

4th International Conference of the Reporting 3.0 Platform 2017

Innovation in Integrated Reporting: Human Rights Reporting

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ABN AMRO and Human Rights

Our path towards
respecting
human rights

Annual Report 2016 and materiality

A positive impact on ESG criteria through our financing and investment services

Our material topics



Innovation in (Sustainability) Reporting at ABN AMRO

- 2011: Sustainability flyer
- 2012: Sustainability Report (GRI)
- 2013: Sustainability Report (GRI) with limited assurance on data
- 2014: Sustainability Report (GRI G4), first materiality assessment and basic
- 2015: First Integrated Report (<IR> and GRI G4), based on 2014 materiality and with assurance on material metrics. First value creation model.
- 2015: Introduction of targeted stakeholder communication (website / newsletter)
- 2016: Integrated Report, assurance on new materiality matrix and text.
Better website, more attention to connectivity and value creation.
- 2016: Human Rights report (UNGP RF), separate report, first financial institution
- 2017 and beyond: Continuous Integrated Thinking and targeted stakeholder communication

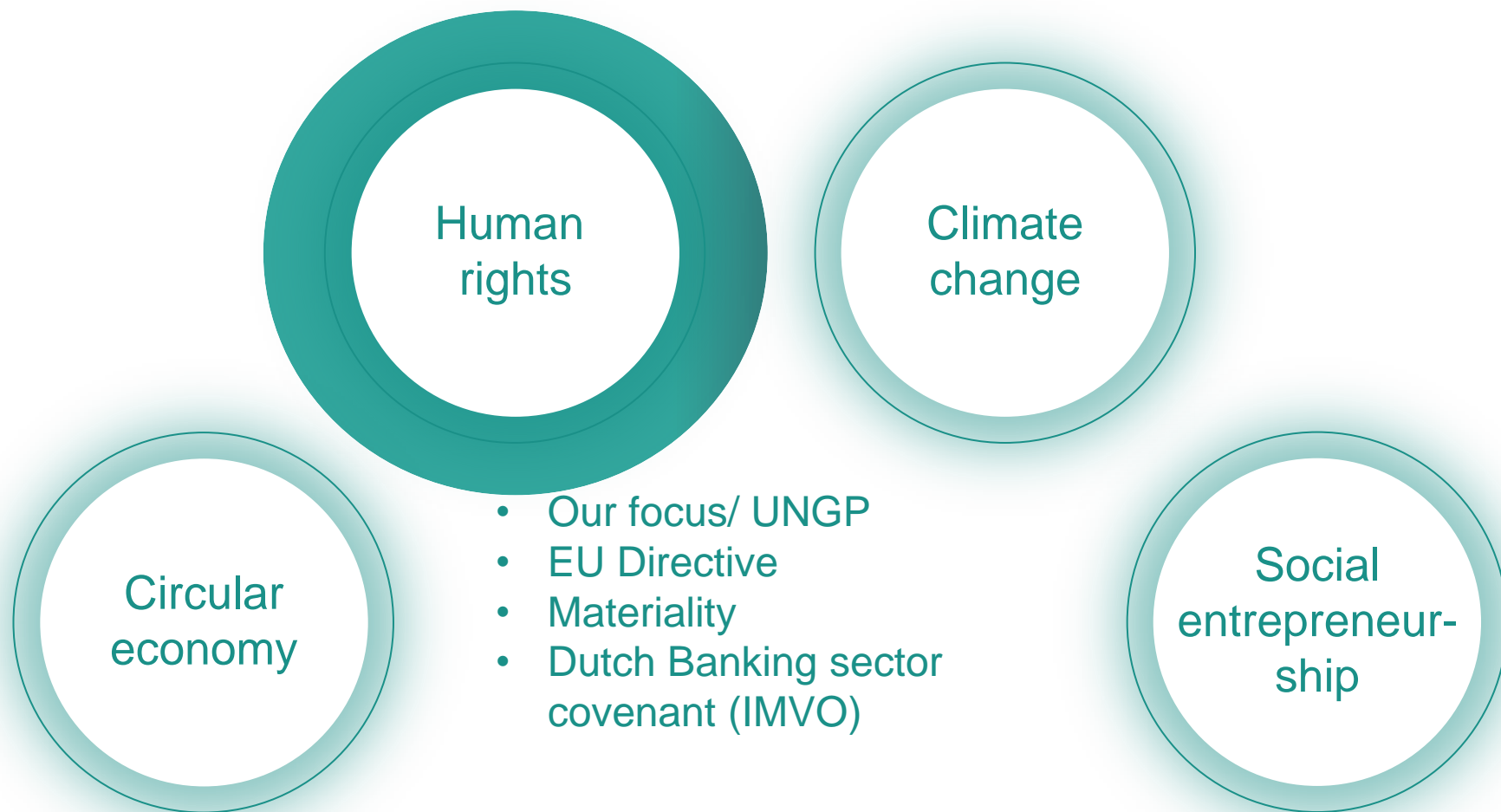
Our focus, commitment and impact on Human Rights



**ABN AMRO
and Human Rights**

Our path towards
respecting
human rights

Our ESG focus themes



Our commitment

‘ Changes in our business and society as a whole require us to continuously **monitor where and how we impact human rights, decide where we draw the ‘red line’, and identify opportunities for positive change.’**

**Caroline Princen,
Former Managing Board member**

Adopting a new, innovative framework

UN GUIDING PRINCIPLES

REPORTING FRAMEWORK

THE UN GUIDING PRINCIPLES REPORTING FRAMEWORK

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

POLICY COMMITMENT

A1 What does the company say publicly about its commitment to respect human rights?

A1.1 How has the public commitment been developed?
 A1.2 Whose human rights does the public commitment address?
 A1.3 How is the public commitment disseminated?

EMBEDDING RESPECT FOR HUMAN RIGHTS

A2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?

A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?
 A2.2 What levels of human rights issues are discussed by senior management and by the Board, and why?
 A2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?
 A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?
 A2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?

PART B: DEFINING THE FOCUS OF REPORTING

B1 Statement of salient issues: State the salient human rights issues associated with the company's activities and business relationships during the reporting period.
B2 Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.
B3 Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.
B4 Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

SPECIFIC POLICIES

C1 Does the company have any specific policies that address its salient human rights issues and, if so, what are they?

C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?

STAKEHOLDER ENGAGEMENT

C2 What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?

C2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?
 C2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?
 C2.3 During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?

ASSESSING IMPACTS

C3 How does the company identify any changes in the nature of each salient human rights issue over time?

C3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?
 C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?

INTEGRATING FINDINGS AND TAKING ACTION

C4 How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?

C4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?
 C4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are those tensions addressed?
 C4.3 During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?

TRACKING PERFORMANCE


C5 How does the company know if its efforts to address each salient human rights issue are effective in practice?

C5.1 What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?

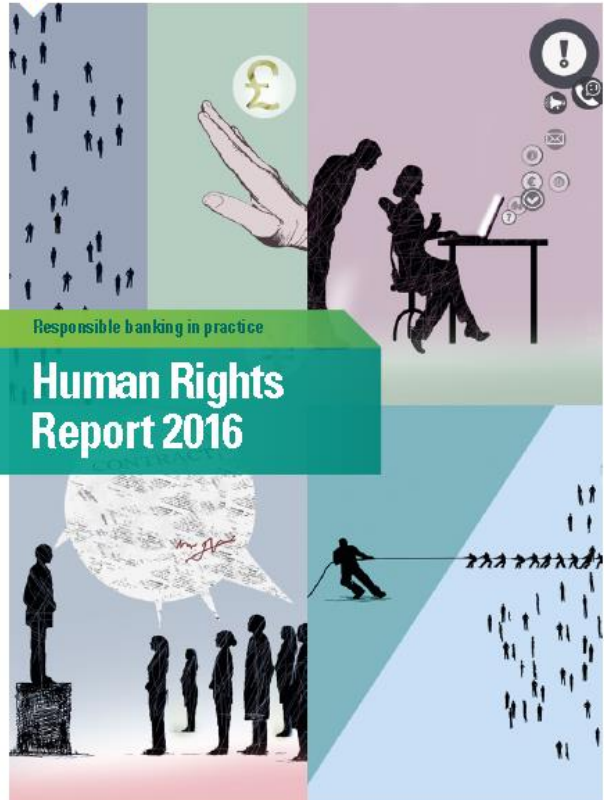
REMEDIATION

C6 How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?

C6.1 Through what means can the company receive complaints or concerns related to each salient issue?
 C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?
 C6.3 How does the company process complaints and assess the effectiveness of outcomes?
 C6.4 During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?
 C6.5 During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?


Responsible banking in practice

Human Rights Report 2016



UNGP's are all about collaboration

The United Nations Guiding Principles on Business and Human Rights:

ELEMENT 1



Establish a policy
commitment

ELEMENT 2



Implement a system to
identify, prevent and
mitigate human rights
abuses

ELEMENT 3



Make it right when
abuses have occurred

Our salient human rights



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Salient human rights are:

The human rights at risk of the most severe negative impacts through the ABN AMRO operations and value chain

[UNGPreporting.org](https://www.ungpreporting.org)

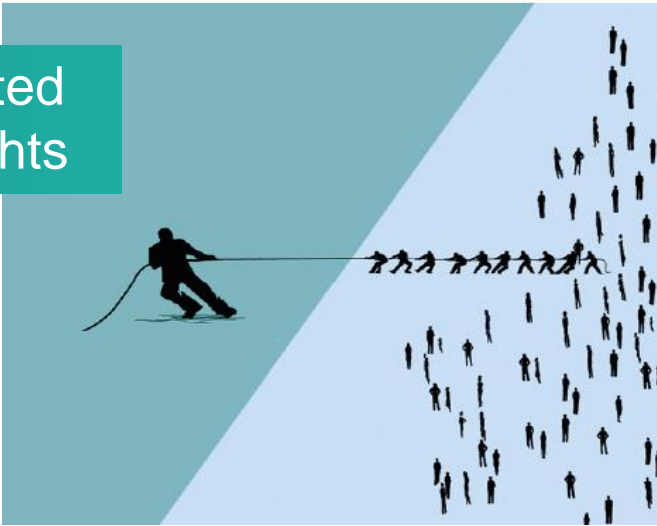
What does this mean for ABN AMRO?

Privacy



Discrimination

Land-related human rights



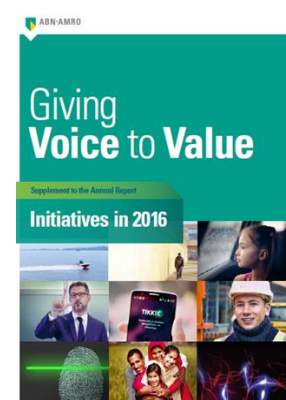
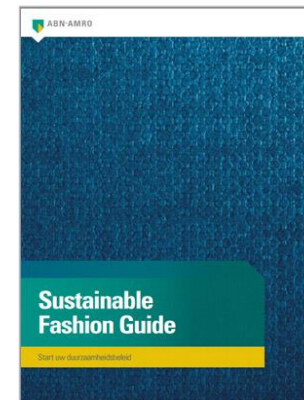
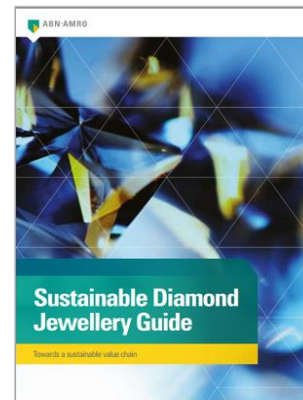
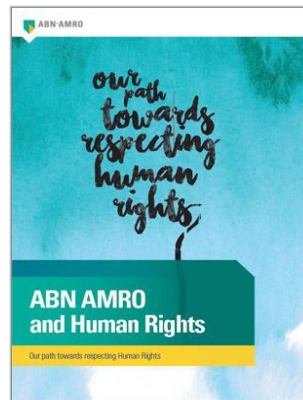
Labour rights



Next steps on innovation through collaboration

- ▶ Stakeholder input is gaining relevance
- ▶ More separate publications, targeting various stakeholders
- ▶ Increasing attention to long term value creation and connectivity
- ▶ Fully digital and transparent
- ▶ Online first, continuous and in real-time

Continuous Integrated Thinking, Reporting and targeted stakeholder communication



Thank you for your attention

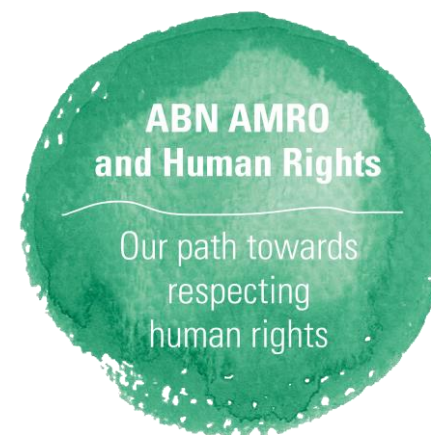
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