








## PGGM N.V. - GRI content index 2021

Statement of use	PGGM N.V. has reported the information cited in this GRI content index for the year 1 January 2021 to 31 December 2021 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	PAGES IN PGGM ANNUAL REPORT 2021	ADDITIONAL INFORMATION
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	7-12, 153	
	2-2 Entities included in the organization's sustainability reporting	10-11	
	2-3 Reporting period, frequency and contact point	1, 106, 153	
	2-4 Restatements of information	13-15	
	2-5 External assurance	147-151	
	2-6 Activities, value chain and other business relationships	7-15, 16-22	<p>We offer our clients, the pension funds, pension management services, asset management and policy advice and management support.</p> <p>We are committed to an affordable, good and sustainable pension for our customers and their participants. In addition, we contribute to a liveable world, healthy working and vital ageing.</p> <p>We have made a clear choice with our strategy 'PGGM, a fixed value in care and welfare'. Together with PFZW, we stand for the financial future of people who work or have worked in this sector and we contribute to a healthy and vital sector. This is also urgently needed because the healthcare sector is under pressure: the demand for healthcare is increasing, the workload is high and the retirement age is increasing further and further. This translates, among other things, into an increasing absenteeism due to illness and many unfilled vacancies. By developing new products and services for the healthcare sector, we want to contribute to job satisfaction in the sector, attractive employership and thus the future-proofing of the healthcare and welfare sector. We also contribute to healthy working and healthy ageing.</p> <p>To ensure that our strategy is in line with the requirements and wishes of our most important stakeholders (social partners, PFZW, other customers, participants of our customers, employees, suppliers and insurers), we have developed a materiality matrix. The materiality matrix contains the themes that are of material importance to us and to which our main stakeholders attach the most value. The material themes have not changed compared to last year; we still have the same seventeen material themes. We have, however, updated the positions of the seventeen themes on the matrix.</p> <p>The value creation model provides insight into which economic, social and environmental capital we use, how we add value to it and what this yields our customers, the participants of our customers, our employees and society. In line with our strategy, we have a long-term vision that fits the horizon and the interests of our customers without losing sight of today's reality.</p>
	2-7 Employees	54-61	
	2-8 Workers who are not employees	114, 127	
	2-9 Governance structure and composition	7-12, 62-83, 84-96	
	2-10 Nomination and selection of the highest governance body	7-12, 84-96, 154	<p>Members of the board of managing directors of PGGM N.V. shall be appointed by the supervisory board.</p> <p>Subject to article 21.5, supervisory directors shall be appointed by the general meeting on the basis of a nomination of the supervisory board.</p> <p>The Executive Committee consists of the members of the board of managing directors as well as members to be appointed by the chairman of the board of managing directors.</p>
	2-11 Chair of the highest governance body	91	<p>The supervisory board of PGGM N.V. has appointed Edwin Velzel as chairman of the board of directors of PGGM N.V.</p> <p>The General Meeting of PGGM N.V. has appointed Marjanne Sint as chairman of the supervisory board of PGGM N.V.</p> <p>The role of the chairman is laid down in the statute.</p>
	2-12 Role of the highest governance body in overseeing the management of impacts	16-22	
	2-13 Delegation of responsibility for managing impacts	16-22	<p>Products and services to the healthcare and welfare sector: Our primary focus is on providing pension and asset management. In addition, we deploy our expertise in the field of labor market data, financing issues and additional personnel services. With additional services, we want to contribute to job satisfaction in the sector, attractive employership and thus the future-proofing of the healthcare and welfare sector.</p> <p>The following material topics are partly defined outside the organization:                      Good pension: partly at government level. Mandatory participation seems to remain intact in the development of our pension system, but the new pension system will probably also lead to further standardization of pension schemes.                      Reliable pension administration: partly at government level. All pension administration organizations are faced with the task of adapting the IT systems and pension administration to new legislation and regulations and of further improving the services to participants and employers.                      Impact investments ESG integration: partly at external agency level. Institutions, such as the Sustainability Accounting Standards Board (SASB), the Global Reporting Initiative (GRI), and the Task Force on Climate-related Financial Disclosures (TCFD), are working to set standards and define materiality to support the inclusion of these factors. In the investment process, ESG factors can directly and indirectly affect financial results. The responsibility for ESG integration is embedded in our investment teams and is challenged by our risk departments. Naturally, we must also comply with applicable laws and regulations regarding ESG integration and implementation.                      Strong healthcare and welfare sector: takes place at the level of society and more specifically with administrators in this sector.</p>
	2-13 Delegation of responsibility for managing impacts (cont.)	16-22	
	2-14 Role of the highest governance body in sustainability reporting	9, 16-22, 47-53, 62-83	<p>Responsibility for economic, social and ecological subjects rests with the CEO of PGGM. These subjects are detailed in the PGGM Sustainability Agenda. Initiation and coordination of the PGGM sustainability agenda is the responsibility of the Corporate Sustainability manager. The Corporate Sustainability manager is part of PGGM's top management ("top 30").</p> <p>Given its size, PGGM has no specific committees in the field of sustainability. Given the importance of the subject, the EC has placed it on its agenda.</p>
	2-15 Conflicts of interest	76-79	The Compliance department safeguards conflicts of interest and passes them on to the interested party.
	2-16 Communication of critical concerns	16-22	Stakeholder consultation is done by various officers in the company. The results come together in the materiality matrix. This is discussed and approved by the EC.
	2-17 Collective knowledge of the highest governance body	16-22, 84-96	
	2-18 Evaluation of the performance of the highest governance body	84-96	
	2-19 Remuneration policies	54-61, 81-86	
2-20 Process to determine remuneration	54-61, 81-86		

GRI STANDARD	DISCLOSURE	PAGES IN PGGM ANNUAL REPORT 2021	ADDITIONAL INFORMATION
	2-21 Annual total compensation ratio	13, 127-128, see note	The highest paid employee received 10 times the median workforce based on employees who received a full year's salary. The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) is 2:1. The total annual compensation of the highest-paid individual has increased 9%. The total annual compensation for all employees (excluding the highest-paid individual) has increased 4.5%.
	2-22 Statement on sustainable development strategy	16-22, 29-37	We include ESG factors in our risk assessment to arrive at a better risk-adjusted return.  We do not see ESG risks as a separate set of non-financial factors, but as non-traditional sources of financial risk. ESG factors are one way to analyze long-term financial risk. The academic literature has since produced a considerable amount of evidence that supports the idea that paying attention to ESG factors actually leads to better investment performance in a financial sense. It is important for our customers to be able to see this confirmed in the results of the various programs that are based on ESG factors. Currently these are the CO <sub>2</sub> reduction program and the exclusions policy.  PGGM has been measuring the financial consequences of the instruments mentioned for several years now. In the past, much attention has been paid to the question of whether the ESG policy leads to higher returns on investments. Our calculations show that to date these instruments have had no significant impact on investment returns. In addition, returns cannot be separated from the risk of the investments. Academic meta-studies on the influence of ESG policy on investment results suggest that improved performance is mainly due to risk reduction. That is why measuring the influence of the ESG policy on the risk is also important. This is difficult to calculate, but we will continue to pay attention to this as it can help further fine-tune the programs.
	2-23 Policy commitments	16-22, 62-83	As a corporate PGGM commits through its strategy to make a positive impact on three sustainable development goals (SDG's): SDG1, SDG3 and SDG13. In order to be able to give specific substance to the contribution that we want to make as an asset manager and as a manager of investment institutions (the PGGM funds) to a sustainable world, we have chosen seven areas for attention in consultation with our clients, on which we focus in the responsible investment activities. The focus areas are: SDG 2, 3, 6, 7, 11, 12 and 13.  The total assets under management and advice for our clients amounted to €293.5 billion at the end of 2021. We invest purposefully in companies and projects that provide solutions to social issues. They have been given the target of reaching 20% in SDI investments by 2025.  We also engage with companies with a focus on these themes (see Integrated report PGGM Vermogensbeheer B.V. 2021 '2.3. Active ownership').
	2-24 Embedding policy commitments	16-22, 30, 62-83	As a corporate PGGM commits through its strategy to make a positive impact on three SDG's: SDG1, SDG3 and SDG13. In order to be able to give specific substance to the contribution that we want to make as an asset manager and as a manager of investment institutions (the PGGM funds) to a sustainable world, we have chosen seven areas for attention in consultation with our clients, on which we focus in the responsible investment activities. The focus areas are: SDG 2, 3, 6, 7, 11, 12 and 13.  The total assets under management and advice for our clients amounted to €293.5 billion at the end of 2021. We invest purposefully in companies and projects that provide solutions to social issues. They have been given the target of reaching 20% in SDI investments by 2025.  We also engage with companies with a focus on these themes (see Integrated report PGGM Vermogensbeheer B.V. 2021 '2.3. Active ownership').
	2-25 Processes to remediate negative impacts	62-83	This is included in the MVI code of conduct. The MVI statement is part of the purchasing conditions. In 2021 there was one report regarding discrimination. No follow-up action was required with regard to this notification. There are no confirmed cases of corruption. The measures are described in the PGGM Fraud Risk Management Framework 2021. No substantiated complaints about breaches of customer privacy and/or loss of customer data have been received. Reports about privacy breaches are handled according to the GDPR requirements for data breaches, including the need to report to the Dutch Data Protection Authority (AP).
	2-26 Mechanisms for seeking advice and raising concerns	62-83	
	2-27 Compliance with laws and regulations	62-83	
	2-28 Membership associations	See note	An overview of the partnerships for the most important memberships of associations (such as industry associations) and national or international interest groups is internally managed and monitored by PGGM.
	2-29 Approach to stakeholder engagement	13, 16-22	Stakeholders are categorized by degree of influence and importance on the specific issue. Depending on this interest and their influence, the degree of interaction is determined for each stakeholder (varying from informing, consulting and dialogue). Various customer satisfaction surveys are regularly conducted among customers, members, participants and employers into services and products.
	2-30 Collective bargaining agreements	See note	The percentage of total employees covered by collective bargaining agreements is 98%.
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	16-22	
	3-2 List of material topics	16-22	
	3-3 Management of material topics	16-22	
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	16-22	
	201-2 Financial implications and other risks and opportunities due to climate change	16-22	
	201-3 Defined benefit plan obligations and other retirement plans	Not applicable	
	201-4 Financial assistance received from government	Not applicable	
<b>GRI 202: Market Presence 2016</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Not applicable	The lowest job grade within the PGGM collective labor agreement starts at a minimum salary of €1,840 per month. The minimum wage in 2021 is €1,701 (21 years and older).
	202-2 Proportion of senior management hired from the local community	See note	The percentage of senior management (EC and directors) in PGGM, Zeist that are hired from the local community (Zeist) is 10%.
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	Not applicable	
	203-2 Significant indirect economic impacts	Not applicable	
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	See note	2021: 13% meat and 21% of all fruit and vegetables locally. The products come from regular local suppliers (province of Utrecht). Practically no hot meals were served in 2021, resulting in a decrease in the purchase of meat.
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	See note	100% of the number of business units has been analyzed for corruption-related risks. This is regulated by means of the PGGM Code of Conduct, Compliance manual for the asset management chain and the whistleblower scheme. A Systematic Integrity Risk Analysis (SIRA) has also been performed for PGGM and a Fraud Risk Management Framework PGGM 2021 is available.
	205-2 Communication and training about anti-corruption policies and procedures	See note	The communication and training regarding anti-corruption policy and procedures are described in the PGGM 2021 of the Fraud Risk Management Framework. Communication and training take place, among other things, through presentations for new employees, in which the PGGM Code of Conduct is central.
	205-3 Confirmed incidents of corruption and actions taken	See note	There are no confirmed cases of corruption. The measures are described in the PGGM Fraud Risk Management Framework 2021.
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	See note	There have been no lawsuits related to anti-competitive behavior, anti-trust, and monopolistic practices.

GRI STANDARD	DISCLOSURE	PAGES IN PGGM ANNUAL REPORT 2021	ADDITIONAL INFORMATION
GRI 207: Tax 2019	207-1 Approach to tax	See note	<p>PGGM attaches great importance to a transparent and sound tax policy. The tax policy must be directly related to and embedded in the organisation. With our tax policy, we are in line with PGGM's mission: A solid value in health care and welfare, now and in the future. Our origins are from, for and through the healthcare and its social partners.</p> <p>It is also important from a tax perspective that PGGM is a not-for-profit cooperative. As a cooperative administrative organisation we are at the centre of the community. PGGM is aware that every part of its business operations has an impact on society. This also applies to our attitude towards taxation. This has resulted in the formulation of the ambition of our tax policy. This ambition is based on the following key points:</p> <ul style="list-style-type: none"> <li> PGGM actively participates in the social debate about tax principles that affect pension funds and pension providers, but also the administration sector and the asset management sector as a whole.</li> <li> PGGM is transparent about its tax policy and the way in which it is implemented. PGGM strives to be transparent about the amount of tax it pays in the context of its investment structures.</li> <li> PGGM complies with tax laws and regulations in all jurisdictions in which it operates and invests and respects these laws and regulations in letter and spirit.</li> <li> In order to monitor the implementation of its tax principles and to ensure compliance with tax legislation, PGGM uses a solid framework for tax risk management. This framework includes tax processes, the required control activities and the periodic identification of tax risks. The framework is periodically checked and tested for its design, existence and functioning.</li> <li> PGGM strives to achieve a high degree of tax awareness within its organisation, but also within the investment sector in a broader sense (for example, the external asset managers appointed by PGGM Vermogensbeheer). The aim of this is to better assess and manage the tax implications of PGGM's (investment) activities.</li> <li> PGGM strives for its service providers and stakeholders to endorse the Position Paper on sustainable tax (position-paper-sustainable-tax_pggm_2019.pdf) drawn up by PGGM Vermogensbeheer.</li> <li> PGGM takes well-considered decisions in all tax matters on the basis of established tax principles issues.</li> </ul>
	207-2 Tax governance, control, and risk management	See note	<p>Tax risks are not isolated. They form an integral part of PGGM's business operations and should therefore not be viewed in isolation. To manage its risks, PGGM uses a risk framework based on the principles of the COSO Enterprise Risk Management (hereinafter: COSO ERM) model, a worldwide standard for the design of risk management and control systems. The COSO ERM model as used by PGGM is described in detail in the PGGM Risk Framework.</p> <p>In addition, the tax risk management framework includes: tax processes, the required control activities and the periodic identification of tax risks. The framework is periodically checked and tested for its design, existence and functioning.</p> <p>In 2022, PGGM started renewing the Horizontal Supervision covenant. In that context, the design, existence and operation of the tax risk management framework is also shared with the tax authorities.</p>
	207-3 Stakeholder engagement and management of concerns related to tax	See note	<p>PGGM considers it of great importance that all decisions are properly substantiated. This requires tax awareness to be well-embedded throughout the organization, but also a broader view than just taxation. Decisions should be easy to explain and based on clear pre-established principles. This is true in national affairs as well as in European or global issues. In doing so, PGGM seeks cooperation with other parties in order to give the principles it applies broader support and thus to be able to have more impact. PGGM's tax policy and principles are adopted annually by the Executive Committee and subsequently shared with the Supervisory Board.</p> <p>An important starting point for PGGM is a transparent and constructive relationship with the Dutch tax authority in the context of horizontal monitoring, but also with tax authorities worldwide. By actively seeking cooperation with both the Dutch Tax Authority and other stakeholders and by playing a pioneering role in the debate on tax principles to be applied, PGGM aims to give its principles more support.</p>
	207-4 Country-by-country reporting	Not applicable	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	See note	PGGM does not make products and provides financial services for which no materials are generally used and is therefore not applicable. Printed publications are used for pension communication. The material used is paper. PGGM used 378,159 kg of paper in 2021.
	301-2 Recycled input materials used	See note	PGGM does not make products and provides financial services for which no materials are generally used and is therefore not applicable. Printed publications are used for pension communication. The material used is paper. PGGM used 378,159 kg of paper in 2021. Of this, 31,108 kg (8%) of paper is labelled as recycled paper by the supplier.
	301-3 Reclaimed products and their packaging materials	Not applicable	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	See note	Electricity consumption in 2021 is 2,954,592 kWh (=Total consumption Eneco + solar panels - consumption for charging facilities). This electricity consumption is 100% based on renewable sources. The gas consumed in 2021 is 228.650M2 (7.236GJ). This total amount of gas was for the heating of the building, the showers and the restaurant kitchen.
	302-2 Energy consumption outside of the organization	See note	PGGM uses external data centers and thus has indirect energy consumption. In 2021, indirect energy consumption was 306,713 kWh.
	302-3 Energy intensity	See note	Compared to the base year 2014, energy savings of 29% were achieved in 2021 due to efficiency improvements and self-generation. PGGM has issued a tender to provide all existing office lighting with LED with a lead time of at least 3 years.
	302-4 Reduction of energy consumption	See note	Compared to the base year 2014, energy savings of 29% were achieved in 2021 due to efficiency improvements and self-generation. PGGM has issued a tender to provide all existing office lighting with LED with a lead time of at least 3 years.
	302-5 Reductions in energy requirements of products and services	Not applicable	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	See note	PGGM has consumed a total of 2,448 M³ of drinking water for the complex due to low occupancy due to a lot of working from home. We have discharged 578 M³ of groundwater from the source.
	303-2 Management of water discharge-related impacts	See note	In 2021 we consumed 2,448 M³ of drinking water and drained 578 M³ of groundwater from the well.
	303-3 Water withdrawal	See note	In 2021, 578 M³ of groundwater has been drained from the source and will be discharged on site together with the rainwater. All rainwater that falls on the site and the buildings is discharged locally, i.e. on site. This water settles and thus returns to the ground.
	303-4 Water discharge	See note	In 2021 we consumed 2,448 M³ of drinking water and drained 578 M³ of groundwater from the well.
	303-5 Water consumption	See note	In 2021 we consumed 2,448 M³ of drinking water and drained 578 M³ of groundwater from the well.
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable	
	304-2 Significant impacts of activities, products and services on biodiversity	Not applicable	

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	304-3 Habitats protected or restored	Not applicable																					
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable																					
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	See note	Scope 1 emissions according to the GHG protocol, for 2021 are 433 tons of CO <sub>2</sub> e. As of 2021, the lease cars will fall under scope 3. This has to do with the form of the lease contract.																				
	305-2 Energy indirect (Scope 2) GHG emissions	See note	Scope 2 emissions according to GHG protocol for 2021 are: 0 tons of CO <sub>2</sub> e.																				
	305-3 Other indirect (Scope 3) GHG emissions	See note	Scope 3 emissions according to GHG protocol for 2021 are: 1,157 tons of CO <sub>2</sub> e. As of 2021, the lease cars will fall under scope 3. This has to do with the form of the lease contract.																				
	305-4 GHG emissions intensity	Not applicable																					
	305-5 Reduction of GHG emissions	See note	PGGM has the objective to reduce CO <sub>2</sub> emissions from mobility by 50% per FTE in 2030 compared to 2016. Various measures have been taken to achieve this. From 2020, all new lease cars are fossil-free. The percentage of FEV (fully electric vehicles) has increased to 55% in 2021. The CO <sub>2</sub> emissions from mobility per FTE decreased from 3.27 tons of CO <sub>2</sub> e in 2016 to 0.49 tons of CO <sub>2</sub> e in 2021. The decrease in 2021 is mainly due to the corona measures.																				
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable																					
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable																					
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	See note	In 2021, 578 M <sup>3</sup> of groundwater has been drained from the source and will be discharged on site together with the rainwater. All rainwater that falls on the site and the buildings is discharged locally, i.e. on site. This water settles and thus returns to the ground.																				
	306-2 Management of significant waste-related impacts	See note	In 2021, 578 M <sup>3</sup> of groundwater has been drained from the source and will be discharged on site together with the rainwater. All rainwater that falls on the site and the buildings is discharged locally, i.e. on site. This water settles and thus returns to the ground.																				
	306-3 Waste generated	See note	<table border="1"> <thead> <tr> <th>Afvalsoort</th> <th>Gewicht in 1000 kg</th> </tr> </thead> <tbody> <tr> <td>Bouw &amp; sloop</td> <td>1,1</td> </tr> <tr> <td>Folie / kunststoffen</td> <td>4,0</td> </tr> <tr> <td>Glasafval</td> <td>0,1</td> </tr> <tr> <td>Kartonafval</td> <td>3,1</td> </tr> <tr> <td>Koffiebekers</td> <td>0,9</td> </tr> <tr> <td>Papiervermenging</td> <td>7,2</td> </tr> <tr> <td>Restafval</td> <td>10,4</td> </tr> <tr> <td>Swill</td> <td>13,2</td> </tr> <tr> <td></td> <td>40,1</td> </tr> </tbody> </table>	Afvalsoort	Gewicht in 1000 kg	Bouw & sloop	1,1	Folie / kunststoffen	4,0	Glasafval	0,1	Kartonafval	3,1	Koffiebekers	0,9	Papiervermenging	7,2	Restafval	10,4	Swill	13,2		40,1
	Afvalsoort	Gewicht in 1000 kg																					
	Bouw & sloop	1,1																					
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Kartonafval	3,1																						
Koffiebekers	0,9																						
Papiervermenging	7,2																						
Restafval	10,4																						
Swill	13,2																						
	40,1																						
306-4 Waste diverted from disposal	Not applicable																						
306-5 Waste directed to disposal	Not applicable																						
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	See note	PGGM is not a production company, so purchasing here is about purchasing for business operations. Sustainability criteria are included and weighted in all RFP processes. However, not all suppliers go through an RFP process. However, all suppliers are asked to accept our SRI statement as part of the purchase condition. We may ask for a personal statement. Of the influenceable purchases, 72.4% of the suppliers agree with the MVI statement.																				
	308-2 Negative environmental impacts in the supply chain and actions taken	See note	PGGM is not a production company, so purchasing here is about purchasing for business operations. There is currently no process to perform an impact assessment on environmental criteria at new suppliers.																				
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	56	Employees and training costs: page 56 concerns the number of new employees. No further specification is required within PGGM.																				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Not applicable																					
	401-3 Parental leave	See note	The employee is entitled to parental leave.																				
<b>GRI 402: Labor/Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	See note	The general notice period is two months for both the employer and the employee.																				
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	See note	Various matters have been arranged within PGGM with regard to occupational health and safety and absenteeism (prevention). These are both statutory and non-statutory. This year, a new Risico Inventarisatie en Evaluatie (RI&E, Risk, Inventory and Evaluation) has been drawn up and issued, a 'Periodiek Medisch Onderzoek (PMO, Periodic Medical Investigation)' has been deployed and the prevention staff are undergoing refresher training. A special absenteeism advisor has been appointed within HR with regard to absenteeism. The managers are provided with various training courses on this subject, such as a Sociaal Medisch Team (SMT, Social Medical Team) every 6 weeks. Multiple HR Personnel Information Systems provide data to make an analysis and formulate the appropriate actions on it.  PGGM has a new work-at-home scheme in which employees who work from home on a structural basis one day a week can make use of the work-from-home scheme and thus make their workplace healthy and 'arbo-proof' with approved resources that can then be purchased via a web shop. There is also a health and safety adviser who can provide ergonomic advice.																				
	403-2 Hazard identification, risk assessment, and incident investigation	56 and see note	PGGM's average absenteeism due to illness rose to 4.1% in 2021, which is higher than last year's absenteeism due to illness. There have been two industrial accidents.																				
	403-3 Occupational health services	See note	These agreements are laid down in the collective labor agreement. In addition, agreements have been made with the Works Council about periodic risk inventories and evaluations regarding working conditions, safety and welfare.																				
	403-4 Worker participation, consultation, and communication on occupational health and safety	See note	These agreements are laid down in the collective labor agreement. In addition, agreements have been made with the Works Council about periodic risk inventories and evaluations regarding working conditions, safety and welfare.																				
	403-5 Worker training on occupational health and safety	See note	These agreements are laid down in the collective labor agreement. In addition, agreements have been made with the Works Council about periodic risk inventories and evaluations regarding working conditions, safety and welfare.																				
	403-6 Promotion of worker health	See note	These agreements are laid down in the collective labor agreement. In addition, agreements have been made with the Works Council about periodic risk inventories and evaluations regarding working conditions, safety and welfare.																				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	See note	These agreements are laid down in the collective labor agreement. In addition, agreements have been made with the Works Council about periodic risk inventories and evaluations regarding working conditions, safety and welfare.																				
	403-8 Workers covered by an occupational health and safety management system	See note	These agreements are laid down in the collective labor agreement. In addition, agreements have been made with the Works Council about periodic risk inventories and evaluations regarding working conditions, safety and welfare.																				
	403-9 Work-related injuries	56 and see note	PGGM's average absenteeism due to illness rose to 4.1% in 2021, which is higher than last year's absenteeism due to illness. There have been two industrial accidents.																				
	403-10 Work-related ill health	56 and see note	PGGM's average absenteeism due to illness rose to 4.1% in 2021, which is higher than last year's absenteeism due to illness. There have been two industrial accidents.																				
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	56	Employees and training costs: page 56 concerns the number of new employees. No further specification is required within PGGM.																				

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	404-2 Programs for upgrading employee skills and transition assistance programs	56-57	The PGGM Academy has been established within PGGM, which is aimed at advising and supporting employees and management in attending training courses, both in the field of knowledge and skills and competences. This is with a view to improving sustainable employability. 100%: this is part of the performance cycle, planning interview and in principle applies to all employees.
	404-3 Percentage of employees receiving regular performance and career development reviews	57-59	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	4, 55	PGGM's diversity program focuses on diversity of thought.
	405-2 Ratio of basic salary and remuneration of women to men	See note	The female/male ratio based on 1 FTE and the average of the population who are employed for a full year is 0.80:1.
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	See note	In 2021 there was one report regarding discrimination. No follow-up action was required with regard to this notification.
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	See note	Part of the PGGM responsible investment implementation framework on engagement exclusions: we conduct a dialogue with companies and market parties about compliance with and improvement of human rights. We exclude companies and government bonds of countries that seriously violate human rights and are not willing or able to change this. Human rights are part of the MVI statement that suppliers must recognise.
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	See note	Part of the PGGM responsible investment implementation framework on engagement exclusions: we conduct a dialogue with companies and market parties about compliance with and improvement of human rights. We exclude companies and government bonds of countries that seriously violate human rights and are not willing or able to change this. Excluding child labor is part of the MVI statement that suppliers must acknowledge.
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	See note	Part of the PGGM responsible investment implementation framework on engagement exclusions: we conduct a dialogue with companies and market parties about compliance with and improvement of human rights. We exclude companies and government bonds of countries that seriously violate human rights and are not willing or able to change this. Excluding forced labor is part of the MVI statement that suppliers must recognise.
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	Not applicable	
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	411-1 Incidents of violations involving rights of indigenous peoples	Not applicable	
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	42	
	413-2 Operations with significant actual and potential negative impacts on local communities	Not applicable	
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	See note	All suppliers are asked to accept our MVI statement as part of the purchase condition. We may ask for a personal statement. Of the influenceable purchases, 72.4% of the suppliers agree with the MVI statement. The MVI statement discusses working conditions. The MVI statement refers to fundamental human and labor rights, as laid down in the Guidelines and Conventions of the International Labor Organization (ILO) and the United Nations Universal Declaration of Human Rights.  PGGM is not a production company, so purchasing here is about purchasing for business operations. Sustainability criteria are included and weighted in all RFP processes. However, not all suppliers go through an RFP process. However, all suppliers are asked to accept our SRI statement as part of the purchase condition. We may ask for a personal statement. Of the influenceable purchases, 72.4% of the suppliers agree with the MVI statement.
	414-2 Negative social impacts in the supply chain and actions taken	See note	This is included in the MVI code of conduct. The MVI statement is part of the purchasing conditions.
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	Not applicable	
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	Not applicable	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable	
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	Not applicable	
	417-2 Incidents of non-compliance concerning product and service information and labeling	Not applicable	
	417-3 Incidents of non-compliance concerning marketing communications	Not applicable	
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	See note	No substantiated complaints about breaches of customer privacy and/or loss of customer data have been received. Reports about privacy breaches are handled according to the GDPR requirements for data breaches, including the need to report to the Dutch Data Protection Authority (AP).