

# GRI Content Index

## Van Lanschot Kempen

### 2020 Annual Report

## GRI Standard Disclosures

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
GRI 101: Foundation	GRI does not include any disclosures		
GR 102: General Disclosures	<b>1. Organisational profile</b>		
	102-1 Name of the organisation	AR and S: title page, credits on final page	No omissions
	102-2 Activities, brands, products, and services	AR: pp. 10-11 (Who we are and what we do), pp. 24-41 (Our value creation) pp. 90-96 (Corporate Governance), pp. 196-198 (Segment information) S: pp. 7-11 (Our value creation)	No omissions
	102-3 Location of headquarters	AR and S: credits on final page	No omissions
	102-4 Location of operations	AR: p. 11 (Who we are and what we do)	No omissions
	102-5 Ownership and legal form	AR: p. 67 (Van Lanschot Kempen shares) and p. 90 (Corporate governance)	No omissions
	102-6 Markets served	AR: p. 11 (Who we are and what we do), pp. 24-41 (Our value creation), pp. 196-198 (Segment information)	No omissions
	102-7 Scale of the organisation	AR: p. 11 (Who we are and what we do), p. 25 (Value creation model), pp. 29-30 (Human and intellectual capital) S: pp. 13-14 (Our sustainability key data)	No omissions
	102-8 Information on employees and other workers: a) Total number of employees by employment contract (permanent and temporary), by gender b) Total number of employees by employment contract (permanent and temporary), by region c) Total number of employees by employment type (full-time and part-time), by gender d) Whether significant portion of the organisation's activities are performed by workers who are not employees e) Any significant variations in the numbers reported in 102-8a-c f) An explanation of how the data have been compiled	a) S: pp. 13-14 (Our sustainability key data) W: <a href="https://corporate.vanlanschot.nl/responsible/good-employer">corporate.vanlanschot.nl/responsible/good-employer</a> b) Not applicable (small size other regions) c) S: p. 14 (Our sustainability key data) W: <a href="https://corporate.vanlanschot.nl/responsible/good-employer">corporate.vanlanschot.nl/responsible/good-employer</a> d) Not applicable (not relevant for our organisation) e) Not applicable (no seasonal variations in our sector) f) From management systems and compiled by HRM department	Omissions (102-8 b, d, e not applicable)
	102-9 Supply chain	AR: pp. 20-21 (Our strategy), pp. 26-27 (Financial capital), pp. 38-41 (Social capital)	No omissions
	102-10 Significant changes to the organisation and its supply chain	S: pp. 19-21 (Reporting Principles (GRI))	No omissions
	102-11 Precautionary Principle or approach	AR: pp. 4-5 (Chairman's message), p. 13 (Our strategic framework), p. 14 (The changing world around us), p. 20-21 (Our strategy), pp. 24-41 (Our value creation), pp. 18-19 (Stakeholders' expectations), pp. 56-66 (Risk and capital management), p. 95 (Main features of Van Lanschot Kempen's management and control system)	No omissions
	102-12 External initiatives	AR: p. 2 (Global Reporting Initiative), p. 21 (UN Global Compact) S: p. 17 (Our sustainability ratings) W: <a href="https://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> (memberships)	No omissions
	102-13 Membership of associations	W: <a href="https://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> (memberships)	No omissions
	<b>2. Strategy</b>		
102-14 Statement from senior decision-maker	AR: pp. 4-5 (Chairman's message)	No omissions	
102-15 Key impacts, risks, and opportunities	AR: p. 16 (The changing world around us), p. 18 (Stakeholders' expectations), pp. 24-41 (Our value creation), pp. 56-66 (Risk and capital management) S: p. 6 (Risks and opportunities) W: <a href="https://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> - see Group Sustainability organisation	No omissions	

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
GR 102: General Disclosures	<b>3. Ethics and integrity</b>		
	102-16 Values, principles, standards, and norms of behaviour	AR: pp. 10-11 (Who we are and what we do), pp. 24-41 (Our value creation), pp. 56-66 (Risk and capital management) W: <a href="http://vanlanschotkempen.com/en/governance">vanlanschotkempen.com/en/governance</a>	No omissions
	102-17 Mechanisms for advice and concerns about ethics	AR: pp. 38-39 (Our value creation), p. 92 (Corporate Governance) W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> - Group Sustainability organisation	No omissions
	<b>4. Governance</b>		
	102-18 Governance structure	AR: pp. 71-79 (Report of the Supervisory Board), pp. 90-96 (Corporate governance) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a> W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a>	No omissions
	102-19 Delegating authority	AR: pp. 90-96 (Corporate governance) W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> - Group Sustainability organisation	No omissions
	102-20 Executive-level responsibility for economic, environmental, and social topics	Responsibility for economic, environmental and social topics lies with the Statutory Board. AR: p. 90-96 (Corporate governance), pp. 71-72 (Report of the Supervisory Board) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a> W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> - Group Sustainability organisation	No omissions
	102-21 Consulting stakeholders on economic, environmental, and social topics	AR: pp. 18-19 (Stakeholders' expectations), pp. 24-41 (Our value creation), pp. 71-79 (Report of the Supervisory Board), pp. 80-89 (Remuneration report), pp. 90-96 (Corporate Governance) S: pp. 3-4 (Our stakeholders) W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a>	No omissions
	102-22 Composition of the highest governance body and its committees a) Executive/non-executive b) Independence c) Tenure on the governance body d) Number of each individual's other significant positions and commitments, and the nature of the commitments e) Gender f) Membership of under-represented social groups g) Competences relating to economic, environmental and social impact h) Stakeholder representation	AR: pp. 99-101 (Personal details of members of the Supervisory Board) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a> (By-laws and composition of the Supervisory Board and Profile Supervisory Board) Not explicitly included: 102-22 f, g. We do not report on 102-22 f as this item is not material in the context of Van Lanschot Kempen. For 102-22 g we aim to have these competences represented on the Supervisory Board as a whole, not by the individual members. See W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a> for the profile of the Supervisory Board.	Omissions (102-22 f, g not applicable)
	102-23 Chair of the highest governance body	See AR: pp. 90-96 (Corporate Governance) Van Lanschot Kempen has a two-tier board, with, as its name suggests, the Supervisory Board supervising. The chair of the Supervisory Board is a non-executive position.	No omissions
102-24 Nominating and selecting the highest governance body a) Nomination and selection processes for the highest governance body and its committees b) Criteria used for nominating and selecting highest governance body members, including: i. Stakeholders (including shareholders) are involved ii. diversity is considered iii. independence is considered iv. expertise and experience relating to economic, environmental and social topics are considered	AR: pp. 90-96 (Corporate governance) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a>  Van Lanschot Kempen has drafted a policy for the recruitment and selection (Policy Recruitment & Selection Van Lanschot Kempen), a diversity policy (Diversity Policy Supervisory Board and Executive Board) and a profile for the Supervisory Board and Statutory Board (Profile Supervisory Board). We also refer to the by-laws of the Supervisory Board as well as its public profile.	No omissions	

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
<b>GR 102: General Disclosures</b>	102-25 Conflicts of interest a) Processes for the highest governance body to ensure conflicts of interest are avoided and managed. b) Whether conflicts of interest are disclosed to stakeholders, including, as a minimum: i. Cross-board membership ii. Cross-shareholding with suppliers and other stakeholders iii. Existence of controlling shareholder iv. Related party disclosures	We have a range of processes in place to help prevent conflicts of interests, in line with the law (including the Management and Supervision Act) and the Dutch Corporate Governance Code AR: pp. 77-78 (Independence) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a> (By-laws Supervisory Board)	No omissions
	102-26 Role of highest governance body in setting purpose, values, and strategy a) Highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social topics	Please refer to the by-laws of the Supervisory, Statutory and Executive Boards on our website W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a>	No omissions
	102-27 Collective knowledge of highest governance body a) Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	AR: pp. 71-79 (Report of the Supervisory Board) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a>	No omissions
	102-28 Evaluating the highest governance body's performance a) Processes for evaluating the highest governance body's performance with respect to governance of economic, environmental and social topics b) Report whether such evaluation is independent or not, and its frequency c) Report whether such evaluation is a self-assessment d) Report actions taken in response to evaluation (...)	AR: p. 77 (Evaluation of the Supervisory Board) W: <a href="http://vanlanschotkempen.com/management-supervision">vanlanschotkempen.com/management-supervision</a> (By-laws Supervisory Board)	No omissions
	102-29 Identifying and managing economic, environmental, and social impacts a) Highest governance body's role in identifying and managing economic, environmental, and social topics and their impacts, risks, and opportunities - including its role in the implementation of due diligence processes b) Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental, and social topics and their impacts, risks, and opportunities	Identifying and managing these types of opportunities and risks, including stakeholder consultation, is the domain of the Statutory Board, as is due diligence (see 102-19) See W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> - Group Sustainability organisation	No omissions
	102-30 Effectiveness of risk management processes a) The highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics	AR: pp. 71-79 (Report of the Supervisory Board). Every year, the Supervisory Board's Risk Committee reviews our responsible lending policy	No omissions
	102-31 Review of economic, environmental, and social topics a) Frequency of the highest governance body's review of economic, environmental and social topics, and their impacts, risks and opportunities	The Supervisory Board will undertake such a review at least once a year when assessing our annual report and sustainability supplement, but may do so more often if appropriate AR: p. 72 (Report of the Supervisory Board) W: <a href="http://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a> - Group Sustainability organisation	No omissions

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
<b>GRI 102: General Disclosures</b>	102-32 Highest governance body's role in sustainable reporting a) The highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material topics are covered	The Supervisory and Statutory Boards review the draft annual report and sustainability supplement; the Statutory Board approves them	No omissions
	102-33 Communicating critical concerns a) The process for communicating critical concerns to the highest governance body	Critical concerns may be voiced by way of a range of channels, e.g. stakeholder dialogue, general meeting, media, Sustainability Centre, etc	No omissions
	102-34 Nature and total number of critical concerns a) Total number and nature of critical concerns that were communicated to the highest governance body b) Mechanism(s) used to address and resolve critical concerns	To the best of our knowledge, the number of critical concerns communicated to the highest governance body - via the mechanism to address critical concerns - was nil  W: <a href="https://vanlanschotkempen.com/en/about-us/governance">vanlanschotkempen.com/en/about-us/governance</a> - Reporting irregularities	No omissions
	102-35 Remuneration policies a) Report the remuneration policies for the highest governance body and senior executives for the following types of remuneration: – Fixed pay and variable pay, including performance-based pay, equity-based pay, bonuses, and deferred or vested shares – Sign-on bonuses or recruitment incentive payments – Termination payments – Clawbacks – Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees b) How performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics	AR: pp. 80-89 (Remuneration report) W: <a href="https://vanlanschotkempen.com/remunerationpolicies">vanlanschotkempen.com/remunerationpolicies</a> The remuneration policy for members of the Statutory Board does not include a variable remuneration component	No omissions
	102-36 Process for determining remuneration a) Process for determining remuneration b) Whether remuneration consultants are involved in determining remuneration and whether they are independent of management c) Any other relationships that the remuneration consultants have with the organisation	AR: pp. 80-89 (Remuneration report) W: <a href="https://vanlanschotkempen.com/remunerationpolicies">vanlanschotkempen.com/remunerationpolicies</a> (By-laws and composition of the Supervisory Board, the Statutory Board and Profile Supervisory Board and Statutory Board)	No omissions
	102-37 Stakeholders' involvement in remuneration a) How stakeholders' views are sought and taken into account regarding remuneration b) If applicable, the results of votes on remuneration policies and proposals	AR: p. 81 (Remuneration report)	No omissions
	102-38 Annual total compensation ratio a) The ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	S: p. 14 (Our sustainability key data)	No omissions
	102-39 Percentage increase in annual total compensation ratio a) Ratio of the percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	The percentage growth of total annual pay of the highest-paid individual in 2020 (Van Lanschot Netherlands including Kempen): 2%. Median percentage increase in total annual compensation for all employees (excluding the highest-paid individual) in 2020: -2.55%. The ratio of the percentage increase is -0.78%.	No omissions

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
GRI 102: General Disclosures	<b>5. Stakeholder engagement</b>		
	102-40 List of stakeholder groups engaged by the organisation	AR: pp. 18-19 (Stakeholders' expectations) S: pp. 4-5 (Our stakeholders)	No omissions
	102-41 Collective bargaining agreements (percentage of total employees covered by collective bargaining agreements)	S: p. 14 (Our sustainability key data)	No omissions
	102-42 Identifying and selecting stakeholders	AR: pp. 18-19 (Stakeholders' expectations) S: pp. 3-4 (Our stakeholders), p. 19 (Reporting principles)	No omissions
	102-43 Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	AR: pp. 18-19 (Stakeholders' expectations) S: pp. 3-4 (Our stakeholders), p. 5 (Stakeholder dialogue (some further details)) W: <a href="https://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a>	No omissions
	102-44 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	AR: pp. 18-19 (Stakeholders' expectations) S: pp. 3-4 (Our stakeholders), p. 5 (Stakeholder dialogue (some further details)) W: <a href="https://vanlanschotkempen.com/responsible/policy">vanlanschotkempen.com/responsible/policy</a>	No omissions
	<b>6. Reporting practice</b>		
	102-45 List of all entities included in the organisation's consolidated financial statements, noting any entity included in the organisation's consolidated financial statements not covered by its report	AR: pp. 10-12 (Who we are and what we do) S: p. 19 (Reporting principles)	No omissions
	102-46 Explain the process for defining the report content and aspect boundaries, plus how the organisation has implemented the Reporting Principles for defining report content	S: pp. 19-21 (Reporting principles)	No omissions
	102-47 List of all material aspects identified in the process for defining report content	AR: pp. 18-19 (Stakeholders' expectations) S: pp. 19-21 (Reporting principles)	No omissions
	102-48 Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	S: p. 21 (Reporting principles; Comparability)	No omissions
	102-49 Report significant changes from previous reporting periods in the scope and aspect boundaries	S: pp. 20-21 (Reporting principles; Comparability)	No omissions
	102-50 Reporting period for the period required	AR: title page S: title page, p. 19 (Reporting principles; Reporting period)	No omissions
	102-51 Date of most recent previous report	Our previous report was published on 27 February 2020	No omissions
	102-52 Reporting cycle	AR and S: annually	No omissions
	102-53 Report the contact point for questions regarding the report	AR and S: credits on final page	No omissions
	102-54 Claims of reporting in accordance with the GRI Standards	AR: p. 2 (Notes to the reader) S: p. 19 (Reporting principles)	No omissions
	102-55 GRI Content Index	This document	No omissions
	102-56 External assurance	AR: pp. 218-219 (Insurance report of the independent auditor) S: p. 21 (Reporting principles)	No omissions

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
<b>GR 103: Material topics Van Lanschot Kempen (number in materiality matrix)</b>			
<b>1. Profitability and cost effectiveness (1)</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 26-27 (Financial capital)	
	103-3 Evaluation of the management approach	S: p. 8 (Financial capital)	
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	AR: p. 11 (Who we are and what we do; net result), pp. 24-25 (Value creation model), p. 26-27 (Financial capital), pp. 29-31 (Human and intellectual capital), pp. 33-36 (Natural capital), pp. 38-41 (Social capital), pp. 67-69 (Van Lanschot Kempen shares), p. 67-68 (Dividend policy and dividend for 2020) We do not report on community investments as it is not material for our organisation (own Foundation, Charity and Impact Service)	Omissions (not applicable)
	201-2 Financial implications and other risks and opportunities due to climate change	AR: pp. 14-15 (The changing world around us), pp. 57, 64 (Progress report; Risk and capital management) S: p. 6 (Risks and opportunities) W: <a href="https://vanlanschotkempen.com/responsible/environment">vanlanschotkempen.com/responsible/environment</a> 201-2v (costs of actions taken): these costs are insignificant and are included in our operational costs	No omissions
	201-3 Defined benefit plan obligations and other retirement plans	See our pension fund's annual report ( <a href="https://pensioenfondsvanlanschot.nl">pensioenfondsvanlanschot.nl</a> )	No omissions
	201-4 Financial assistance received from government	Van Lanschot Kempen does not receive any financial assistance from government	No omissions
	Own indicators - KPI 1 (CET 1 ratio) - KPI 2 (Return on equity (CET 1)) - KPI 3 (Efficiency ratio)	AR: p. 8 (How we steer and monitor our business), pp. 53-54 (Financial performance) AR: p. 8 (How we steer and monitor our business), p. 43 (Financial performance) AR: p. 8 (How we steer and monitor our business), p. 49 (Financial performance)	
	<b>2. Impact via client assets (16)</b>		
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 33-36 (Natural capital), pp. 38-41 (Social capital)	
	103-3 Evaluation of the management approach	S: p. 10 (Natural capital), p. 11 (Social capital)	
GRI Financial Services	FS 7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Van Lanschot Kempen does not provide such products and services. Note: Van Lanschot Kempen does provide investment products with social benefits, but investment (asset management) products are explicitly excluded from this GRI criterium.	No omissions
	FS 8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	To encourage Private Banking clients to make their homes more sustainable, Van Lanschot offers a mortgage at a discounted rate, de Groenhypotheek. Note: Van Lanschot Kempen also provides investment products with environmental benefits, but investment (asset management) products are explicitly excluded from this GRI criterion.	No omissions
	FS 10 Percentage and number of companies held in the portfolio with which the organisation has interacted on environmental or social issues	AR: pp. 33-34 (Natural capital). We provide various responsible, sustainable and impact investment solutions to our clients. Most of these solutions follow an engagement approach with investees, on governance, social and environmental issues. We do report the number of engagements (both with companies and fund managers) but not as a percentage of all investees, as we do not know exactly what the total number of investee companies is. Please note that we invest only in mutual funds, both those of Kempen as well as those of external fund managers; for the latter not all investees are always known.	Omission (Information unavailable)

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
GRI Financial Services	FS 11 Percentage of investments subject to positive and negative environmental or social screening	AR: pp. 33-36 (Natural capital). As part of its responsible investment process Kempen is scoring all internal and external equity fund managers on the ESG quality of their funds. In 2020, 147 funds were screened (2019: 90 funds), contributing to 28% of our AuM.	No omissions
	Own indicators - KPI 14 (Private Banking sustainability ambition: AuM invested in sustainable and impact investment wealth management solutions) - KPI 15 (Asset Management sustainability ambition: Percentage of internal and external fund managers on the approved list that meet the sustainability) criteria (15a); Engagement cases with companies that our funds invest in per year (15b); Engagements for change for which at least one milestone has been reached in the past year (15c))	AR: p. 8 (How we steer and monitor our business), p. 33 (Natural capital), p. 38 (Social capital)  AR: p. 8 (How we steer and monitor our business), pp. 33-34 (Natural capital), p. 38 (Social capital)	
<b>3. Superior client experience (13)</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 38-41 (Social capital)	
	103-3 Evaluation of the management approach	S: p. 11 (Social capital)	
	Own indicators - KPI 9 (Net Promoter Score (NPS): PB (9a); Evi (9b); Asset Management (9c)) - KPI 10 (Merchant Banking: number of successful transactions with repeat Corporate Finance clients (five-year period)) - KPI 11 (Merchant Banking: bundled commission paid by repeat Securities clients)	AR: p. 8 (How we steer and monitor our business), p. 39 (Social capital) AR: p. 8 (How we steer and monitor our business), p. 39 (Social capital) AR: p. 8 (How we steer and monitor our business), p. 39 (Social capital)	
<b>GR 103: Material topics Van Lanschot Kempen (number in materiality matrix)</b>			
<b>4. High-quality tailored solutions (14)</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 38-41 (Social capital)	
	103-3 Evaluation of the management approach	S: p. 11 (Social capital)	
	Own indicators - KPI 4a and 4b (Three-year relative performance of discretionary management mandates: PB (4a); Evi (4b)) - KPI 12 (Asset Management: average Morningstar rating of investment strategies (institutional share class))	AR: p. 8 (How we steer and monitor our business), p. 26 (Financial capital) AR: p. 8 (How we steer and monitor our business), p. 39 (Social capital)	
<b>5. Contribution to clients' wealth via investments (6)</b>			
GRI 103: Management Approach	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 26-27 (Financial capital)	
	103-3 Evaluation of the management approach	S: p. 8 (Financial capital)	



GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	Van Lanschot Kempen observes all laws and regulations, which leave little room for our own input or changes	No omissions
	417-2 Incidents of non-compliance concerning product and service information and labeling	No such incidents occurred in 2020	No omissions
	417-3 Incidents of non-compliance concerning marketing communications	No such incidents occurred in 2020	No omissions
	Own indicators - KPI 4a and 4b (Three-year relative performance of discretionary management mandates: PB (4a); Evi (4b)) - KPI 12 (Asset Management: average Morningstar rating of investment strategies (institutional share class))	AR: p. 8 (How we steer and monitor our business), p. 26 (Financial capital) AR: p. 8 (How we steer and monitor our business), p. 39 (Social capital)	
GRI 103: Management Approach	<b>6. High-quality workforce (9)</b>		
	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: p. 29-31 (Human and intellectual capital)	
GRI 401: Employment	103-3 Evaluation of the management approach	S: p. 9 (Human and intellectual capital)	
	401-1 New employee hires and employee turnover	S: p. 14 (sustainability key data) We do not report data by age, gender and region as these are 'not applicable', meaning that these items do not cover the specific impacts that make 'high-quality workforce' a material topic for Van Lanschot Kempen	Omissions (not applicable)
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	We do not differentiate between part-time and full-time employees	No omissions
	401-3 Parental leave	We do not report parental leave data as these are 'not applicable', meaning that these items do not cover the specific impacts that make 'high-quality workforce' a material topic for Van Lanschot Kempen	Omissions (not applicable)
	Own indicators - KPI 5 (Employee engagement score) - KPI 6 (Employer Net Promoter Score (eNPS)) - KPI 7 (Gender balance in management positions)	AR: p. 8 (How we steer and monitor our business), p. 29-31 (Human and intellectual capital) AR: p. 8 (How we steer and monitor our business), p. 29-31 (Human and intellectual capital) AR: p. 8 (How we steer and monitor our business), p. 29-31 (Human and intellectual capital)	
GRI 103: Management Approach	<b>7. Development and training of staff (11)</b>		
	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 29-31 (Human and intellectual capital)	
	103-3 Evaluation of the management approach	S: p. 9 (Human and intellectual capital)	

GRI Standard	Disclosure	Reference: annual report (AR) and sustainability supplement (S)	Omission
GRI 404: Training and education	404-1 Average hours of training per year per employee	AR: p. 30 (Human and intellectual capital) We do not report average hours of training per gender and employment category as these are 'not applicable', meaning that these items do not cover the specific impacts that make 'development and training of staff' a material topic for Van Lanschot Kempen	Omissions (not applicable)
	404-2 Programmes for upgrading employee skills and transition assistance programmes	AR: p. 29 (Human and intellectual capital)  404-2b: To facilitate continued employability we provide programmes to employees who are preparing for termination of employment or retirement	No omission
	404-3 Percentage of employees receiving regular performance and career development reviews	S: p. 14 (Our sustainability key data)	
	Own indicator - KPI 8 (Percentage of total number of training courses followed to develop new skills in order to adapt the workforce (e.g. technical, digital, adaptability))	AR: p. 22 (How we steer and monitor our business), p. 29 (Human and intellectual capital)	
GRI 103: Management Approach	<b>8. Ethics and integrity (24)</b>		
	103-1 Explanation of the material topic and its Boundary	AR: p. 18 (Our stakeholders' expectation) S: p. 20 (Reporting principles)	
	103-2 The management approach and its components	AR: pp. 38-39 (Social capital)	
GRI 102: General Disclosures	103-3 Evaluation of the management approach	S: p. 11 (Social capital)	
	102-16 Values, principles, standards, and norms of behaviour	See 102-16 in GRI 102: General Disclosures	No omissions
	102-17 Mechanisms for advice and concerns about ethics	See 102-17 in GRI 102: General Disclosures	No omissions
	Own indicator - KPI 13 (Percentage of employees who positively evaluate our culture regarding ethical behaviour and integrity)	AR: p. 22 (How we steer and monitor our business), p. 38 (Social capital)	