13	14	(1)
Water distribution (E)	247	310	(63)	Healthcare (Q)	154	141	13
Construction (F)	49	37	13	Recreation (R)	12	14	(2)
Retail (G)	528	796	(268)	Other Services (S)	8	9	(1)
Transport (H)	2,486	2,668	(182)	Activities of households as employers (T)	-	-	-
Leisure (I)	44	36	8	Extraterritorial organisations (U)	-	-	-
Information and communication (J)	24	47	(23)	No Sector	2,362	3,491	(1,129)
Financial Services (K) ¹	414	449	(36)	Total kton CO₂	22,043	23,713	
Real estate (L) ¹	9	8	1				

¹ Excluding CB CRE.

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Emissions Real Estate – Mission 2030 results

The tables below contain the details of our Mission 2030 results. These calculations are based on PCAF methodology (Partnership for Carbon Accounting Financials carbonaccountingfinancials.com/). Emission factors used for the calculations are based on co2emissionfactors.nl. To read more about our Mission 2030 ambitions, please refer to our website abnamro.com.

Real Estate Clients

CO₂ profile: Commercial real estate portfolio type – residential

Energy label	A+++	A++	A+	A	B	C	D	E	F	G	No label	Total
Percentage of rentable units in portfolio	0%	0%	0%	14%	11%	24%	19%	11%	7%	12%	3%	100%
Total rentable units	0	0	1	4,555	3,660	7,859	6,219	3,688	2,288	3,864	843	32,977
m ² rentable surface (x1000)	0	0	0	929	291	679	546	313	199	341	129	3,427
Total CO₂ emissions in kton	0	0	0	15	16	35	29	18	11	20		144

Totals can differ due to roundings

CO₂ profile: Commercial real estate portfolio type – non residential buildings

Sector	Office	Shops without cooling	Cafe/restaurant	Hotel	Medical centre/ with overnight stay	Total
Percentage of rentable units in portfolio	38%	49%	5%	2%	6%	100%
Total rentable units	1,437	1,863	191	73	237	3,801
m ² rentable surface (x 1,000)	2,037	795	71	80	100	3,082
Total CO₂ emissions in kton	111	55	10	6	6	187

CO₂ emissions: Retail Banking mortgages

Energy label	A+++	A++	A+	A	B	C	D	E	F	G	No label ¹	Total
a. Percentage in portfolio				17%	16%	29%	9%	8%	10%	10%	1%	100%
b. Number of objects				129,028	123,726	217,192	68,002	59,501	73,130	78,376	10,792	759,747
Total CO₂ emissions in kton				435	526	969	320	287	352	408	56	3.353

¹ The emissions for other (non-labels) has changed due to the use of PCAF parameters in 2020 as opposed to the self-calculated average that we have been using last years.

ABN AMRO average energy label C in its portfolio.

These calculations deviate from the PCAF loan-to-value approach. Instead, a 100% attribution factor is applied.

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Facility Management
CO₂ profile: ABN AMRO buildings

Values	A++++	A+++	A++	A+	A	B	C	D	E	F	G	Unknown	Grand Total
# Buildings	1	2	0	2	104	11	18	4	2	1	1	25	171
M ² Gross Square Metres	3,478	5,911	0	813	443,107	21,590	27,646	15,258	2,294	948	1,008	15,488	537,539
kton CO ₂	-	-	-	0.00	0.93	-	-	-	-	-	-	-	0.93
% Label bvo BVO	1%	1%	0%	0%	82%	4%	5%	3%	0%	0%	0%	3%	100%

ABN AMRO buildings included in the Mission 2030 table is excluding datacenters and Schiphol locations. Not all subsidiaries are included in the figures.
The Mission 2030 locations represent a subset of our total locations which are reported in other parts of this report. Therefore the CO₂ reported here is already included in our overall figures.

Private Banking – Emissions Client Assets

The table below contains the carbon emissions of our private banking operations.
These calculations are based on PCAF methodology (Partnership for Carbon Accounting Financials [carbonaccountingfinancials.com](https://www.carbonaccountingfinancials.com)).

	2020	2019
EUR invested (in millions)	70,287	63,976
Total emissions scope 1&2 (tCO ₂ e)	6,633,046	7,155,723
Emissions per million EUR invested	94.37	111.85

Scope: Direct and indirect exposure to stocks and corporate bonds, excluding cash.
For the calculations of the GHG emissions of our Client Assets (derived from ISS), the PCAF Quality Data Score ranges from Score 1 to 4 depending on the data available per company.

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Water usage in the Netherlands

	2020	2019	2018
Water usage in cubic metres	61,416	135,846	102,696

Note: Only 62% of water volume is measured, this is the cause of variations over time.

Paper consumption in the Netherlands

	2020	2019	2018
Total in tons	584	832	948
Total paper use per FTE (in kg/FTE)	32	45	51
Paper with FSC eco label (in tons)	584	832	948
Paper without FSC eco label (in tons)	0	0	0

Waste in the Netherlands

	2020			2019			2018		
	Ton	%	kg/FTE	Ton	%	kg/FTE	Ton	%	kg/FTE
Containing paper	297	32.28%		389	25.57%		1,229	48.77%	
Items specified as hazardous materials (e.g. batteries, toner cartridges)	0	0.05%		1	0.04%		1	0.03%	
Other	185	20.08%		385	25.31%		294	11.67%	
Plastic	17	1.83%		33	2.16%		42	1.67%	
Residual waste	421	45.76%		713	46.91%		954	37.86%	
Total	1,520	100%		2,520	100%		2,497	100%	
Total kg waste per FTE	-	-	95	-	-	116	-	-	194
Change in total residual waste compared with 2012	796	65.42%		504	41.41%		263	21.61%	

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In order to not just manage risk, but also to use our leverage positively in our client relationships for our business partners and the companies clients can invest in, we strive for an inclusive approach. Most companies meet our sustainability policy requirements. In certain instances, companies may not meet our requirements (yet), either prior to or during the relationship. In these cases, we will enter into a dialogue with them.

The goal of such a dialogue or high-intensity engagement is to improve the sustainability performance of our relations, so that they (at least) meet ABN AMRO's sustainability standards. Underperformers are not excluded immediately, but they do have to be willing and able to enter into a results-oriented process as the success of a high-intensity engagement depends on it. We set a maximum term within which improvements must take place. Typically, this is three years, but in certain cases an extension of this timeline is possible – for instance when substantial improvements have been made and full compliance is within reach; the maximum term of high-intensity engagement will always be determined on a case-by-case basis. Disengagement, although a last resort, may be an outcome of the process.

High-intensity Engagements are triggered by:

- ▶ **For clients:** potential or actual breaches of our Sustainability Risk Framework
- ▶ **For companies in our investment universe:** breaches of the UN Global Compact. Investment universe engagement is done in collaboration with EOS at Federated Hermes.

Our engagement leverage is different for (i) companies we finance as opposed to (ii) companies our clients invest in.

Companies we finance

If we finance a company, there is usually potential for direct engagement. If not, or if for instance we are part of a loan syndicate with other banks, engagement may be performed by a third party.

Our Chief Risk Officer and Chief Executive Officer of Corporate & Institutional Banking (CIB) have been mandated by the Executive Board to oversee the bank's high-intensity engagement processes. In 2020 we formalised this in our Engagement Committee, which meets on a quarterly basis. One of the roles of the Committee is to monitor progress of high-intensity engagement and decide on additional measures if progress is lagging.

The composition of the Engagement Committee is as follows:

- ▶ **ExCo:** Chief Risk Officer and Chief Executive Officer CIB
- ▶ **Business line:** Head of Sustainability Advisory CIB, Head of Client Coverage CIB and/or Head of Trade & Commodity Finance
- ▶ **Second line:** Head of Credit Risk and/or Head of Central Risk Management
- ▶ **Strategy & Sustainability:** Head of Advisory, Reporting and Engagement Group Sustainability
- ▶ **Secretariat:** Stakeholder and Engagement Manager Group Sustainability

We strive to increase the likelihood that clients will address negative ESG impacts. But we can rarely be sure there is a causal relationship between engaging with our clients and the actions these clients subsequently take to improve their management of ESG issues. Often, ABN AMRO is one voice among a diverse group of consumers, NGOs, other banks and governments who pursue the same objective through different means. Where possible, given client confidentiality and other constraints, we try to cooperate with external stakeholders in order to maximise positive impact.

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Companies our clients invest in

In our investment universe we want to encourage the companies that our clients invest in to adopt more social and sustainable business practices. To that end, we are working with engagement partners to hold companies more accountable.

We endorse the ten principles outlined in the UN Global Compact involving issues such as human rights, the environment and working conditions. Whenever a serious violation of the UN Global Compact principles occurs we engage with the company and try to partner with other investors where possible. In addition to this reactive approach we proactively try to establish a dialogue on the basis of certain themes that will help prevent potential violations and inspire companies in a positive way. In 2020 we joined the engagement programme of EOS at Federated Hermes to engage on a larger scale, with more companies, and in a more proactive way. EOS at Federated Hermes talks to listed companies about ESG issues, focusing on twelve themes ranging from the environment and circular enterprise to risk management and working conditions. Because EOS at Federated Hermes speaks for so many stakeholders, the idea is that these talks have more impact than if each stakeholder were to operate individually. An extensive reporting suite which includes regular case studies is then made available so that ABN AMRO clients receive greater clarity about the progress companies are making.

Focus List approach

Clients on our Focus List will receive continuous attention, which may apply to:

1. clients operating in very sensitive circumstances or sectors/countries with high inherent risks, or
2. clients that are material to the bank due to the nature of the relationship, or
3. clients that operate in (multiple) sectors with high potential risks.

Continuous attention implies that the first line will monitor the client's sustainability performance on an ongoing basis and where necessary intensify contact with the client beyond the standard procedures. First and second line will inform the Engagement Committee of material developments on the Focus List, with the aim of discussing potential future high-intensity or thematic engagement. Both the first and second lines can add names to the list. Names will be removed from the list after consent from both lines.

and:

Clients on our Focus List present an increased reputational risk through, for example, media attention, NGO attention, and incidents.

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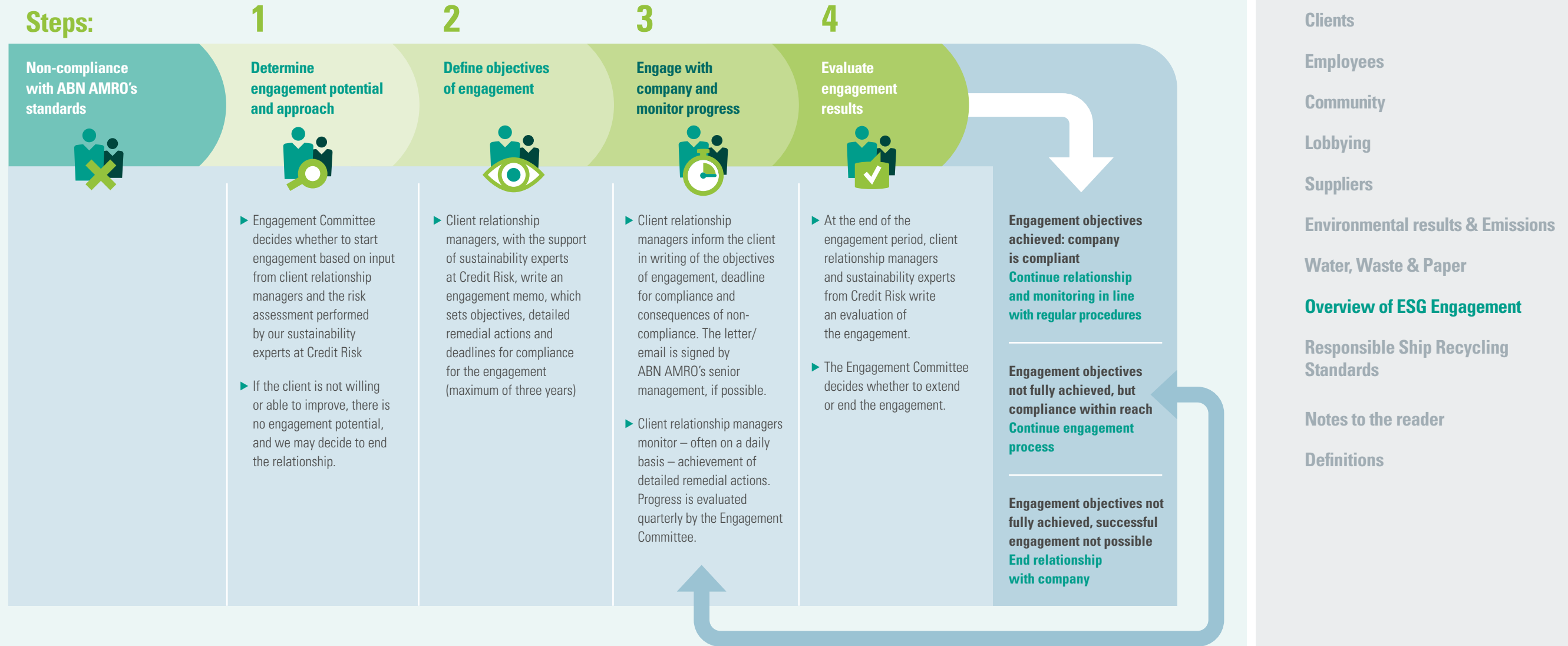
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High-intensity engagement with corporate clients: stepwise approach



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Overview of ESG high-intensity engagements and focus list clients

This table contains ABN AMRO's high-intensity engagement with clients on human rights issues related to ABN AMRO's lending and investment products and services in 2019/2020.

The table also shows ABN AMRO's focus clients related to its lending products and services in 2019/2020.

List	Product	Sector	Region	Engagement / Focus Status	Issue
1	High Intensity Lending	TCF ¹ – Agriculture – Palmoil	Africa	To Focus and Exiting ³	Land rights, human rights violations and deforestation in supply chain
2	High Intensity Lending	TCF – Agriculture – Palmoil	Asia	Exited	Labour rights violations in own operations and supply chains
3	High Intensity Lending	TCF – Agriculture – Palmoil	Asia	Exited	Deforestation, peatland degradation in supply chain and infringement rights of local communities
4	High Intensity Lending	TCF – Energy & Metals	Europe	Closed	Arctic activities, human rights policy commitment
5	High Intensity Lending	NR ² – Basic Materials	North America, Middle East, South America, Asia	To Focus and Exiting	Health & safety impacts, water & land pollution
6	High Intensity Lending	NR – Energy	Africa	Ongoing	Human rights violations, access to remedy
7	High Intensity Lending	NR – Energy	Australia	To Focus and Exiting	Land and community rights
8	High Intensity Lending	NR – Energy	Australia	Exiting	Land rights, energy transition strategy
9	High Intensity Lending	NR – Energy	Europe	Ongoing	Unsustainable ship recycling practices
10	High Intensity Lending / Investment Services ⁴	Financial Institutions	North America	To Focus	Business ethics
11	High Intensity Lending / Investment Services	Financial Institutions	Europe	To Focus	Business ethics
12	High Intensity Lending	Food & Retail	Asia	Exited	Forced labour in supply chain
13	High Intensity Lending	Transportation & Logistics	Europe	Exited	Health & safety impacts
14	Focus Lending	TCF – Agriculture	South America	Exiting	Land rights, human rights violations and deforestation in supply chain
15	Focus Lending	TCF – Energy & Metals	Middle East, Africa, South America, Asia	Exiting	Human rights violations, access to remedy
16	Focus Lending	TCF – Energy & Metals	Africa	Exiting	Human rights violations ((no) access to remedy, land pollution)
17	Focus Lending	TCF – Energy & Metals	Asia	Exiting	No RSPO member
18	Focus Lending	TCF – Energy & Metals	Africa, South America	Exiting	Environmental damage, human rights violations and health and safety
19	Focus Lending / Investment Services	NR – Basic Materials	South America	Exiting	Environmental damage, health & safety
20	Focus Lending	NR – Basic Materials	Europe	Ongoing	Environmental damage, limited external grievance mechanism
21	Focus Lending	Construction	Europe	Ongoing	Human rights (policies) and potential breach with the Exclusion List regarding the Arctic
22	Focus Lending	Construction	Europe	Ongoing	Human rights and labour rights, climate footprint, ship recycling, business ethics and potential breach with the Exclusion List regarding the Arctic

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	List	Product	Sector	Region	Engagement / Focus Status	Issue
23	Focus	Lending	Construction & Utilities	Africa	Ongoing	Land rights violations
24	Focus	Lending	Food & Retail	Europe	Ongoing	Human rights (poor labour conditions)
25	Focus	Lending	Transportation & Logistics	Africa	Ongoing	Defence activities, transparency
26	High Intensity	Investment Services	Agriculture	Asia	Closed	Bribery and corruption, forced labour
27	High Intensity	Investment Services	Agriculture	Asia	Closed	Human rights violations, water pollution
28	High Intensity	Investment Services	Commodities	North America	Ongoing	Business ethics
29	High Intensity	Investment Services	Energy	Asia	Ongoing	Human rights and Environmental violations
30	High Intensity	Investment Services	Energy	Asia	Ongoing	Human rights violations
31	High Intensity	Investment Services	Energy	North America	Ongoing	Human rights violations
32	High Intensity	Investment Services	Energy	South America	Ongoing	Human rights violations
33	High Intensity	Investment Services	Financial Services	Asia	Ongoing	Business ethics
34	High Intensity	Investment Services	Financial Services	Europe	Ongoing	Business ethics
35	High Intensity	Investment Services	Financial Services	North America	Ongoing	Human rights violations
36	High Intensity	Investment Services	Healthcare	Europe	Ongoing	Bribery and corruption
37	High Intensity	Investment Services	Healthcare	Europe	Ongoing	Business ethics
38	High Intensity	Investment Services	Healthcare	North America	Closed	Health & safety impacts
39	High Intensity	Investment Services	Meat producer	South America	Ongoing	Business ethics
40	High Intensity	Investment Services	Mining & Metals	Asia	Ongoing	Human rights and Environmental violations
41	High Intensity	Investment Services	Mining & Metals	North America	Ongoing	Human rights violations
42	High Intensity	Investment Services	Mining & Metals	North America	Ongoing	Labour rights and Environmental violations
43	High Intensity	Investment Services	Mining & Metals	North America	Closed	Human rights violations, land pollution, water pollution
44	High Intensity	Investment Services	Public	North America	Closed	Human rights violations
45	High Intensity	Investment Services	Toll roads	Europe	Ongoing	Human rights violations
46	High Intensity	Investment Services	Toll roads	Europe	Ongoing	Human rights violations
47	High Intensity	Investment Services	Telecommunication	Africa	Ongoing	Human rights violations
48	High Intensity	Investment Services	Technology, Media & Telecom	Asia	Closed	Bribery and corruption
49	High Intensity	Investment Services	Utility	Africa	Ongoing	Environmental and Business Ethics violations

¹ TCF stands for Trade & Commodity Finance.

² NR stands for Natural Resources.

³ The exiting files are mainly a consequence of ABN AMRO's CIB strategy review announced in August 2020.

⁴ In 2020 Investment Services started a collaboration with EOS at Federated Hermes. This was previously with Robeco.

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Responsible Ship Recycling Standards

ABN AMRO is a founding member of the Responsible Ship Recycling Standards for banks (the RSRS). The RSRS have been adopted by 11 global ship finance banks that together aim to promote responsible ship building and recycling and to minimise the dangers associated with hazardous materials on board ships. For this purpose, RSRS members seek to engage in an active dialogue with ship owners.

All members actively:

- ▶ Require ship owners to prepare and maintain an Inventory of Hazardous Materials on board their ships and,
- ▶ Covenant on a best efforts basis that ship owners will maintain a sustainable and socially responsible policy with respect to building and dismantling their vessels.

Corporate & Institutional Banking included relevant RSRS wording in the facility agreements of all shipping-related transactions closed in 2020.

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Data collection

All data reported are as at year-end 2020. All our businesses are closely involved in the process of reporting sustainability-related data. They report on their sustainability performance both internally and externally, and in both quantitative and qualitative terms. The majority of the data presented in this document have been collected by Credit360, the data collection system we implemented in 2016. This system includes multiple checks. Additionally, every figure is verified by a superior to ensure the four-eyes principle. This is how we aim to minimise inconsistencies and errors. Credit360 uses a manual – developed by ABN AMRO – that includes our definitions of every data point. This approach leaves no room for estimation and requires us to stick to the definitions. This year, our non-financial figures were derived from Credit360 for the fourth time and these figures are reported at least annually.

Sustainability governance

The governance of sustainability-related material topics is described in our Integrated Report 2020. At ABN AMRO, sustainability is the responsibility of the CEO. The Strategy Execution Team monitors progress on the strategy and reports to the Executive Board on a quarterly basis. The Strategy Execution Team is supported by a multidisciplinary senior management team (Sustainability Pillar Leads) and Sustainability Expert team who together oversee the implementation of the sustainability strategy and initiatives across the bank. In addition, a sustainability risk report is created monthly as part of the bank's overall risk measures. This report covers both strategic and sustainability risk-related issues.

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Terms	Definitions
ABN AMRO Foundation	ABN AMRO Foundation is a <i>stichting</i> under Dutch law encouraging ABN AMRO volunteers to give back to the community.
Absenteeism (trend total)	Is the rolling average of the latest absenteeism percentage, annualised.
Business air travel	All flights bought from preferred-supplier travel agent Egencia and includes the following countries: Australia, Belgium, Brazil, China, France, Germany, Greece, HongKong, Netherlands, Norway, Singapore, United Kingdom, United States and subsidiaries ABF, Clearing.
Corporate & Institutional Banking	Part of the bank offering financial services to large business clients with turnover in excess of €500 million per annum. Corporate Banking also offers specialist financial services to clients in specific sectors: <ul style="list-style-type: none"> ▶ real estate ▶ financial institutions ▶ energy, commodities and transport (ECT)
Diversity	The distribution of employees (headcount) by gender or age in the Netherlands.
Donations	Financial contributions to a civil society organisation for which we do not seek a return in any shape or form.
Emerging markets	A reference to emerging countries not included in the World Bank's high-income OECD countries list.
Equator Principles	A framework for credit risk management that is used to establish access and control the social and environmental risks involved in project finance.
Equator Principles: Categories	The Equator Principles distinguish three categories of projects: <ul style="list-style-type: none"> Category A – Projects with potential significant adverse social or environmental impacts which are diverse, irreversible or unprecedented; Category B – Projects with potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures; Category C – Projects with minimal or no social or environmental impacts.

Terms	Definitions
Equator Principles: Scope	Project finance that meets the two criteria in ABN AMRO's Policy for Project Finance and the Application of the EPs require the actual application of the EPs: this is project finance within the scope of the EPs. The Equator Principles are also applied to certain loans related to a new capital investment but which do not meet the two criteria; application of the EPs is not compulsory: these loans are outside the scope of the EPs.
External inflow and outflow	Internal FTEs (permanent and temporary): employees that leave the bank or change contract type. There are a couple of reasons for reporting: <ul style="list-style-type: none"> ▶ Natural turnover: employees that leave the bank of their own volition during the reporting period; this includes employees retiring or taking early retirement. ▶ Reorganisation: employees leaving the bank based on the social plan after having been given notice. ▶ Other: employees leaving the bank that do not fall within one of the above outflow categories. e.g. change of contract, leave of absence, outsourcing, expat contract, etc.
FTE	FTE means full-time equivalent. 1 FTE = 36 hours a week. Unit of account for expressing the extent of employment or size of the workforce.
Green Savings Deposit	A deposit is a type of saving under which savers entrust their money to a bank during a set period of time, with the bank using this money to grant loans. A green deposit is a savings product offered by a green bank, which will only give loans to companies that are engaged in sustainable activities ('green companies').
Greenhouse Gas protocol	Methodology to calculate carbon emissions from fossil fuels in traffic, aviation, transport, electricity production and heating.
Greening electricity	Compensating carbon emissions through the purchase of certificates.
Groenbank	A Dutch bank whose stated intent is to finance sustainable projects. If a project is recognised as sustainable by the Dutch government. Groenbank is able to furnish a green loan at more favourable rates.
Group Functions	This part of the bank is responsible for staff functions, services and activities that aren't directly related to clients (account holders), e.g. Communications, Finance and IT.
High-income OECD countries	OECD member states described as high-income countries by the World Bank, which publishes the list on its World Databank (data.worldbank.org/income-level/OECD).

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Terms	Definitions
Paper consumption Netherlands	Centrally bought paper consumed by ABN AMRO in the Netherlands on an annual basis.
Paper with FSC eco label	This is certified eco paper, indicating that it is less harmful to the environment based on predefined environmental criteria. FSC certification provides environment-related information about wood and paper products sourced from sustainably managed forests.
PCAF	Partnership for Carbon Accounting Financials
Private Banking	Part of the bank offering financial services and products to high-net-worth private clients. Private Banking also offers specialist financial services to specific groups of clients, such as charities and private wealth funds.
Project finance	Project finance for the purposes of the Equator Principles is described in ABN AMRO's Policy for Project Finance and the Application of the Equator Principles as finance meeting two criteria: <ol style="list-style-type: none"> 1. New capital investment (or an increase thereof). 2. Repayments deriving from cash flows generated by the investment itself. Part of the bank offering financial services and products to retail customers.
Retail Banking	Part of the bank offering financial services and products to retail customers.
Social sponsoring	Financial contributions to a civil society organisation for which we receive something in return.

Definitions for legends and footnotes

Terms	Legend to Review of project financing based on assessment/status
Closed	The financing request for which an Equator Principle compliance advise has been given is approved and the financing documentation has been signed.
Not approved	The financing request for which an Equator Principle compliance advise has been given has not been approved.
In process	The financing request and/or administrative processes have not yet been completed.
Not realised	The project will not go ahead; request withdrawn by client or external lead manager.

Terms	Definitions
Stability of digital services	Availability of internet and mobile banking services during peak hours (defined as 'early morning to after midnight').
Sustainable client assets	Sustainable Investments (Client Assets) break down into two categories: <ol style="list-style-type: none"> 1. ABN AMRO Group investment funds that explicitly base their investment approach and decisions on sustainable criteria. 2. Sustainable mandates involve assets whose owners have given the bank responsibility for the investment approach and investment decisions. This specific type of mandate explicitly factors in sustainability criteria in the investment approach and decisions. 3. Advisory involves assets where the owners get investment advice, but take their own investment decisions. Owners that have chosen for sustainable advisory get advice that explicitly factors in sustainable criteria.
Sustainable investment products	Typically, standard investment products do not systematically and explicitly factor in the social and environmental effects of investments on the environment, where sustainable investment does. Sustainable investments reflect our assessment of risk and return in relationship to social and environmental effects.
Sustainable savings	Sustainable savings are used by banks to lend to sustainable companies and projects.

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Legend to Advice provided by the Sustainable Banking Department	
Defence Industry	Involved in the production of or trade in defence-related goods and services and suppliers to defence-related companies.
Miscellaneous industries	Companies operating or investing in multiple sectors or industries, with none of them a clear main category.
Other industries	Residual category for companies that do not fit into any of the other Sustainability-identified industries, e.g. real estate and waste disposal companies.
Client acceptance	Request for advice prompted by 'increased ESE risk' indication in the annual review of the client relationship or when a new client opens an account.
Request for finance	Request for advice prompted by 'increased ESE risk' indication in the request for finance procedure or in the annual review of an ongoing loan.
Other requests	Other requests for advice prompted by 'increased ESE risk' indication in the procedures for developing funds and products, or entering into relationships with suppliers.
Approvals	Approval means that the client and/or transaction is or is expected to be in compliance with the bank's sustainability policies.
Qualified approvals	Qualified approval is given if the client and/or transaction is not currently in compliance with the bank's sustainability policies but is expected to meet requirements within an agreed timeframe.
Rejections	A rejection means that the client and/or transaction is not and/or will not be in compliance with the bank's sustainability policies.
Pending	Pending means that the advice is yet to be forthcoming, possibly because further questions have been asked of the client or because specific information is missing and needs to be provided before advice can be given.
Withdrawn	Withdrawn means that the request for advice has been withdrawn by ABN AMRO's internal departments.

Facility Management Legend to Waste	
Other waste	The annual amount of waste that is recycled excluding waste containing paper and plastic.
Residual waste	The annual amount of waste left after recyclable waste is stripped out.
Hazardous waste	The annual amount of collected hazardous materials, including batteries and empty toners.

Human Resources Legend to Diversity of employees NL	
Subtop	1 Job levels 12 and 13 (Hay).
Top	2 Job levels 14 and 15 (Hay), Management Group and Managing Board.

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Strategy & Sustainability

Concepting and lay-out

DartGroup, Amsterdam

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